Australian Government
Aged Care Complaints Commissioner

OPEN DISCLOSURE
AND TRANSPARENCY

LASA Professional Development 2018
TODAY

- Changes in aged care
- Standard 6 and open disclosure
- Rae's challenge
- Building a competitive advantage
- Top tips for managing complaints
CHANGES AHEAD

- Aged Care Quality and Safety Commission
- Royal Commission
- New Standards
AGED CARE QUALITY STANDARDS
WHAT IS OPEN DISCLOSURE?
WHY IS OPEN DISCLOSURE IMPORTANT?
DOING THE RIGHT THING IS THE QUID PRO QUO FOR PROVIDERS IN A COMPLAINTS SYSTEM WHERE PUNITIVE OUTCOMES ARE RARE.

Rae Lamb, Complaints Commissioner
Some key elements

- Sorry
- Tell me about it
- Answer questions
- Response
- Summarise
- Follow through/keep talking
Standard 6 - feedback and complaints
Providers should detail the number and types of complaints they received and how they were resolved, both on their website and at actual facilities, she said.

Ms Lamb also urged consumers to demand more information from providers.

"I want to see some people (service providers) actually do it", she said.

"My message to consumers is, 'Just ask!' Ask them about complaints. If a service will not answer the questions, that tell you about the culture of the service."

"It is time to be proactive and bring these things into the sunlight. At the moment, we are in the environment where people are being given a lot more control over their care, but to make good choices, people need more information."
TOP TIPS

- Respond quickly and establish issues and outcomes
- Be proactive and work towards a resolution straight away
- Be clear about what you will do and provide timeframes for actions
- Be flexible in your resolution approach
- Give regular updates even when there's little to report
- Be sure to control your own process - you own it
- Provide a clear outcome at the end of the process
CONTACT US

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