Provider Compliance Checklist

Complaints, Feedback & Whistleblower Protections
Aged Care Act 2024 & Departmental Guidance)

1. Governance & Policy Framework

☐ Complaints and Feedback Policy updated to align with the Aged Care Act 2024 Statement of Rights
☐ Whistleblower Policy in place and aligned with statutory whistleblower protections
☐ Policies approved by the Board / Governing Body
☐ Clear separation between complaints handling and whistleblower disclosures
☐ Policies apply to participants, families, workers, volunteers, contractors and associated providers

2. Complaints Management System

☐ Multiple complaint pathways available (verbal, written, online, anonymous)
☐ Complaints can be raised without fear of reprisal or disadvantage
☐ Clear escalation pathways to:
- ☐ Complaints Commissioner
- ☐ Aged Care Quality and Safety Commission

Advocacy services (e.g. OPAN)
☐ Complaints acknowledged, assessed and resolved within documented timeframes
☐ Outcomes communicated clearly to complainants
☐ Complaint data used for quality improvement and governance reportin

3. Whistleblower Protections

☐ Whistleblowers protected from:
- ☐ retaliation
- ☐ victimisation
- ☐ adverse treatment

☐ Confidentiality of whistleblower identity maintained
☐ Option for anonymous disclosures supported
☐ Clear internal reporting pathways documented
☐ External reporting options clearly communicated (Commission, Department, Police
☐ Whistleblower disclosures investigated independently and appropriately

4. Workforce & Volunteer Awareness

☐ Workers and volunteers trained on:
- ☐ how to raise complaints
- ☐ whistleblower protections

5. Code of Conduct obligations

☐ Training includes real-world scenarios and reporting pathways
☐ Training refreshed regularly and documented
☐ Workers informed they can report concerns internally or externally

Reference: Complaints, feedback and whistleblower protections – Stakeholder toolkit (toolkit)

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6. Participant & Community Communication

☐ Complaints and whistleblower information provided in:
- ☐ plain language
- ☐ accessible formats
- ☐ culturally appropriate formats where required
  - ☐ Participants informed of their rights at entry and on an ongoing basis
  - ☐ Easy-read, translated or Auslan resources available as needed
  - ☐ No adverse impact on care when a complaint is made

6. Record Keeping & Evidence

☐ Complaints and disclosures logged securely
☐ Investigation records retained and auditable
☐ Clear distinction between:
- ☐ complaints
- ☐ incidents
- ☐ whistleblower disclosures

☐ Privacy and information management obligations met
☐ Evidence available for ACQSC audits and assessments

7. Oversight & Continuous Improvement

☐ Complaints and whistleblower trends reviewed at governance level
☐ Actions tracked and closed out
☐ Systemic issues escalated and addressed
☐ Feedback loops in place to improve service quality
☐ Framework aligned with Strengthened Quality Standards

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