

# What you need to know about Whistleblowing

## What is Whistleblowing?

Brightwater is committed to ethical conduct and the aims and objectives of the Aged Care Act and NDIS Act.

Whistleblowing is when someone speaks up about wrongdoing, unsafe practices, or unethical behaviour within an organisation to protect people, customers, or the public. If you experience or become aware of improper conduct, you may report this to Brightwater under Whistleblower protection laws. The anonymity of the Whistleblower will be protected to the extent permitted by law.

## Why It Matters

As a customer you rely on Brightwater to act responsibly. Whistleblowing ensures issues such as fraud, safety risks, or misconduct are addressed promptly, protecting customer interests.

## What can you report?

You can report any instances of conduct, which includes but is not limited to:

- Practice or conduct that is illegal, or breaches of any law
- Fraud and/or corruption
- Misappropriation and/or significant mismanagement of resources
- Abuse of authority
- Failing to follow mandatory reporting requirements (e.g. Elder Abuse)
- Any conduct that endangers or involves the abuse of other employees, clients and/or residents, volunteers or other persons

## How can you report concerns

You can report concerns through the following channels:

- Our dedicated and independent whistleblowing service:
- Phone hotline or secure online reporting form which can be accessed [here](#).
- Come into any Brightwater location and make a report
- A full copy of the Whistleblowing Policy can be requested by emailing [welcome@brightwatergroup.com](mailto:welcome@brightwatergroup.com)

## Protection and Confidentiality

Reports are handled with strict confidentiality. Customers are protected from retaliation, and their identity will not be disclosed without consent.

## What Happens After a Report Is Made

Once a report is submitted:

- The concern is reviewed by an independent team
- An investigation is conducted if necessary
- Customers may receive updates on the outcome, where appropriate

If your feedback is general in nature and not related to a Whistleblowing concern, you may also contact Brightwater [here](#) via our website.