

Whistleblower Policy

This policy has been developed in line with the *Australian Government Registered Organisations Commission's* guidelines, and reflects Daughterly Care's values and practices.

Daughterly Care Community Services Limited and connected entities (which will hereby be referred to as "Daughterly Care") is committed to providing the highest quality of care and foster a safe and nurturing working environment for all of *The Company's* employees. Which is why it is committed to ensuring that anyone can safely and without fear of repercussion report any concerns in confidence to *The Company*.

This Whistleblower Policy's purpose is to provide any concerned party with a process to enable them to anonymously and fairly raise any matters they encounter. This policy applies to all *Daughterly Care* Clients, Staff and/or members of the general public.

Whistleblower Investigation Officer

The WIO is a senior officer of the Organisation who is responsible for receiving whistleblower concerns or complaints of wrongdoing and overseeing its investigation and resolution. Daughterly Care's (and connected entities) dedicated Whistleblower Investigation Officer (WIO) is Nicole Hickey (Director and Operations Manager).

Whistleblower Investigation Officer's Name	Whistleblower Contact Details
Nicole Hickey <i>Director & Operations Manager</i>	(02) 9970 7333 nicoleh@daughterlycare.com.au

Complaint policies

Daughterly Care encourages all clients and employees to raise their concerns or and wrongdoing. This is firstly done by following our complaints policy.

However, in cases where the concerned person does not feel safe to speak to any of the internal reporting channels and wish to be protected by the organisation as a part of raising your matter, you can report your matter to the **Whistleblower Investigation Officer** (the **WIO**).

For Clients:

- *Daughterly Care* has a Complaints Procedure, which is included in every clients Home Care Agreement and/or Terms of Business.

For Staff:

- Team Members code of conduct (located in the Carer Handbook).
- Staff Complaints policy (located in the Carer Handbook).
- Grievance handling (located in the Carer Handbook).



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Our Specialty

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Servicing:
Mosman & surrounds
Upper & Lower North Shore
Hunters Hill / Ryde
North West & Hills District
Northern Beaches
Eastern Suburbs

Complaints Pathways

Choose the preferred pathway



Phone Whistleblower Investigation Officer, Nicole Hickey
(02) 9970 7333

If needed – phone for an Interpreter – 1300 655081

Phone your **DCCS Care Manager** or **High Care Case Manager** - (02) 9970 7333

Phone your **DCCS Care Manager's Team Leader** - (02) 9970 7333

Contact DCCS **Operations Manager, Nicole-Anne Hickey** - (02) 9970 7333
nicoleh@daughterlycare.com.au

Contact **DCCS CEO, Kate Lambert** - (02) 9970 7333
kate.lambert@daughterlycare.com.au

Contact **DCCS Managing Director, Verlie Hall** - (02) 9970 7333
verliehrn@daughterlycare.com.au

Protecting Whistleblowers

A whistleblower who reports their concern under this policy in good faith, provided they have not been involved in the conduct reported, will not be disadvantaged or penalised because they have reported the issue.

A Whistleblower, or anyone who assists in the investigation of a concern raised under this policy, must not be discriminated, harassed or victimised by any Daughterly Care staff. Such display of harassing or discriminatory behaviour is serious misconduct and could result in disciplinary action. A Whistleblower who feels penalised, victimised or harassed by a colleague or person in management should report this to the WIO immediately. If the WIO finds that the Whistleblower has not acted in good faith or has intentionally reported false information, they may be subject to disciplinary action.

Making a report

When reporting a concern/complaint, the first step for a whistleblower would be to follow the step in the complaints procedure, reporting through the normal channels such as reporting to their case manager or reporting manager.

If the whistleblower is not able to use normal channels due to reasonable concern about doing so or the person reporting believes that the action taken was not appropriate, the whistleblower should then report to the WIO directly

The whistleblower can choose to remain anonymous, however this can make investigation into a concern or updating the progress of an investigation difficult. A Whistleblower should also, where possible, ensure that the information they give is factual, unbiased, and as detailed as possible.

Once a whistleblower has contacted to WIO to make a report, the investigation into the issue will be treated on a case by case basis, which the whistleblower will be updated on when necessary. If a Whistleblower still thinks the matter has not had a reasonable outcome they can contact the Fair Work Ombudsman on 13 13 94.

Review of this policy

This policy was written in collaboration with Daughterly Care employees, promoted through both the employee handbook and staff newsletters and will be reviewed and updated every 2 years or more frequently if appropriate.