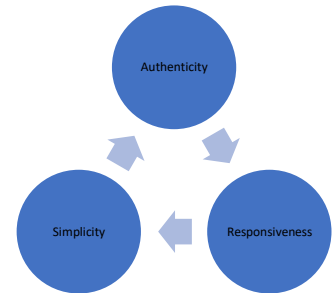


# Open Disclosure Policy

## Purpose

At Local Guardians we take an Open Disclosure approach to responding to an adverse event. This means we welcome and appreciate the opportunity to address any issue to ensure it isn't repeated or experienced by another client. Issues that are not able to be resolved at the lowest level are escalated to management for investigation and resolution. Open disclosure may be utilised in response to the complaints process, specifically when harm or the potential for harm has been identified through the complaints management process.



Open Disclosure is a generally accepted framework that is used by the Aged Care Quality and Safety Commission when something goes wrong that has harmed or had the potential to cause harm to a person receiving aged care service.

The Open Disclosure Framework is integrated into Local Guardians' values and is reflected in the day-to-day client interactions of our team members. Its effectiveness is assessed through surveys and feedback.

## Policy Statement

- All Team Members, adhere to the spirit of Local Guardians' values, which are embedded with the principles of Open Disclosure.
- Compulsory training on Open Disclosure via The Academy applies to all team members.

## Definitions

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Open disclosure</b>      | Refers to the practice of communicating with a consumer when things go wrong, addressing any immediate needs or concerns and providing support, apologising, and explaining the steps the provider has taken to prevent it happening again. Organisational culture and behaviours are needed for continuous learning and service improvement in partnership with consumers. Through improved transparency it enhances public trust in aged care services. |
| <b>Team Members</b>         | Include: Staff, Partners, Contractors, Service Provider Staff.                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Authenticity (Value)</b> | Staying true to our company's brand identity, values, and promises. It involves genuine communication, transparency, admitting mistakes and taking ownership, doing what you say you'll do, being ethical in decision making and having integrity in all interactions with customers and your team.                                                                                                                                                       |

|                               |                                                                                                                                                                                                                                                                                                                         |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Responsiveness (Value)</b> | Promptly addressing customer or business needs, concerns, and feedback. It involves proactive problem-solving, following through on promises and deadlines, seeking efficiencies, and adapting swiftly to changes.                                                                                                      |
| <b>Simplicity (Value)</b>     | Cutting complexity in communication, processes, and systems. It involves eliminating unnecessary steps, jargon, and confusion to enhance user or team experience. Strive to always be straightforward, uncomplicated, easy to understand and execute. Finding the root cause of issues, ensuring they are not repeated. |

## Principles of Open Disclosure



## References

[AD 2.1 Better Practice Guide to Complaints Handling in Aged Care Services](#)  
[ACQSC Open Disclosure](#)

## Version History

| Version number | Summary of change                                                                                 | Approved by | Effective date |
|----------------|---------------------------------------------------------------------------------------------------|-------------|----------------|
| 1              | Creation of policy to ensure that all team members adhere to the requirements of Open Disclosure. | Board       | 13-Aug-2024    |
| 2              | No changes                                                                                        | Board       | 03-Oct-2025    |