



Whistleblower Program

Key Roles and Responsibilities

Yass Valley Aged Care has identified the following roles and responsibilities relevant to the overall implementation and management of our Whistleblower Program.

It is important that the roles of the Whistleblower Protection Officer, Annette Gajic and Christopher Copeland, and the Whistleblower Investigator are not held by the same person. These roles should operate, and be seen to operate, independently.

The Board of Management

The Board of Management is responsible for:

- approving this Whistleblower Program
- approving the Whistleblower Policy that is published on our public website
- approving the appointment of the Whistleblower Program Manager, CEO, Nicola Barnes
- approving the appointment of the Whistleblower Protection Officer, Annette Gajic and Christopher Copeland.s
- approving the appointment of Whistleblower Investigators, whether they be internal and/or external
- promoting a culture within Yass Valley Aged Care that supports transparency of and accessibility to our Whistleblower Program, as well as its effective operation
- ensuring that the Management team has sufficient resources in place and that relevant staff are adequately skilled and qualified to effectively implement and manage our Whistleblower Program

- ensuring that the Whistleblower Program Manager, CEO, Nicola Barnes and the Whistleblower Protection Officer, Annette Gajic and Christopher Copeland.s have a direct line of communication to the Board of Directors
- ensuring that it receives regular reports including on the number, nature and status of any whistleblower disclosures that have been received through our Whistleblower Program.

The Whistleblower Program Manager, CEO, Nicola Barnes

CEO Nicola Barnes has been appointed as Yass Valley Aged Care's Whistleblower Program Manager, CEO, Nicola Barnes.

Our Whistleblower Program Manager, CEO, Nicola Barnes has a direct communication line with the Directors and the Chair of the Board of Management to satisfy the objectives of our Whistleblower Program.

Our Whistleblower Program Manager, CEO, Nicola Barnes is responsible for:

- effectively implementing our Whistleblower Program
- recommending the appointment of Whistleblower Protection Officer, Annette Gajic and Christopher Copeland.s to the Board of Management for approval
- promoting a culture within Yass Valley Aged Care that supports transparency of and accessibility to our Whistleblower Program, as well as its effective operation
- ensuring that our Whistleblower Program remains easily accessible to all Board members and staff through our PolicyConnect site
- ensuring that our [Whistleblower Policy](#) is published on our public website and is easily accessible to consumers and their families, supporters and/or carers, staff, volunteers, associated providers, suppliers and other key stakeholders
- ensuring that each whistleblower disclosure received has been assigned to an appropriate Whistleblower Investigator and is appropriately investigated by the Whistleblower Investigator
- providing regular reports to the Board including on the number, nature and status of any whistleblower disclosures that have been received through our Whistleblower Program
- providing a report, or ensuring relevant Management team members provide a report, to the Board on any corrective action taken as a result of a whistleblower disclosure
- the overall maintenance of our Whistleblower Program to ensure its continued currency and practical application
- ensuring that all new directors, employees, contractors and associated providers receive training.

Whistleblower Protection Officer, Annette Gajic and Christopher Copeland.s

Whistleblower Protection Officer, Annette Gajic and Christopher Copeland.s are responsible for:

- receiving potential whistleblower disclosures, and where practical and/or appropriate, maintaining communications with the whistleblower for the purpose of obtaining additional information and/or providing information with respect to the progress and outcomes of the investigation
- assessing disclosures received to determine whether they qualify as whistleblower disclosures under the Aged Care Act or the Corporations Act and the nature and extent of the investigation that may be required, including timeframes
- providing protection and support to the whistleblower in accordance with our Whistleblower Program (refer to [Protection and Support for Whistleblowers](#))
- respecting and protecting the whistleblower's anonymity (if the whistleblower wants to be anonymous)
- assigning a Whistleblower Investigator to each whistleblower disclosure received
- ensuring that each disclosure received is appropriately investigated by a Whistleblower Investigator
- where appropriate, providing assistance to the Whistleblower Investigator in carrying out the investigation
- storing all information and documents relevant to the investigation securely
- providing regular reports to the Whistleblower Program Manager, CEO, Nicola Barnes with respect to whistleblower activities
- ensuring fair treatment of individuals mentioned in a disclosure.

Yass Valley Aged Care has appointed the following Whistleblower Protection Officer, Annette Gajic and Christopher Copeland.s:

Christopher Copeland Board member Whistleblower@hortonhouse.com.au

Annette Gajic Audit and Competency Officer Annette.gajic@hortonhouse.com.au

Refer to [Receiving a Disclosure and Conducting an Investigation](#) for more information on the roles and responsibilities of Whistleblower Protection Officer, Annette Gajic and Christopher Copeland.s.

Whistleblower Investigators

Whistleblower Investigators are appointed by the Board of Directors and are assigned to whistleblower disclosures by the Whistleblower Protection Officer, Annette Gajic and Christopher Copeland. on a case-by-case basis depending on the particular circumstances of the whistleblower disclosure.

Whistleblower Investigators can be internal or external, however they must have appropriate qualifications and experience to conduct the investigation. Any internal investigator who is appointed must be independent and cannot be the Whistleblower Protection Officer, Annette Gajic and Christopher Copeland. for the matter.

Refer to [Receiving a Disclosure and Conducting an Investigation](#) for more information on the roles and responsibilities of Whistleblower Investigators.

General Staff

Receiving a Whistleblower Disclosure

Any staff member who receives a whistleblower disclosure should promptly inform a Whistleblower Protection Officer, Annette Gajic and Christopher Copeland. of the disclosure. If the discloser wishes to remain anonymous, the staff member must take reasonable steps to protect the discloser's anonymity. This may include withholding the discloser's identity from the Whistleblower Protection Officer, Annette Gajic and Christopher Copeland. and other staff.

Protecting and Supporting Whistleblowers

All staff have a responsibility to contribute to a culture that supports and protects whistleblowers.

All staff have a responsibility to respect the confidentiality of a whistleblower disclosure and not share any information about the disclosure, or the discloser, except as authorised by this Program.

Staff must not engage in any behaviour that causes detriment to a person because that person blew the whistle. Such detrimental behaviours include reprisals, retaliation, harassment and victimisation. Staff who witness such detrimental behaviours must promptly report them to a Whistleblower Protection Officer, Annette Gajic and Christopher Copeland. or other appropriate staff member.

For more information, refer to [Protection and Support for Whistleblowers](#).

Staff Who Blow the Whistle

Staff who are making a whistleblower disclosure should refer to Whistleblower's Responsibilities below.

Whistleblowers' Responsibilities

Our Whistleblower Program is designed to deal with matters that are of a serious nature that cannot be reasonably handled through existing internal reporting and incident management procedures.

A person making a whistleblower disclosure is expected to:

- have reasonable grounds for suspecting that wrongdoing has occurred, or will occur
- not use the whistleblower service to report matters that they know to be false.

Refer to [Checkpoint: Is Whistleblowing the Best Option?](#) for more information.

The inappropriate use of our whistleblower service will be viewed as misconduct and may lead to disciplinary action.