

KNOW YOUR RIGHTS: WHISTLEBLOWER ACT & COMPLAINT PROCESS



Protecting your voice. Protecting our community.



The new Aged Care Act starts on 1 November 2025. One important change is better protection for whistleblowers - people who speak up or report problems. This means older people, their families, carers, and aged care workers can make a complaint or share concerns without worrying about being punished or treated unfairly.



You can make a complaint at East Grampians Health Service by:

- Talking to a staff member.
- Filling out a feedback form.
- Emailing info@eghs.net.au
- Via our website at www.eghs.net.au/contact/your-feedback



You can make a report to:

- Us, as a registered aged care provider.
Ask to speak with:
 - Someone in charge.
 - Facility manager.
 - Clinical care manager.
- Any aged care worker.
- An independent aged care advocate:
 - Older Persons Advocacy Network (OPAN): 1800 700 600.
- The Aged Care Quality & Safety Commission: 1800 951 822.
- The Department of Health, Disability and Ageing: 1800 020 103.
- A police officer.

You can make the report in person, over the phone or in writing.
A report can be made without giving your name.

