



Aged Care Code of Conduct

A fact sheet for registered providers



What is the Aged Care Code of Conduct (Code)?

The Code:

- sets out how registered providers (providers) and their aged care workers and responsible persons must behave and treat older people when providing aged care services
- strengthens protections for older Australians against unsafe, poor-quality aged care services.

The Code aims to **improve the safety, health, wellbeing** and quality of life of older people receiving funded aged care services by:

- **promoting ethical conduct, transparency** and **accountability**
- **building trust** in aged care services
- **protecting older people** against providers, aged care **workers and responsible persons** who pose an **unacceptable risk** of harm.

The Code includes **8 requirements** that describe the behaviours expected of providers, their aged care workers and responsible persons. These are explored in more detail at the end of this resource.

Who does it apply to?

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)

Disclaimer

The information in this resource provides general guidance only. It's your responsibility to know your obligations and legal responsibilities under the *Aged Care Act 2024* and *Aged Care Rules 2025*.

What are your obligations?

Your obligations in relation to the Code are under the [Aged Care Act 2024](#) (the Act). This includes:

- compliance with the Code
- taking reasonable steps to ensure aged care workers and responsible persons comply with the Code.

Have a look at the '[8 requirements of the Code – Summary for Providers](#)' at the end of this resource for more information.

What is the role of the Commission?

The Aged Care Quality and Safety Commission (the Commission) is responsible for overseeing compliance with the Code.

The Commission will take a risk-based and proportionate approach to responding to information about conduct inconsistent with the Code. This may include the use of compliance and enforcement actions. In severe circumstances, the Commission may revoke the registration of a provider or ban a provider, aged care worker or responsible person from being involved in aged care.

Need more information?

For more information access the [Aged Care Code of Conduct: Guidance for Registered Providers](#) available on the Commission website.

To make an enquiry, submit feedback, a concern or a complaint to the Commission, you can:

- complete our [online contact form](#)
- free call 1800 951 822.

Remember...



It is your responsibility to make sure:

1 Your organisation has systems and processes in place to:

- ✓ uphold older peoples' rights in line with the Code and other legislative responsibilities
- ✓ prevent incidents or conduct that is inconsistent with the Code
- ✓ respond to concerns, issues or incidents relating to the Code
- ✓ make sure your aged care workers and responsible persons understand and comply with the Code.

2 Your workers and responsible persons know:






- ✓ the behaviours expected of them under the Code
- ✓ your processes for monitoring and reviewing their performance
- ✓ the personal and organisational consequences of not complying with the Code
- ✓ how to use your systems and processes to raise a concern and respond to incidents or issues relating to the Code
- ✓ how to access training and professional development to help build their knowledge, skills and capability in relation to the Code
- ✓ how to resolve issues where concerns are identified with their compliance with the Code.




For more information about your responsibilities under the Code have a look at the [Aged Care Code of Conduct resources](#).

The 8 requirements of the Code – Summary for providers

The table below provides an overview of some of the expected behaviours for aged care workers, responsible persons and providers according to each requirement of the Code. Refer to the [Aged Care Code of Conduct: Guidance for Registered Providers](#) for more examples.

Note: responsible persons have the same obligations as aged care workers but in addition, assist registered providers to meet their obligations. Responsible persons are therefore required to demonstrate expected behaviours of both workers and providers in the table below.

Requirement	Provider expected behaviours	Worker expected behaviours
A.  Act with respect for individuals' rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.	<ul style="list-style-type: none"> • Have systems and processes to support older people to be involved in decisions about their care and services. • Train and equip workers to appropriately engage, communicate and deliver safe, quality care to older people. 	<ul style="list-style-type: none"> • Ask and listen to older people about what they like and what they want to do. • Talk in a way that is easy to understand. • Help older people to make decisions when they need support.
B.  Act in a way that treats individuals with dignity and respect and values their diversity.	<ul style="list-style-type: none"> • Create an environment that values and encourages older people to express their individual backgrounds, needs and preferences. • Have systems and processes in place to ensure older people's diversity is captured as part of care planning and delivery. 	<ul style="list-style-type: none"> • Respect an older person's social, cultural, religious and ethnic background. • Work in a way that helps older people feel comfortable and safe. • Encourage older people to speak up about their likes and dislikes.
C.  Act with respect for the privacy of individuals.	<ul style="list-style-type: none"> • Maintain appropriate controls in relation to the privacy and confidentiality of older people information. • Ensure workers are trained to deliver care and services in a way that maintains personal privacy and dignity. 	<ul style="list-style-type: none"> • Keep the personal information of older people safe in line with provider policies. • Be aware of the personal privacy needs and preferences of older people.
D.  Deliver funded aged care services in a safe and competent manner, with care and skill.	<ul style="list-style-type: none"> • Have effective systems and processes to recruit, train, monitor and review performance of workers. • Make sure workers have the skills, qualifications, equipment and support they need to deliver safe, quality care. 	<ul style="list-style-type: none"> • Get the skills and training needed to provide safe, quality care. • Only deliver care and services within scope of the role. • Seek out opportunities to develop skills and experience.
E.  Act with integrity, honesty and transparency.	<ul style="list-style-type: none"> • Provide accurate information and communicate openly with older people about the care and services they receive. • Have systems and processes in place to prevent, detect and respond to instances of dishonesty, fraud or unethical conduct. 	<ul style="list-style-type: none"> • Treat older people fairly and don't take advantage of them. • Be honest about previous experience and training. • Help older people understand details about their care and services.

Requirement	Provider expected behaviours	Worker expected behaviours
F.  Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services.	<ul style="list-style-type: none"> • Have in place a complaints and feedback management system to receive, record, assess, acknowledge, respond to and report on complaints and feedback. • Encourage workers and older people to provide feedback and be involved in quality improvement. 	<ul style="list-style-type: none"> • Know how and what to do if something goes wrong. • Speak up and report any concerns to providers to reduce risk of harm. • Make sure older people feel safe to speak up or make a complaint.
G.  Deliver funded aged care services free from: i. all forms of violence, discrimination, exploitation, neglect and abuse and ii. sexual misconduct.	<ul style="list-style-type: none"> • Create a culture that fosters and promotes safe practices and quality improvement. • Adopt a zero-tolerance position on any acts of violence, discrimination, exploitation, neglect, abuse and sexual misconduct committed against the older people in your care. 	<ul style="list-style-type: none"> • Be alert to situations that may hurt, upset or take advantage of older people. • Know what a restrictive practice is and work with providers to help reduce its use. • Help older people to speak up about concerns if they need to.
H.  Take all reasonable steps to prevent and respond to: i. all forms of violence, discrimination, exploitation, neglect and abuse and ii. sexual misconduct.	<ul style="list-style-type: none"> • Create a culture where older people and workers feel safe to report issues or concerns. • Implement strategies to increase reporting and improve use and effectiveness of complaints and feedback management systems. 	<ul style="list-style-type: none"> • Respond and report incidents or concerns in line with organisational systems and processes. • Follow processes to help prevent and reduce risk of harm to older people. • Cooperate with the provider and with any investigation or enquiry.

Refer to the Aged Care Code of Conduct – responsible person and [worker fact sheet](#) for information about the expected behaviours of responsible persons and workers in relation to the Code.



Aged Care Code of Conduct -
Guidance for registered providers
agedcarequality.gov.au/resource-library/code-conduct-aged-care-guidance-providers



Aged Care Code of Conduct –
responsible persons and worker
fact sheet
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agedcarequality.gov.au



Write
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