Implementation Action Plan

Complaints, Feedback & Whistleblower Protections Stakeholder Toolkit

Audience	Objective	Key Actions	Evidence / Outputs
Providers (Boards, Executives, Managers)	Establish governance, systems and culture that support safe complaints and protected disclosures	• Review and update Complaints & Feedback and Whistleblower Policies to align with the Aged Care Act 2024 • Approve policies at Board/Governing Body level • Define internal and external reporting pathways and escalation processes • Ensure confidentiality and non-retaliation protections are embedded • Integrate complaints and whistleblower reporting into governance, risk and quality frameworks • Assign clear accountability for complaints handling and investigations • Monitor trends and systemic issues and implement corrective actions	• Board-approved policies • Complaints and whistleblower registers • Governance and risk reports • Audit evidence • Meeting minutes (agenda items)
Older People, Families, Carers and Supporters	Ensure people understand their rights and feel safe to raise concerns	• Provide clear, plain-language information on complaints and whistleblower rights • Communicate that raising concerns will not negatively affect care • Communicate multiple complaint pathways (provider, Commission, Complaints Commissioner, advocacy services) • Make information available in accessible and culturally appropriate formats • Reinforce rights at intake, reviews and when issues arise • Encourage feedback as part of continuous improvement	• Client information/welcome packs • Posters, website content and handouts • Easy-read and translated materials • Records of information provided
Support Workers, Volunteers and Contractors	Build awareness and confidence to raise concerns safely and lawfully	• Deliver training on complaints handling, whistleblower protections and Code of Conduct obligations • Clarify the difference between complaints, incidents and whistleblower disclosures • Explain internal and external reporting options • Promote a speak-up culture through leadership and supervision • Include volunteers and contractors in training and protections	• Training materials and attendance records • Induction checklists • Staff handbooks and guidance notes • Supervision and team meeting records (agenda items)
All Audiences (Continuous Improvement)	Use feedback and disclosures to improve quality and safety	• Analyse complaints and whistleblower data for trends and systemic issues • Implement and track corrective actions • Communicate improvements where appropriate • Review frameworks regularly and/or following regulatory changes	• Continuous improvement plan • Trend analysis reports • Action registers with closed-loop follow-up

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

The Eastern Sector Development Team is supported by the Australian Government Department of Health, Disability and Ageing. Visit http://www.health.gov.au/ for more information. Although funding for this resource has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.