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# Open Disclosure Policy

## Easy Read Version





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## About this document



This information is written in an easy read way. We use pictures to explain some ideas.



You can ask for help to read this *Open Disclosure Policy* booklet. A friend, family member or support person may be able to help you.

**Bold**  
Not bold

We have written some important words in **bold**, which means the letters are thicker and darker.



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## What is open disclosure?

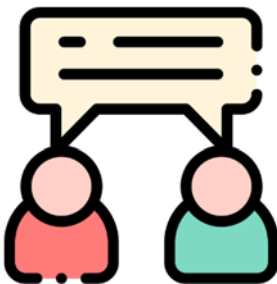


**Open disclosure** is when you are told when something goes wrong or someone makes a mistake with your support.



We will tell you about things that cause:

- **Actual harm** – it happened
- **Potential harm** - it could happen



An important part of open disclosure is how and when **Lighthouse Disability staff communicate** with you and your family or guardian.



It's important that you **find out** what happened when something goes wrong.



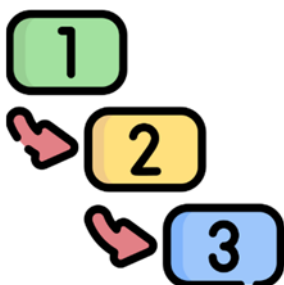
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## How do we manage open disclosure?

Lighthouse Disability has **eight open disclosure principles**.



A **principle** is a rule that Lighthouse Disability staff have to follow.



Our open disclosure principles show you **what to expect** when we tell you something.



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## Our open disclosure principles

When something happens that causes potential or actual harm we will:



- provide **timely, open and honest** information that you and your family or guardian can understand.



- **acknowledge** that it has happened



- provide an **apology**



- tell you all the **facts**



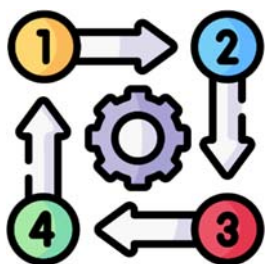
- treat you and your family or guardian with **empathy and respect**



- **train and educate** Lighthouse Disability staff about open disclosure



- **review and improve** after it has been resolved



- have systems and processes for **investigations**



- keep all your information **private.**





## How to make a complaint



If you think there we have not provided you with **open disclosure** you can make a complaint.



Talk to **us first** and ask to make a complaint.



If you don't feel comfortable talking to us, you can ask an **advocacy organisation** or **someone you trust** to help you.



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## Who can I ask for help?



If you would like help to make a complaint you can call:



**NDIS Quality and Safeguards Commission**

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1800 035 544



**Disability Advocacy and Complaints Service of South Australia**

08 7122 6030



**Office of the Public Advocate**

08 8342 8200



**Uniting Communities Disability Advocacy Service**

08 8202 5960



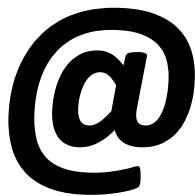
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## Contact Us

If you have any questions, you can contact Lighthouse Disability by:



- **telephone** – 08 8256 9800



- **email** –  
info@lighthouse disability.org.au



- **letter** – Lighthouse Disability  
PO Box 722, Salisbury SA 5108



- **online form** –  
lighthouse disability.org.au



- **asking a staff member**