



	Whistleblower Policy (Aged Care Act 2024)	OP-053
		Version: 001
		Effective date: 1 November 2025

1 Purpose

This is a short, easy-to-read version of our Whistleblower Policy. It explains how anyone can safely report wrongdoing or poor behaviour in our aged care services. It supports the right of all people – employees, volunteers, families, and others – to speak up and be protected.

2 Policy Statement

Community Transport Services Tasmania (CTST) is committed to the principles of transparency and accountability and views whistleblowing as an opportunity to reflect upon organisational procedures and promote an ethical culture.

CTST's whistleblower policy is an important tool for the safe and secure means for disclosing wrongdoing. It helps to identify any wrongdoing that otherwise may not be identified by CTST's internal or external controls.

3 Who is this policy for?

This policy applies to everyone connected with CTST, including:

- Aged care workers, contractors, and volunteers
- People receiving care
- Families, friends, and carers
- Board members and management
- Anyone else who becomes aware of wrongdoing under the *Aged Care Act 2024*

4 What is a whistleblower?

A whistleblower is someone who reports concerns about serious wrongdoing or poor behaviour. This includes things like: neglect, abuse, unsafe care, fraud, dishonesty, or breaking the *Aged Care Act 2024*.

5 Qualifying Disclosure

A disclosure qualifies for protection if the Discloser has reasonable grounds to suspect a contravention of the *Aged Care Act 2024*, and the disclosure is made orally or in writing, including anonymously – to any of the following:

- an Appointed Commissioner or member of the Department of Health and Aged Care Quality and Safety Commission;



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- the System Governor or an official of the Department of Health and Aged Care;
- a registered provider, a reasonable person of a registered provider, or an aged-care worker of a registered provider;
- a police officer; or
- an independent aged-care advocate

6 How to make a report

You can report in person, by phone, by email, or in writing. You can:

- talk to your CTST aged care worker, their manager, a member of the Executive Team or contact the Quality, Safety and Risk team directly by:
 - Phoning 1800 781 033 and asking to speak to the Quality, Safety and Risk team
 - Emailing us at quality@ctst.org.au
 - Writing to us at CTST Quality, Safety and Risk, PO Box 464, Glenorchy TAS 7010
- Contact the Aged Care Quality and Safety Commission
- Contact the Department of Health and Aged Care
- Contact the police if a law may have been broken

You can also make your report anonymously.

7 Your protections

If you make a report under this policy, you are protected by law. This means:

- You cannot be punished or treated unfairly
- Your identity will be kept private (unless you agree to share it)
- You are protected from civil, criminal, or administrative penalties for making a report in good faith
- We will take all reasonable steps to support and protect you

8 What happens after you report

1. We will listen carefully and thank you for speaking up.
2. We will decide if it is covered by this policy.
3. If yes, we will investigate fairly, confidentially, and as quickly as possible. We will check what happened and keep your information private.
4. You will be updated about the progress where possible. We will take action if something is wrong.
5. Any findings or actions will be recorded and reviewed by management.



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9 Support available

If you need help to make a report, we can support you. You can ask for help from:

- A trusted support person or family member
- An aged care advocate
- A translator or communication aid if you need it.

10 Policy Development and Review

This policy will be formally reviewed at least every 12 months and immediately following any regulatory changes to whistleblower requirements.

Any amendments will be approved by the Chief Executive Officer and communicated to all employees, volunteers, contractors and where relevant, service users, their families and advocates.

11 Document control

Version	Document Owner / Author	Date of update	Rationale for change	Summary of changes
1.0	Shelly Forster, Executive Manager Resilience & Quality	20 Oct 2025	New Policy	New policy

	Role	Name
Document owner	Exec Manager Resilience & Quality	Shelly Forster
Prepared by	Exec Manager Resilience & Quality	Shelly Forster
Validated by	Quality, Safety & Risk Advisor	Lesley Nankivell
Approved by	Chief Executive Officer	Lyndon Stevenson

Review, approval and date of issue information is held in the CTST document management system.

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