

We are committed to ethical behaviour which is aligned to our values and in complying with the relevant laws. Our policy and procedure ensure a supportive environment for any person making a whistleblower disclosure, including protecting a whistleblower’s identity.

We all also strive to ensure that every whistleblower is protected from detriment as a result of blowing the whistle.

Please refer to the information below for a description and summary of what a whistleblower disclosure is. Our whistleblower policy and procedure are available on our website or as a hard copy by request.

<b>Who is a whistleblower?</b>	Someone with inside knowledge of an organisation who reports misconduct or dishonest and/or illegal activity that may have occurred within that organisation. This can include workplace participants (staff and volunteers) who work in our programs, individuals accessing any of our services and their supporters and representatives.
<b>What is a whistleblower disclosure?</b>	This is a special form of disclosure that is recognised by the law and entitled to special protection. Whistleblower disclosures are used to report actual or reasonably suspected wrongdoing, in relation to the care and services that Cultura provides.
<b>What is “wrongdoing”?</b>	Examples of wrongdoing can include: - misconduct or unethical conduct, criminal activity including theft, a reportable incident (as defined under the Serious Incident Response Scheme (SIRS), illegal activity in terms of fraud, forgery, offering and accepting bribes, unauthorised use of Cultura’s confidential information, improper use of personal information.
<b>Why and when to blow the whistle?</b>	<p>Generally, whistleblowing may be an option if:</p> <ul style="list-style-type: none"> <li>• you have some connection to Cultura (e.g. you are a staff member or a service participant – e.g. resident, client, care recipient or a service participant’s family member/carer)</li> <li>• you have a reasonable suspicion that a serious incident of wrongdoing has occurred or will occur, and</li> <li>• your disclosure meets the eligibility requirements.</li> </ul> <p>If whistleblowing is not the best option for you, you may be able to use other reporting mechanisms such as our feedback and complaints processes and incident reporting process. Please note that not everyone is entitled to be protected for blowing the whistle and even if you are entitled to whistleblower protection, you may prefer to report via another channel.</p>

GEN_FO_00003 v1.0	Approved:	<i>April 2026</i>	Last reviewed:	<i>April 2026</i>
First issued: Nov 2025	Approved by:	Chief Executive Officer	Scheduled review date:	<i>June 2028</i>

<p><b>How to report</b></p>	<p>If you wish to make a whistleblower disclosure to us, there are three options that you can choose: -</p> <ul style="list-style-type: none"> <li>• Internal disclosures can be made using our Whistleblower Report Form available in the O drive: All Staff/Policies folder. This can be then forwarded to the General Manager for investigation and follow-up.</li> <li>• External Whistleblowers can use the link available on the website, under About Us section.</li> <li>• Whistleblower disclosure or report can also be made reporting in person to the General Manager or CEO, via mail, or by telephone directly to the General Manager/CEO.</li> </ul> <p>If you wish to make your whistleblower disclosure directly to an external agency, such as the Aged Care Quality and Safety Commissioner or Australian Securities and Investments Commission (ASIC) this will be a matter for you to arrange with that agency.</p>
<p><b>What we will do</b></p>	<p>We will assess your disclosure for appropriate action, including:</p> <ul style="list-style-type: none"> <li>• commencing an investigation</li> <li>• protecting your identity</li> <li>• protecting you from detriment – although our ability to do this will be greater for current employees than for whistleblowers outside the organisation.</li> </ul> <p>Your report will be taken seriously, and we will strive to ensure that you are protected and supported.</p> <p>You may be entitled to legal protections under the Aged Care Act 1997 (Cth) and/or Corporations Act 2001 (Cth), as detailed in our policy and procedure.</p>
<p><b>Can a report be anonymous?</b></p>	<p>If you report directly to us, yes, you may remain anonymous or give your name, it's up to you. If you do provide your identity, this will help us to oversee your wellbeing.</p> <p>It may limit our ability to conduct a thorough investigation if we are not able to contact you to obtain further information about the wrongdoing you have disclosed. If you report to the Aged Care Quality and Safety Commissioner, the Commissioner will require you to provide your name.</p>
<p><b>What to do if you are considering making a report</b></p>	<ul style="list-style-type: none"> <li>• Read our Whistleblower policy and procedure and also our Feedback, Compliments and Complaints policy and procedures available on our website and determine if blowing the whistle is the best option for you.</li> <li>• If you do determine that this is the option to use, please use the whistleblower link available in the About Us section on the website.</li> </ul>

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