



What is open disclosure?

Open disclosure is a conversation your aged care provider must have with you if something goes wrong that has or could have caused you harm.

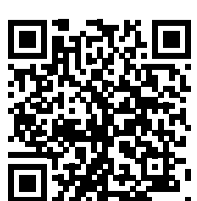
Open disclosure requires your aged care provider to take action when something goes wrong. They must:

- Check that you are OK
- Acknowledge the issue and apologise
- Find out and explain what happened
- Learn from the experience and make changes.

If you have a concern or complaint about your care or services, it is safe to raise it with your aged care service. You can also make a complaint to the Aged Care Quality and Safety Commission either directly or with support from the Older Persons Advocacy Network (OPAN).

If you'd like support to lodge a complaint with us, a free advocate may be able to help. Call the Older Persons Advocacy Network (OPAN) on **1800 700 600**. If you need an interpreter to speak with us, call the Translation and Interpreting Service on **131 450**.

-  **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



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