

Helping Hand offers home care services, retirement living and residential care homes to over 7,000 people in metropolitan and regional South Australia.

We care for and respect each individual to whom we provide services, and are proud of our reputation for personalised and professional services. But sometimes things go wrong and an incident may occur, causing unintentional harm.

It is important that we listen and communicate openly, preventing such situations re-occurring and ensuring we continue to deliver the best care possible. This is called '*Open disclosure*'.

A comprehensive open disclosure guide for consumers is available from the *Aged Care Quality and Safety Commission* website:

[www.agedcarequality.gov.au/resources/open-disclosure](http://www.agedcarequality.gov.au/resources/open-disclosure)

#### For more information

Helping Hand Client Safety and Quality Unit  
1300 653 600 | [qualityunit@helpinghand.org.au](mailto:qualityunit@helpinghand.org.au)  
[www.helpinghand.org.au](http://www.helpinghand.org.au)



## *Open disclosure*

Client information brochure



## Open disclosure

Open disclosure is the discussion we have with you if something goes wrong that has unintentionally harmed you, or had the potential to harm you.

Open disclosure is a two-way exchange that may take place in several meetings over a period of time.

Open disclosure is not a legal process or about apportioning blame. Open disclosure does not affect your rights in any manner.

There are a number of ways through which we know when something has gone wrong:

- by you or your family or representative telling us
- by a staff member identifying the incident
- through our internal complaints process
- through our internal quality reviews, or
- through the Aged Care Quality and Safety Commission as part of a complaint or a quality assessment process.

Open disclosure aligns with the values and service ethos which underpin the Helping Hand Way and is a requirement of the Aged Care Quality Standards.

## Open disclosure at Helping Hand

Helping Hand has a two-stage open disclosure process:

### Stage 1

Stage One is an informal process where staff will talk openly with you and/or your representative. The staff member will:

- acknowledge that an incident has occurred
- apologise or express regret including the words, 'I am/we are sorry'
- provide a factual explanation of what happened
- provide an opportunity for you and/or your representative to relate your experience
- discuss any potential consequences of the incident
- explain the steps being taken to:
  - manage the incident
  - determine what happened, and
  - prevent re-occurrence.

The initial discussion will normally take place within 24 hours of the incident.

### Stage 2

Stage Two is a formal process which follows on from the informal discussion. It is intended to facilitate effective and timely communications between you and/or your representative, the most senior staff member involved in your care, and a staff member acting on behalf of Helping Hand.

You and/or your representative may decide to proceed to the formal process for any client incident.

If you do not wish to go ahead with the formal discussion at the time of the incident, Helping Hand will provide you with details of a person you can contact if you decide to proceed at a later time or if you have further questions.

Further information on formal open disclosure discussion can be found at [www.helpinghand.org.au/open-disclosure](http://www.helpinghand.org.au/open-disclosure)