



Whistleblower Protection in Aged Care

What is a Whistleblower?

A person who reports a serious concern or wrongdoing.

It might include something like:

- Dishonest like fraud or corruption
- Illegal like theft, violence, harassment, victimisation
- Unethical or in breach of legislation
- Actions that might hurt or put someone at risk

How is this different from a complaint?

A complaint is when you are not satisfied with the service or support you received, or you have seen or experienced something that you feel we could improve on. Please see our [Client Complaints and Compliments Information Sheet](#).

Who can make a report?

Any person can make a report if they believe they have information about someone who has not followed the aged care law, or more broadly, about an organisation that hasn't followed the aged care law.

How can I make a report?

People can make the report in person, over the phone or in writing. The report can also be made anonymously.

People can make a report to:

- The Commission agedcarequality.gov.au/contact-us/complaints-concerns/how-make-complaint-or-give-feedback
- The Department or an official of the department health.gov.au/contacts/aged-care-whistleblower-disclosure?
- A registered provider
- A responsible person of a registered provider
- An aged care worker of a registered provider
- A police officer
- An independent aged care advocate.

If someone makes a report, they will:

- Be protected from any negative results that come from making the report.
- Have their identities or identifying information protected, with some exceptions – for example, where it is necessary to share information with the Aged Care Quality Safety Commission or a lawyer, or to prevent a serious threat to a person or people.

Additional Information

Aged Care Quality and Safety Commission: [Protection for whistleblowers | Aged Care Quality and Safety Commission](#)



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