



What is open disclosure?

Open disclosure is an open discussion that your aged care provider has with you when something's gone wrong that's caused you, or could have caused you, harm. This open discussion may include your supporters if you wish.

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.

If you have feedback or a complaint about your care, it is safe to raise it with your aged care provider. 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



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