

Whistleblowers

Sabine's Home Care Services Governing Body, Quality Care Advisory Body, Consumer Advisory Body and the Management team encourage participants, their supporters, staff and contractors who see or suspects wrongdoing to speak up.

The Whistleblowers policy explains how to report your concerns safely and confidentially.

You can make a whistleblower report if you believe something illegal, unsafe, dishonest, or unethical is happening. This includes concerns about abuse or neglect of participants, fraud, financial misconduct, breaches of the law, or someone being treated unfairly.

Whistleblower reports can be made by workers, board members, contractors, suppliers, participants, supporters, family members, and others connected to our service. Reports can be made to Sabine's Home Care Services or to external organisations such as Aged Care Quality and Safety Commission, the police, legal advisers, or aged care advocates.

You can make a report in person, by phone, email, or letter, and you can choose to remain anonymous. Your identity will be kept confidential as required by law.

We are committed to protecting whistleblowers from harm or unfair treatment. This means we will not tolerate bullying, punishment, or threats against anyone who makes a report. We will take steps to support whistleblowers, such as offering EAP support, advocacy support, or changes to work arrangements if needed.

All reports are taken seriously. They are reviewed and investigated by members of the Management team. Investigations are handled fairly and as quickly as possible, and everyone involved is treated with respect.

This policy follows the Aged Care Act 2024 and the Corporations Act 2001. It helps us create a safe, honest, and accountable service where people feel confident to speak up without fear.

A full copy of the Whistleblowers policy, can be downloaded from the Staff Portal or by contacting our office on 03 9000 3590 or emailing Despina Kavnoudias (Quality, Risk and Compliance Manager) at despina.kavnoudias@shcservices.com.au