



Aged Care Code of Conduct

A resource for older people

1800 951 822
agedcarequality.gov.au



**Everyone has
the right to
receive safe
and quality
aged care
services.**

Why was the Aged Care Code of Conduct (Code) introduced?

The Code aims to:

- support your **rights** to **personal choice, dignity** and respect
- promote **kind, honest** and **respectful** behaviour
- keep you **safe from harm**.

What is the Code?

The Code:

- sets out how registered providers (providers) and the people providing your care **must behave and treat you**
- **strengthens powers to protect you** from providers, aged care workers or responsible persons that make you feel unsafe, taken advantage of or disrespected.

Who is covered by the Code?

The Code applies to

- All registered providers
- Responsible persons of registered providers (e.g. board members and Chief Executive Officers)
- Aged care workers (including volunteers)

What should you expect under the Code?

You should always be treated well and feel safe. Your provider and the people who deliver your care must act in a way that is respectful, kind and consistent with the behaviours set out in the Code and the [Statement of Rights](#).

Your provider must also manage and respond to the behaviour of their workers and responsible persons that do not meet the Code.

Contact

If you have questions or concerns about the Code, you can contact:

- your provider
- the **Older Persons Advocacy Network** (OPAN) on 1800 700 600
- the **Aged Care Quality and Safety Commission** by:
 - completing our [online contact form](#)
 - 1800 951 822 (free call)
 - info@agedcarequality.gov.au
 - Aged Care Quality and Safety Commission GPO Box 9819, in your capital city.

The 8 requirements of the Code – Summary for older people

This table outlines the 8 requirements of the Code and provides examples of how the people providing your care and services should behave.

Requirements	Examples of how people should behave Your provider and the people who deliver your care should...
 Act with respect for individuals' rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.	• Ask and listen to what you need and want • Talk to you in a way that is easy to understand • Help when you need support to make decisions about the care and services you receive
 Act in a way that treats individuals with dignity and respect and values their diversity.	• Respect your social, cultural, religious and ethnic background • Talk in a way that makes you feel comfortable and respected • Respect your individual needs and wants
 Act with respect for the privacy of individuals.	• Keep your personal information safe in line with privacy policies • Ask first before providing care or services to make sure you feel comfortable and safe
 Deliver funded aged care services in a safe and competent manner, with care and skill.	• Use equipment safely • Have the right skills, experience and qualifications for the job • Follow policies about safe and up to date work practices
 Act with integrity, honesty and transparency.	• Treat you fairly and not take advantage of you • Be honest about their qualifications, skills and experience • Help you understand more about your care and services

Requirements	Examples of how people should behave Your provider and the people who deliver your care should...
 Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services.	• Know how and what to do if something happens • Speak up and report concerns to providers to reduce risk of harm • Support you to feel safe to give feedback or make a complaint
 Deliver funded aged care services free from: i. all forms of violence, discrimination, exploitation, neglect and abuse, and ii. sexual misconduct.	• Be alert to situations that may hurt, upset or take advantage of you and others receiving care or services • Know what violent, abusive and neglectful practices look like • Not commit or participate in any form of violence, discrimination, neglect and abuse or sexual misconduct
 Take all reasonable steps to prevent and respond to: i. all forms of violence, discrimination, exploitation, neglect and abuse, and ii. sexual misconduct.	• Follow processes to help prevent harm to you and others receiving care and services • Take action about a safety risk or concern in line with your provider's systems and processes • Cooperate with any investigation or enquiry



Aged Care Quality and Safety
Commission online contact form
**[agedcarequality.gov.au/
contact-us](https://agedcarequality.gov.au/contact-us)**

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Phone

1800 951 822



Web

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Write

Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city