



Code of Conduct for Aged Care (the Code)

What has the Code come from?

The Royal Commission into Aged Care Quality and Safety recommended nine ways of improving accountability and transparency in the way aged care support and services are delivered. Accountability is about providers taking responsibility for honest and ethical conduct towards clients and others. Transparency is about being honest and open so decisions can be made based on the knowing all relevant information.

The Code of Conduct for Aged Care is also known as 'the Code'. It was introduced in December 2022 to improve the safety, health, well-being and quality of life for aged care clients. It aims to improve client confidence and trust in aged care service provision.

Who is covered by the Code?

The Code covers organisations and businesses that are Approved Providers of residential aged care, Home Care Packages and Flexible Care services, their Boards, senior executives, managers, workers and volunteers.

Although it does not currently cover the Commonwealth Home Support Program, CHSP providers must still provide safe and respectful care that is in line with the Code. When the new Support at Home Program starts in mid-2025, all aged care agencies providing government subsidised services will be bound by the Code.

What are the 8 Elements of the Code?

The code describes how aged care services and their workers should behave with and treat clients. There are 8 elements to be met.

1. Respect the rights of clients to express themselves freely and in their own way, to self-determination and to make informed decisions on matters that are important to them.
2. Treat clients with dignity and respect at all times and value diversity in culture, religion, sexuality, etc.
3. Respect the client's right to privacy and protect their personal information.
4. Provide competent care and support.
5. Act with integrity, honesty and transparency.
6. Take prompt steps to act on anything affecting quality or safety of care and support.
7. All supports and services must be provided free from all forms of violence, discrimination, exploitation, abuse, neglect and sexual misconduct.
8. Take reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, abuse, neglect and sexual misconduct.

Where can you learn more?

You can find further information about the Code of conduct for Aged Care on the website of the Aged Care Quality and Safety Commission, <https://www.agedcarequality.gov.au/providers/code-conduct-aged-care-information-providers>

The website has:

- a short video about the Code
- some case studies
- a fact sheet for aged care workers
- a quick guide to the Code for workers and volunteers available in 25 languages.