



Australian Government
Aged Care Quality and Safety Commission

Open disclosure – the essentials

14 May 2026





Acknowledgement of Country

Artwork by Dreamtime Creative





Panellists

- Treasure Jennings, Aged Care Complaints Commissioner
- David Pezzanite, Assistant Commissioner, Intake & Complaints
- Dr Mandy Callary, Chief Clinical Advisor
- Kyle Sheldrick, Assistant Commissioner, Serious Incident Response Scheme, Provider Performance and Insights



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Open disclosure

Open disclosure is the open, honest and empathic conversation that a registered aged care provider has with older people, and where appropriate their family, kin, carers, supporters and/or authorised decision-maker, when something goes wrong with care and services. It should be exercised in all circumstances where an incident, possible incident or complaint has occurred.





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Open disclosure

David Pezzanite, Assistant Commissioner,
Intake & Complaints





Open disclosure is a provider obligation

Act

Statement of Rights

- Person-centred communication and ability to raise issues without reprisal
- Respect for privacy and information

Rules

- Providers must have systems that promotes and facilitates open disclosure s164-15 (a)(iii), s165-10 (a), s165-15(1)(n)
- A registered provider **must** manage incidents, complaints and feedbacks using an open disclosure process s164-40(1)(b)(v), s165-35 (2) Rules

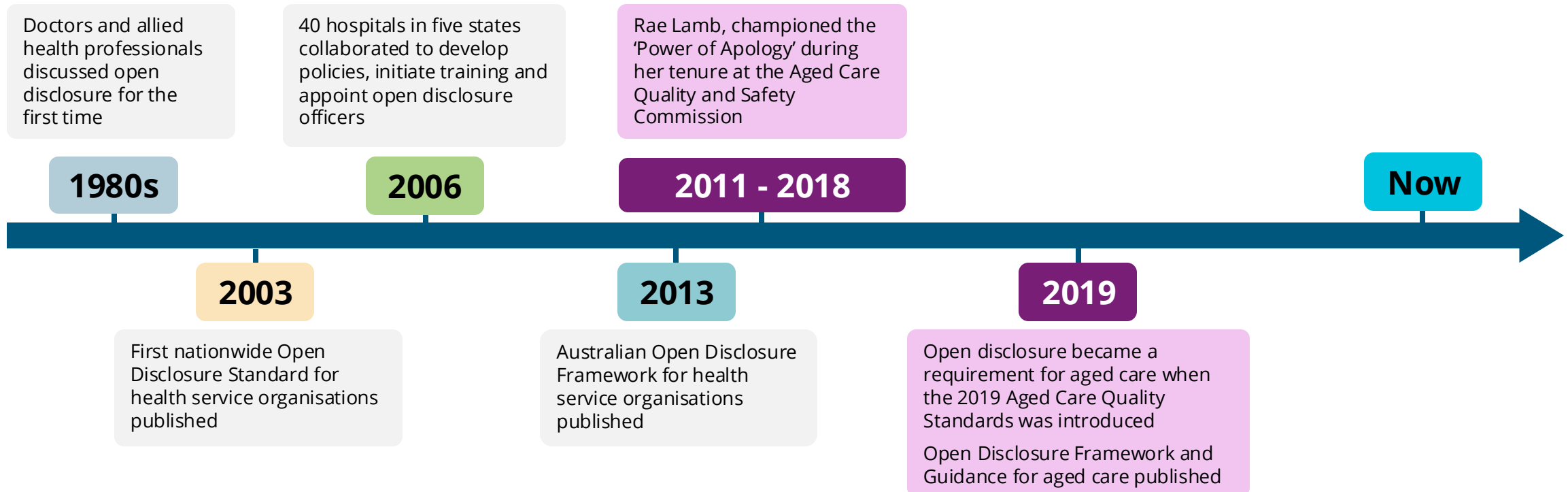
Quality Standards

- Standard 2.3 Accountability, quality system and policies and procedures
- Standard 2.6a Complaints and feedback management for aged care workers
- Standard 2.6b Complaints and feedback management for individuals





History of open disclosure in Australia





Elements of open disclosure

Acknowledge

Apologise

Find out

Explain

Communicate



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Value of open disclosure

Dr Mandy Callary, Chief Clinical Advisor





Greater clarity

Feeling safe

Feeling heard

**Be at the
centre of care**

**Trust and
confidence**

Older people

**Benefits
of open
disclosure**

Compassionate care

**Culture of openness
and continuous
improvement**

**Integrity, honesty,
transparency**

Sense of closure

**Reduced risk of
legal action**

Workers



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Scenarios

Kyle Sheldrick, Assistant Commissioner, Serious Incident Response Scheme, Provider Performance and Insights





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Scenario 1

After returning to her room from lunch, Debra made a request to be transferred out of her wheelchair. But her care worker was busy assisting someone else and didn't assist her. The next day, Debra complained to the service manager of his service. She said it's happened twice that week. She also mentioned sitting for extended periods in the wheelchair gives her muscle cramps and lower back pain.



Scenario 2

Maria is unhappy that her Support at Home provider has taken so long to issue her with monthly statements this year. When she finally receives her statement, she is concerned that some of the prices she has been charged are different to the ones she agreed to with her provider in her service agreement. Then, when she compares the latest monthly statement to a previous monthly statement, she is also not sure why some of her fees have gone up so much and is worried she has been charged too much. Maria decides to call her provider.



Scenario 3

Trevor is a rostering manager at a home care agency. When he's planning the roster for the coming week, he found out that one of his care workers missed their shift to attend to Lynette on Monday (it's now Thursday).

Trevor quickly realised the care worker missed the shift because he has mistakenly sent the updated schedule to the wrong email address.

Lynette had not made a complaint about the missed visit.