

Open Disclosure Policy

If Something Goes Wrong

At SASS, we are committed to providing safe, high-quality care.

If something happens during your care that causes harm, or could have caused harm, we will communicate openly, honestly and promptly with you and, where appropriate, your family, carer or nominated support person.

What You Can Expect from Us

We will:

- ✓ Explain what happened as soon as possible
- ✓ Share the information we know at the time and keep you updated if more information becomes available
- ✓ Offer a sincere apology or expression of regret where appropriate
- ✓ Listen to your concerns and answer your questions
- ✓ Explain what we are doing to help prevent it from happening again
- ✓ Communicate with you in a respectful, compassionate and trauma-informed way

Your Involvement

Your views and experiences are important to us. We will provide you with the opportunity to ask questions, share your concerns and be involved in discussions about what has happened.

Our Commitment

We are committed to being open, honest and transparent if something goes wrong. We will learn from incidents to continually improve the safety and quality of our services.