



PAC WHISTLEBLOWER POLICY

POLICY LEVEL	People and Culture		
POLICY GROUP	Organisation, Structure and Management		
CURRENT VERSION	June 2022	REVIEW DATE	June 2024

PART ONE: POLICY STATEMENT

1.1 Goal

Presbyterian Aged Care values the dignity and worth of all people created in God’s image and seeks to treat all with care and compassion. PAC is committed to the provision of safe, caring and inclusive environments and communities for our consumers. As part of that, we are committed to preventing abuse of older people and to respond promptly where it does occur. In addition, we are committed to providing a supportive and confidential environment for staff who come forward to report an incident(s) of actual or suspected of financial fraud and/or misappropriation of organisation assets/property.

1.2 Scope

This procedure applies to all PAC staff.

1.3 Objectives

- Promote an environment that supports the safety of the older people who live in our residential aged care facilities.
- Promote an environment that supports the safety of the older people who are our clients in community programs and who contract our services.
- Promote an environment that provides for consumers, their families and staff at all levels to feel free to raise any concerns they may have about the abuse or possible abuse of consumers and to have those concerns dealt with appropriately.
- Report all “reportable assaults” in residential aged care in accordance with Australian Department of Health guidelines.
- Promote an environment that encourages staff members to feel confident in reporting actual or suspected incidents of financial fraud and/or misappropriation of organisation assets/property.

1.4 Responsibilities

PAC Committee:

Overall responsibility to ensure policies and procedures relating to the prevention of consumer abuse and/or financial fraud/misappropriation of organisation assets are in place.



PAC WHISTLEBLOWER POLICY

Executive Leadership Team:

Responsible for ensuring that policies and procedures, systems and processes to assist identification and appropriate action are developed, in place and observed by staff.

Managers:

Responsible for ensuring that staff are aware of policies and procedures, systems and processes and that staff observe them.

Staff Members:

Responsibility to comply with organisation's policies, procedures, systems and processes. If unclear, staff should seek immediate clarification from their immediate supervisor.

1.5 Definitions

Abuse: Elder abuse can be defined as "a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person". Elder abuse can take various forms such as physical, psychological or emotional, sexual and financial abuse. It can also be the result of intentional or unintentional neglect.

World Health Organisation at http://www.who.int/ageing/projects/elder_abuse/en/

Reportable assault: According to the Aged Care Act (Section 63-1AA), a reportable assault means:

Unlawful sexual contact with a resident of an aged care home; or

Unreasonable use of force on a resident of an aged care home.

Financial Fraud: Financial fraud can be defined as an intentional single, or repeated act of theft/misappropriation of organisation assets in the form of either physical, moveable items or manipulation of the organisation's electronic banking system for the sole purpose of dishonestly obtaining a financial advantage over a period of time.

PART TWO: PROCEDURES

2.1 Guidelines

- Management ensure that all staff are aware of and understand the PAC Whistleblower Procedure
- Staff member becomes aware of a reportable assault or an incident of actual or suspected financial fraud and/or misappropriation of organization assets
- Staff member confidentially reports the concerns to the Director of People and Culture
- The Director of People and Culture reports the allegations through the appropriate channels, ensuring the anonymity of the reporting employee throughout the process



PAC WHISTLEBLOWER POLICY

2.2 Related Documents, Forms and Attachments:

Department of Health (2017): Guide for Reporting Reportable Assaults (*for residential aged care services*) at <https://agedcare.health.gov.au/ensuring-quality/aged-care-quality-and-compliance/guide-for-reporting-reportable-assaults>

Department of Health (2017): Guide for Aged Care Staff – Compulsory Reporting (*for residential aged care services*) at <https://agedcare.health.gov.au/ensuring-quality/aged-care-quality-and-compliance/compulsory-reporting-for-approved-providers/guide-for-aged-care-staff-compulsory-reporting>

NSW Government: Family & Community Services (2015): Preventing and Responding to Abuse of Older People: NSW Interagency Policy (*for home care services or RVs*) at <http://elderabusehelpline.com.au/for-professionals/nsw-state-government-policy-tools>

2.3 Resources:

PAC Preventing and Responding to Resident Abuse: Power Point Education & Training Program

PART THREE: CROSS REFERENCES

3.1 Related Legislation

- Aged Care Act 1997
- Aged Care Quality Standards 8(3)(d)(ii)
- Crimes (Domestic and Personal Violence) Act 1997 (NSW)
- Dept of Health, Home Care Packages Program Operational Manual, March 2020
- Dept of Health, Commonwealth Home Support Program (CHSP) Manual, 2019
- Privacy Act 1988

3.2 Related Policies and Procedures

- PAC Complaints Policy
- PAC Critical Incident Policy
- PAC Police Records Checks Policy
- PAC Prevention of Harassment and Bullying Policy
- PAC Privacy Policy

QUALITY INFORMATION / REVISION HISTORY			
ELT APPROVAL APPROVED BY:	CEO	DATE	August 2023
PREVIOUS VERSIONS			