



What is open disclosure?



Everyone who receives aged care has the right to open communication and support from their aged care provider when issues arise.

Open disclosure is an open and honest discussion your aged care provider has with you when something's gone wrong that's caused you, or could have caused you, harm.

During the discussion, you can speak about the issue and how it affected you. You can also make suggestions to your provider about how to fix the problem. This helps you resolve the problem together. Your supporters can join this discussion if you want them to.

Open disclosure can:

- help you make informed choices so you can get the most out of your care. Informed choices are choices that you make when you have all the right information, including information about the benefits and risks
- help providers give you safe and quality care that meets your needs.

Providers must use open disclosure when something goes wrong.

This means:

- checking that you're okay and giving you any support you need at the time
- acknowledging the harm and effect it has had on you, and saying sorry
- finding out what happened and explaining it to you in a way you understand
- learning from the experience and letting you know what they'll do to stop it happening again.

Providers must support older people during the open disclosure process.

They must:

- support you to take part. This includes letting you know about your rights to include your supporters and have an aged care advocate, if you want. An advocate is an independent person who can give you information, speak up for you, and help you get the best result
- listen to you, understand you and respect you when you share what happened and how it affected you
- protect your privacy and keep the matter confidential (not tell anyone else about what happened, and who it happened to)
- work with you to resolve the issue and stop it happening again.

If you're not comfortable speaking to your aged care provider, or you're not happy with their response, it's important that you talk about it. There are services available to help you:

- You can make a complaint or give feedback to the Aged Care Quality and Safety Commission about your aged care provider. You can stay anonymous if you want to. If you need an interpreter to speak with us, call the Translation and Interpreting Service on **131 450**.
- The [Older Persons Advocacy Network](#) (OPAN) can give you an advocate to help you contact us. You can call OPAN on **1800 700 600**.

Contact us

Phone 1800 951 822

Email info@agedcarequality.gov.au

Web agedcarequality.gov.au

Write Aged Care Quality and Safety Commission,
GPO Box 9819, in your capital city



Visit our website for further information

[agedcarequality.gov.au/
resource-library/open-
disclosure-consumer-
resources](https://agedcarequality.gov.au/resource-library/open-disclosure-consumer-resources)

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