



What to expect from your provider when something goes wrong

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.

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**.

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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