



Australian Government

Aged Care Quality and Safety Commission

Aged care  
**reforms** 

# Code of Conduct for Aged Care

Approved provider webinar

---

Date: 7 October 2022

**1800 951 822**  
[agedcarequality.gov.au](http://agedcarequality.gov.au)



# Janet Anderson PSM Commissioner

Aged Care Quality and Safety  
Commission

## Welcome



Australian Government

Aged Care Quality and Safety Commission

# Key topics we'll cover today:

- an overview of the Code
- your responsibilities and those of your governing persons and workers
- how to get prepared
- steps you can take to ensure your workforce is ready.



**Katie Holm**  
**Assistant Secretary,**  
**Strengthening Providers**  
**Branch, Quality and Assurance**  
**Division, Ageing and Aged Care**  
**Group**

Department of Health and Aged Care



Australian Government

Aged Care Quality and Safety Commission

**The policy intent of the**  
**Code of Conduct for Aged**  
**Care (the Code)**



# Policy Intent of the Code

- Applies to approved providers, as well as, current and previous aged care workers and governing persons.
- Protects older Australians and ensures there are consequences for poor conduct.
- Banning orders can apply in the most serious cases.



# **Michelle Bampton**

## **Executive Director**

### **Intake and Complaints Resolution**

Aged Care Quality and Safety  
Commission

**The Code, what it means  
for providers, governing  
persons and workers, and  
how to get prepared**



Australian Government

Aged Care Quality and Safety Commission

# The new Code of Conduct for Aged care

- will be introduced from 1 December 2022
- aims to improve safety and wellbeing for consumers and boost trust in services.



## The Code sets out standards of expected behaviours and applies equally to:

- Approved aged care providers
- Governing persons (e.g. CEOs and board members)
- Aged care workers
  - People who are employed by the approved provider, including volunteers
  - People employed by a contractor or subcontractor to the provider, including volunteers.





# Code of Conduct for Aged Care

When providing care, supports and services to people, I must:

- a) act with respect for people's rights to freedom of expression, self-determination and decision making in accordance with applicable laws and conventions
- b) act in a way that treats people with dignity and respect, and values their diversity
- c) act with respect for the privacy of people
- d) provide care, supports and services in a safe and competent manner, with care and skill



- e) act with integrity, honesty and transparency
- f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services
- g) provide care, supports and services free from:
  - all forms of violence, discrimination, exploitation, neglect and abuse; and
  - sexual misconduct
- h) take all reasonable steps to prevent and respond to:
  - all forms of violence, discrimination, exploitation, neglect and abuse
  - sexual misconduct.



# **Lisa Peterson PSM** **Assistant Commissioner,** **Sector Capability**

Aged Care Quality and Safety  
Commission

## **Legislation, the Commission's role and how we regulate the Code**



Australian Government

Aged Care Quality and Safety Commission

# The Legislation

- Royal Commission Response Act 2022 was passed by parliament in August this year.
- The Act
  - allows for the creation of a Code of Conduct for Aged Care
  - sets out the Commission's role including powers to monitor and enforce compliance with the Code.





# How we will regulate the Code

- When we become aware of information that raises concerns about conduct that is inconsistent with the Code, we can:
  - Contact providers, workers, governing persons, consumers or complainant to discuss the issue; this may be as part of a complaint process or in response to a reportable incident notification
  - Require a provider or other person to provide us with information
  - Require the provider to take a specific action
  - Provide education to providers or an individual
  - Undertake an investigation which might be followed by compliance action and enforcement action.



# Q & A

# Questions?



# More information

## Commission:

- Aged care reforms webpage  
[agedcarequality.gov.au/reforms](https://agedcarequality.gov.au/reforms)

## Department of Health and Aged Care

- Aged Care Engagement Hub:  
[agedcareengagement.health.gov.au](https://agedcareengagement.health.gov.au)





Australian Government

Aged Care Quality and Safety Commission

Aged care  
**reforms** 

**Thank you for  
participating**



**1800 951 822**  
[agedcarequality.gov.au](http://agedcarequality.gov.au)