



## Open Disclosure Policy

### Key points I need to know:

- All people we support, their family/whānau, advocates, or a concerned person have the right to be fully informed if a mistake, adverse event, or critical incident occurs as part of service delivery.
- Mistakes, errors, or critical events must be reported immediately to the person in charge of the service or facility.
- Managers of the services are responsible for openly, honestly, and respectfully communicating with the person affected and/or their family/whānau/advocate.
- Sincere apologies must be offered where appropriate.
- Open disclosure is part of Hōhepa commitment to organisational learning and service improvement.
- Everyone has a role in creating an environment of open, honest, and respectful communication where people feel safe to raise concerns or discuss events without fear of blame or retaliation.

### Policy Statement

Hōhepa is committed to communicating openly and honestly with people we support, their families/whānau, and/or advocates when errors, adverse events, or critical incidents occur that have caused harm or have the potential to cause harm. Open disclosure supports trust, accountability, and continuous learning across the organisation.

### Responsibility

General Manager

### Key Principles:

- **Accountability:** Take responsibility for incidents and provide genuine, sincere apologies.
- **Transparency:** Communicate openly and honestly, disclosing all relevant facts.
- **Timeliness:** Engage with affected parties as soon as practicably possible after all relevant information has been collected.
- **Responsiveness:** Implement corrective actions to prevent recurrence and reduce potential harm, and share learnings with affected parties and across services as appropriate.
- **Confidentiality:** Maintain the privacy of all individuals involved in the open disclosure process.

### Scope

This policy applies to all employees, volunteers, and contractors providing services to people we support. All staff are expected to recognise, report, and participate in open disclosure processes in a timely, transparent, and professional manner.



## References

The Code of Health and Disability Services Consumers' Rights - [link](#)  
Privacy Act 2020 - [link](#)

## Associated Documents

Open Disclosure Procedure Guidelines  
Ngā Paerewa Health and Disability Sector Standards – NZS 8134.2021  
Incident Reporting Policy  
Protected Disclosure  
Privacy Policy  
Medication Management Policy  
Health and Safety Policy  
Complaints Policy  
Complaints Form  
Infection Prevention and Control Policy Form

<b>Consultation with:</b>	Director of Services / Service Managers
<b>Document Owner:</b>	General Manager
<b>Authorised by:</b>	General Manager
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