



Our Commitment to Open Disclosure

At Southcare we are committed to delivering person centred care services and to do this well we need to ensure we listen to our customers to understand what is important to them. We know communication is central to this partnership which includes being honest when something goes wrong that may have harmed or had the potential to harm.

What is Open Disclosure?

Open disclosure is the open discussion that an aged care provider has with a consumer when something goes wrong that has harmed or had the potential to cause harm to a consumer. Aged Care Quality and Safety Commission – Open Disclosure Framework and guidance.

How we are committed to open disclosure?

As an approved aged care provider we have an Open Disclosure Policy that commits to using essential elements, principles and disclosure process.

Essential Elements

- An apology or expression of regret, which should include the words 'I am sorry' or 'we are sorry'
- A factual explanation of what happened
- An opportunity for the consumer, their family, and carers to relate their experience
- A discussion of the potential consequences of the adverse event
- An explanation of the steps being taken to manage the adverse event and prevent recurrence

Principles

- Dignity and respect
- Privacy and Confidentiality
- Transparency
- Continuous quality improvement

Disclosure Process

- Identifying when things go wrong
- Address immediate need and provide support
- Acknowledge and apologise or express regret
- Find out and explain what happened
- Learn from the experience and make improvements