

# Open Disclosure Policy Template

**Purpose:** To ensure that when an incident occurs affecting a consumer's care, residents, families, and staff are promptly informed through an honest, transparent, and respectful process consistent with the Aged Care Quality Standards.

## Policy Statement

The organisation is committed to open and effective communication with older people, their families, carers, and representatives when things go wrong. Open disclosure supports accountability, trust, learning, and continuous improvement.

## Scope

This policy applies to all employees, volunteers, contractors, and service providers engaged by the organisation in the delivery of care and services.

## Objectives

- Promote transparency and honesty in communication following an incident.
- Support residents and families through timely, compassionate engagement.
- Ensure incident review and corrective action improve safety and care quality.
- Fulfil obligations under Aged Care Quality Standard 2.3 – Accountability and Governance and relevant legislative requirements.

## Procedures

1. **Immediate Response:** Provide care and support to those affected and record the incident.
2. **Notification:** Inform the resident, family, carers, or authorised representative as soon as practicable.
3. **Open Disclosure Discussion:** Deliver an honest explanation, describe the event, its impact, and steps taken to prevent recurrence.
4. **Apology/Regret:** Offer a sincere apology without assigning blame.

5. **Documentation:** Record all discussions, actions, and agreed resolutions in the incident management system.
6. **Follow-Up:** Review incident outcomes, implement learnings, and monitor improvements.

## Roles and Responsibilities

Role	Responsibility
Facility Manager	Ensure policy implementation and compliance, oversee open disclosure meetings, and approve corrective actions.
Clinical Care Coordinator	Provide clinical explanation, ensure accurate documentation, and facilitate appropriate support for residents and staff.
All Staff	Report incidents promptly and participate in open disclosure processes as required.

## Supporting Policies and Procedures

- Feedback and Complaints Management Policy
- Incident Management and Reporting Procedure
- Risk Management Policy
- Quality and Safety Governance Framework

## Evidence of Compliance

*Disclaimer: This document is intended as a framework and guideline only. It does not constitute legal advice or a finished organizational policy. Your final policy should be customized to your specific needs and must undergo a formal review and approval process by your organization's leadership or legal department.*

Evidence Type	Examples
Records	Documented open disclosure discussions, apology letters, incident review reports.
Training	Staff completion records on open disclosure and communication competencies.
Monitoring	Audit outcomes showing timely and consistent open disclosure practice.

## Status and Review

Item	Details
Status	Draft / Active (select as applicable)
Effective Date	[Insert Date]
Next Review Date	[Insert Date, typically 12 months from effective date]
Approved By	[Facility Manager / Governing Body]

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