WINGECARRIBEE adult day centre

TELEPHONE: 4862 1774

2026

BOWRAL THURSDAY GROUP

Thursday 5th November

Active Games

Music and movement

Thursday 12th November

Flower Craft

For all abilities

Thursday 19th November

Scattergories

Word games with letters

Thursday 26th November

Transport

Planes, trains, boats and more

A Lovely morning tea and delicious, nutritious two course lunch is served each day

Join us for fun and friendship

WHISTLEBLOWER DISCLOSURE

This guide is designed to help you, as a client of Wingecarribee Adult Day Care Centres or your representative understand how to safely and confidently report serious concerns or misconduct under the Whistleblower Protections in the Aged Care Act 2024.

You have the right to speak up if you see or experience something that seems wrong – and to do so safely, confidentially, and without fear of negative consequences.

We are committed to providing safe, high-quality care. ***We welcome and encourage all feedback*** so we can take action to protect your safety and improve services. If you tell us something that may be a breach of the law, it may qualify as a protected disclosure. This means special rules apply to protect your identity and your right to speak up.

What is a Whistleblower Disclosure?

A whistleblower disclosure is when you report something you reasonably believe may be misconduct or serious wrongdoing. This could include:

- Unsafe or poor-quality care
- Neglect or abuse
- Fraud, dishonesty or serious breaches of the law
- Conduct that does not meet the standards of the Aged Care Act 2024

You do not need to have proof – just a genuine concern based on what you have seen or experienced.

Do you want it handled as a Whistleblower Disclosure or a Complaint?

You have a choice. When you raise a concern, you can tell us whether you would like it to be handled:

- As a protected whistleblower disclosure – if the issue involves serious wrongdoing or a suspected breach of law and you wish to seek protections under the Aged Care Act 2024, we will treat it through our whistleblower system
- As a complaint – if you are unhappy with something, such as service delays, communication or billing issues, you can use our regular complaints and feedback process.

If you're unsure which to choose, we can help you understand the differences. If you start with one process but change your mind, we can transfer it to the other with your consent.

You can make a whistleblower disclosure to any of the following people:

- A staff member, volunteer or Board Member of Wingecarribee Adult Day Centres
- The Aged Care Quality and Safety Commission on 1800 951 822
- The Department of Health, Disability and Ageing
- An independent aged care advocate (call OPAN on 1800 700 600 or visit opan.org.au)
- A Police officer

How to make a Whistleblower Disclosure?

- In person (eg to a staff member or volunteer of Wingecarribee Adult Day Care Centres)
- By phone
- In writing (email or letter)
- Anonymously (you do not need to give your name)

At all times, your information will be kept private and only shared if it is legally required to protect someone's safety or investigate a serious issue. We will keep you informed wherever possible while we investigate or manage the issue.