Transcript

Aged Care Quality and Safety Commission

What is Open Disclosure?

**Presented by:**

Speaker

[*Opening visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘What is open disclosure?’*]

[*The visuals during this video are of slides with text and animations representing what is being said at the time during the video*]

§(Music Playing)§

**Speaker:**

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

[*Visual of slide with text saying ‘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.

[*Visual of slide with text saying ‘Identify when something has gone wrong’*]

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

[*Visual of slide with text saying ‘1. Check that you are ok’*]

They must check that you are okay and respond quickly to provide the support you need.

[*Visual of slide with text saying ‘2. Acknowledge and apologise’*]

Acknowledge the issue and apologise.

[*Visual of slide with text saying ‘3. Find out explain what happened’*]

Find out and explain what happened.

[*Visual of slide with text saying ‘4. Learn from the experience and make improvements’*]

Learn from the experience and make improvements.

You have the right to involve your family, carers, representatives or anyone you choose in the open disclosure process. Open disclosure can help you to speak up about issues and how it has affected you. You can also make suggestions to your aged care provider, so together you can resolve the issues.

When these open conversations happen, you should be a respected partner. This means your provider must communicate with you honestly and openly so you can make informed choices to get the most out of your care.

If you, your family or representative have concerns about your care or services, please speak up. You can talk to your aged care provider, the Older Persons Advocacy Network.

[*Visual of slide with text saying ‘OPAN’, ‘Older Persons Advocacy Network’, ‘1800 700 600’*]

Or the Aged Care Quality and Safety Commission.

[*Visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘1800 951 822’*]

§(Music Playing)§

[*Closing visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘agedcarequality.gov.au’, ‘Call: 1800 951 822’*]

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