

HOW CAN I MAKE A DISCLOSURE?

Disclosures can be sent to the eligible recipient via:

- Email: executive@footprintscommunity.org.au
Making sure you put the eligible recipient's name in the subject line.
- Post:
To the Executive
Attention [Eligible Recipient's Name]
PO Box 735, New Farm Qld 400
Making sure you attention the letter to the eligible recipient.

Contact details for eligible external recipients are listed on the other side.

CAN I MAKE MY DISCLOSURE ANONYMOUSLY?

No, you must give your name when making your disclosure to be covered by the protections. However, Footprints will do what it can to protect your privacy while responding to the disclosure.

WHAT WILL HAPPEN IF I MAKE A DISCLOSURE TO SOMEONE WITHIN FOOTPRINTS?

The person receiving your disclosure will contact you to let you know that they have received it, and will provide a timeframe for any investigation or follow up actions.

Depending on the nature and circumstances of the disclosure, there may need to be some changes to your supports (e.g. staff providing supports). We will discuss these with you before they happen.

WHAT WILL HAPPEN IF I MAKE A DISCLOSURE TO SOMEONE OUTSIDE OF FOOTPRINTS?

Each external recipient (see other side) will have their own process to follow, depending on the nature and circumstances of the disclosure. They should communicate their process to you so that you know what to expect. They will also contact Footprints so that we can respond and assist with any necessary investigations or follow-up actions.

Please be assured that Footprints takes all allegations of misconduct very seriously and will work with you to ensure that you are not subjected to adversity by making such a disclosure.

A copy of our full Whistleblower Policy and Procedure is available on our website at: www.footprintscommunity.org.au/quality/

Contact us:

P: 07 3252 3488

F: 07 3252 3688

admin@footprintscommunity.org.au

P.O. Box 735 New Farm QLD 4005

www.footprintscommunity.org.au

STAY CONNECTED WITH US



DECEMBER 2021

A GUIDE TO WHISTLEBLOWING

FOR CLIENTS AND THEIR REPRESENTATIVES

footprints
community

WHAT ARE WHISTLEBLOWER PROTECTIONS?

Whistleblower protections are legal protections for people making a complaint about certain types of misconduct by Footprints. This differs from a general complaint about Footprints services, which will be dealt with according to our Feedback Management Policy and Procedure.

Under the Aged Care Act and NDIS Act, clients and/or their representatives are legally protected from retaliation by Footprints following a disclosure of reportable conduct.

Retaliation may include:

- harassment or intimidation
- harm or injury, including psychological harm
- damage to property, reputation or business or financial position
- any other damage.

This does not include steps we may need to take to protect you from retaliation, such as reasonable changes to supports, or to staff providing those supports.



WHO CAN I MAKE A DISCLOSURE TO?

Disclosures must be made to members of Footprints Board or Executive Management Committee (EMC), see our website: www.footprintscommunity.org.au/who-we-are/.

Disclosures may be made to aged care staff members if the incident relates specifically to aged care services. However, we strongly recommend making disclosures to Footprints Board or EMC.

Alternatively, you can make your disclosure directly to an external recipient:

Aged Care

- Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city
info@agedcarequality.gov.au
1800 951 822
- Queensland Police Service
(if you believe a crime has occurred)
000 or 131 444

NDIS

- NDIS Quality and Safeguards Commission
www.ndiscommission.gov.au/about/complaints
1800 035 544
- NDIS Launch Transition Agency
enquiries@ndis.gov.au
1800 800 110

CONDUCT COVERED UNDER THE WHISTLEBLOWER PROTECTIONS?

Aged Care

Any of the following incidents that have occurred, are alleged to have occurred, or are suspected of having occurred, in connection with aged care services provided by Footprints to a client:

- unreasonable use of force against the client
- unlawful sexual contact, or inappropriate sexual conduct, inflicted on the client
- psychological or emotional abuse of the client
- unexpected death of the client
- stealing from, or financial coercion of, the client by a staff member of Footprints
- neglect of the client
- use of physical restraint or chemical restraint in relation to the client (other than in circumstances set out in the Quality-of-Care Principles)
- unexplained absence of the client from the care services of Footprints.

NDIS

For an incident to be reportable, a certain act or event needs to have happened (or be alleged to have happened) in connection with the provision of supports or services. This includes:

- the death of a person with disability
- serious injury of a person with disability
- abuse or neglect of a person with disability
- unlawful sexual or physical contact with, or assault of, a person with disability
- sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability.