Customer Whistleblower Protection Statement

Our commitment to you

We're committed to creating a culture of trust and safety where customers and supporters can speak up confidently, knowing their concerns will be protected and heard.

Customers and their supporters are encouraged to speak up if they reasonably believe that we have breached the Aged Care Act. In these instances, Australian Unity welcome customers and supporters to make a disclosure in accordance with our **Whistleblower Protection Policy**, which requires Australian Unity to protect any whistleblower in accordance with the Aged Care Act.

If a disclosure does not involve a reasonable suspicion that we have breached the Aged Care Act (for example, you want to provide feedback on the standard of your cleaning services), then you are encouraged to speak-up via other communication channels such as Australian Unity's complaints or feedback system.

What protections must be provided to Whistleblowers

When managing disclosures, Australian Unity will ensure that protections available for Whistleblowers are not compromised. Protections include:

- The prohibition of victimisation of any Whistleblower, or threats of victimisation directed towards Whistleblowers
- Protection of the Whistleblower's identity and honouring a Whistleblower's right to remain anonymous (if requested).
- Protecting Whistleblowers from:
  - any civil, criminal or administrative liability (including disciplinary action) for making a disclosure
  - any contractual or other kind of remedy being enforced or exercised against the Whistleblower on the basis of the disclosure, including termination on the basis that disclosure constitutes breach of the contract.

For the full **Whistleblower Protection Policy**, contact the Home Health, Health Concierge Team on 1300 160 170 who will be able to provide a copy.

How to make a disclosure

Disclosure can be made verbally or in writing to internal and external eligible recipients as listed below:

Internal Disclosures

Whistleblower Protection Officer

In writing to:
Group General Counsel or Chief of Audit
Australian Unity
Level 15, 271 Spring St Melbourne, VIC 3000
Alternatively, you can make an internal disclosure to the following Australian Unity recipients: your Registered Provider, a Responsible Person of your Registered Provider or an Aged Care Worker of your Registered Provider.

External Disclosures

Australian Unity's independent external party

audisclosure@llm.net.au

Disclosure Hotline on 1300 794 250.
The Hotline operates as a message bank service. A representative from Linchpin will generally call you back within a business day. Disclosures can be made at any time, including outside of business hours.

Aged Care Quality & Safety Commission (Commission)
Email: info@agedcarequality.gov.au
Call: 1800 951 822

Department of Health, Disability and Ageing
Call: 1800 020 103

A police officer (non-urgent reports)
Call: 131 444

An Independent Aged Care Advocate

Senior Rights Services
Free Call: 1800 424 079

Older Persons Advocacy Network (National)
Free call: 1800 700 600

Elder Rights Advocacy (ERA) (VIC)
Free call: (03) 9602 3066

External disclosures are to be made securely in accordance with the whistleblowing policies in respect of each entity to whom the external disclosure is made.

Disclosure Investigations

Australian Unity will treat all disclosures seriously and appropriate actions will be taken as soon as practicable after the disclosure is made. Disclosures will be thoroughly investigated and overseen by appropriate personnel, which may be conducted in consultation with others, such as Legal, or external advisors, where necessary.

Australian Unity will support Whistleblowers and protect their confidentiality while a disclosure is being investigated.