Australian Government
Aged Care Quality and Safety Commission

Aged care reforms

# Code of Conduct for Aged Care

A resource for aged care consumers

**1800 951 822**
agedcarequality.gov.au

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

## Why was the 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 providers and the people providing your care **must behave and treat you**
- **strengthens powers to protect you** from services or workers that make you feel unsafe, taken advantage of or disrespected.

## Who is covered by the Code?

| | |
|---|---|
| **The Code applies to** | • Approved providers of residential, home care and flexible care services<br>• Governing persons of approved providers (e.g. board members and Chief Executive Officers)<br>• Aged care workers of approved providers (includes volunteers, contractors and subcontractors of the provider)<br><br>**Note:** Flexible care includes the Transition Care Program, Multi-Purpose Services Program and Short-Term Restorative Care Program. |
| **The Code does not apply to** | • Commonwealth Home Support Programme (CHSP) providers<br>• National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) providers<br><br>These providers are still required to provide care and services that are safe and respectful and behave in a way that aligns with the Code. If you have concerns regarding a CHSP or NATSIFACP provider, you can contact the Commission to discuss. |

## What should you expect under the Code?

You should always be treated well and feel safe. Your aged care provider and the people who provide your care must act in a way that is respectful, kind and consistent with the behaviours set out in the Code.

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

## Contact

For more information, you can access the Code of Conduct for Aged Care – Consumer Guidance available on the Commission website.

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

- your aged care 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 elements of the Code – Summary for aged care consumers

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

| Elements of expected behaviour | Examples of how people should behave<br>Your provider and the people who provide your care should... |
|---|---|
| **Act with respect for people's 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<br>• Talk to you in a way that is easy to understand<br>• Help when you need support to make decisions about the care and services you receive |
| **Act in a way that treats people with dignity and respect and values their diversity.** | • Respect your social, cultural, religious and ethnic background<br>• Talk in a way that makes you feel comfortable and respected<br>• Respect your individual needs and wants |
| **Act with respect for the privacy of people.** | • Keep your personal information safe in line with privacy policies<br>• Ask first before providing care or services to make sure you feel comfortable and safe |
| **Provide care, supports and services in a safe and competent manner, with care and skill.** | • Use equipment safely<br>• Have the right skills, experience and qualifications for the job<br>• 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<br>• Be honest about their qualifications, skills and experience<br>• Help you understand more about your care and services |

| Elements of expected behaviour | Examples of how people should behave<br>Your provider and the people who provide your care should... |
|---|---|
| **Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.** | • Know how and what to do if something happens<br>• Speak up and report concerns to providers to reduce risk of harm<br>• Support you to feel safe to give feedback or make a complaint |
| **Provide care, supports and services free from:**<br>**i. all forms of violence, discrimination, exploitation, neglect and abuse, and**<br>**ii. sexual misconduct.** | • Be alert to situations that may hurt, upset or take advantage of you and others receiving care or services<br>• Know what violent, abusive and neglectful practices look like<br>• 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:**<br>**i. all forms of violence, discrimination, exploitation, neglect and abuse, and**<br>**ii. sexual misconduct.** | • Follow processes to help prevent harm to you and others receiving care and services<br>• Take action about a safety risk or concern in line with your provider's systems and processes<br>• Cooperate with any investigation or enquiry |

Code of Conduct for Aged Care – consumer guidance
**agedcarequality.gov.au/resources/code-conduct-aged-care-guidance-consumers**

Aged Care Quality and Safety Commission online contact form
**agedcarequality.gov.au/contact-us**

27 March 2025

**Phone**
1800 951 822

**Web**
agedcarequality.gov.au

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

ACR-COC-004