



What is open disclosure?

Everyone in aged care has the right to be safe and treated with dignity and respect.

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 can help you to speak up about issues and how they have affected you. You can also make suggestions to your aged care provider so together you can resolve any issues.

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



Check that you are ok and respond quickly to provide the support you need



Acknowledge the issue and apologise



Find out and explain what happened



Learn from the experience and make improvements

When these open conversations happen, you should be supported to take part in any discussions.

This means your provider must engage with you and communicate with you honestly and openly. This will help you to make informed choices so that you can get the most out of your care.

You have the right to access an aged care advocate to support you during these discussions. An advocate is a person that can stand beside you or work on your behalf to represent your wishes.

If you're not comfortable speaking to your aged care provider or you're not satisfied with their response, it is important that you talk about it. There are services available to help you including the Older Persons Advocacy Network (OPAN). You can call OPAN on 1800 700 600.

You can also raise a concern or make a complaint by contacting the Aged Care Quality and Safety Commission on 1800 951 822.



Australian Government
Aged Care Quality and Safety Commission