

## Quick Reference Guide: Associated Providers Aged Care Workers

### Reporting an incident, provide feedback or make a whistleblower disclosure and what to do if a disclosure is made to you

#### Definitions

**Incident** - an event involving a participant that caused, or had the potential to cause, harm

**Feedback** - complaint or concern related to participant care or service

**Whistleblower disclosure** - breach of the Aged Care Act by an individual employee or by BCH

#### Reporting an Incident

- Follow your employer's incident reporting process and notify BCH as soon as it is safe to do so using our [Incident Submission Form](#) available at [www.bchc.org.au](http://www.bchc.org.au)

#### Raising a Complaint or a Concern

- Speak to your employer and ask them to contact us
- Contact the participant's BCH Care Partner directly or complete our online [Feedback Form](#) available at [www.bchc.org.au](http://www.bchc.org.au)

#### Making a Whistleblower Disclosure

You can make a whistleblower disclosure several ways by contacting:

##### Internal

- Contacting a member of our Support at Home Team
- Asking to speak to a member of our Executive or Governing Body as 'Responsible Persons'. Names and details of positions can be found on our website [About Us - Ballarat Community Health](#).
- BCH Whistleblower hotline (Stopline) – call 1300 30 45 50 or visit <https://bchc.stoplينerreport.com/> for further contact and supporting information including email, post and National Relay Service details.

##### External

- Aged Care Quality and Safety Commission - 1800 951 822
- Department of Health, Disability & Ageing - [agedcarewb@health.gov.au](mailto:agedcarewb@health.gov.au)
- Police Officer

#### What to do if a Whistleblower disclosure is made to you

If a participant raises an issue with you and identifies it as a whistleblower disclosure or states that Ballarat Community Health (individual or the organisation) has breached the Aged Care Act or makes an assertion that would indicate that Ballarat Community Health has, or potentially has, breached the Aged Care Act please do the following:

- ensure you have the name of the participant, or if it is their family or friend, their name and phone number
- advise the person making the disclosure that you will be reporting the disclosure to Ballarat Community Health Whistleblower confidential hotline where upon it will be assigned to the delegated Contact Officer who will contact them about the next steps
- report the disclosure via BCH's Whistleblower hotline (Stopline) on 1300 30 45 50 or emailing [makeareport@stipline.com.au](mailto:makeareport@stipline.com.au)
- do not discuss the disclosure with any other person under any circumstances

**For further information about whistleblower legislation**, including how you are protected when making a disclosure, please refer to the BCH SAH Associated Providers Handbook.