



What to expect from your provider when something goes wrong



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

Open disclosure is the open, honest and empathic conversation that your aged care provider has with you when something goes wrong with your care or services. Your family and supporters can join the conversation if you want them to.

Providers must practise open disclosure after an incident has happened or could've happened, or if you've raised a concern or made a complaint.

They need to:

- **acknowledge** what went wrong and how it impacted (or could have impacted) you. They need to talk with you and listen to you to understand your experience
- **apologise** to you for what went wrong and how you were impacted
- **find out** what happened, why it happened, and how they can stop it from happening again
- **explain** what happened and why, in a way that you understand
- **communicate** openly and respectfully and follow up with you to explain any changes that they'll make to their systems, processes and practices to stop it happening again.

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 support older people during the open disclosure process.

They must:

- help you 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 have concerns about your care, it's safe to raise it with your provider. If you're not comfortable speaking to them, or if speaking to them hasn't helped, there are services available to help you:

- You can raise your concern with the Aged Care Quality and Safety Commission. 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 a free aged care advocate to help you raise your concern with your provider or contact us. You can call OPAN on **1800 700 600**.



Visit our website for more information

agedcarequality.gov.au/resource-library/open-disclosure-poster-and-fact-sheet

All information in this publication is correct as of 16 September 2026.



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Write

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