



Aged Care Code of Conduct

A fact sheet for responsible persons
and aged care workers



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 delivering funded aged care services
- **strengthens protections** for older Australians against unsafe, poor-quality aged care services

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.

Why is the Code important?

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

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

Who is covered under 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)

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?

You must act in a way that is respectful, kind and consistent with the behaviours set out in the Code. It is your responsibility to understand and follow the Code and to speak up if you have any concerns.

Have a look at [‘The 8 requirements of the Code – tips for aged care workers and responsible persons’](#) at the end of this resource for more about what is expected of you under the Code.

What obligations do providers have?

Providers have obligations under the [Aged Care Act 2024](#) (the Act), to comply with the Code and to take reasonable steps to ensure that you, other aged care workers and responsible persons comply with the Code.

They are also responsible for providing you with support, training and assistance to make sure you understand and follow the Code.

What is the role of the Commission?

The Aged Care Quality and Safety Commission’s (the Commission’s) role is to protect and improve the safety, health, well-being and quality of life of older people receiving funded aged care services.

The Commission can take action in response to information received about conduct that is inconsistent with the Code.

Actions the Commission can take include:

- working with a provider, and aged care worker or responsible person, to address concerns about their conduct
- issuing a caution letter
- in severe cases, banning a provider, aged care worker or responsible person from being involved in aged care.







Need more information?



If you have questions or concerns about the Code, you can chat with your aged care provider or contact the Commission by:

- completing our [online contact form](#)
- info@agedcarequality.gov.au
- 1800 951 822 (free call)
- Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city.

The 8 requirements of the Code – tips for aged care workers and responsible persons

The table below provides some practical examples of expected behaviours of each requirement along with examples that are inconsistent with the Code.

Requirement	✓ Examples of expected behaviour	✗ Examples of unacceptable behaviour
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"> • Asking and listening to what older people need and want. • Talking in a way that is easy to understand. • Helping older people to make decisions when they need support. 	<ul style="list-style-type: none"> • Telling an older person to do something they do not want to. • Not including the older person in decisions about their care and services. • Keeping an older person away from places or activities they want to see or do.
B.  Act in a way that treats individuals with dignity and respect and values their diversity.	<ul style="list-style-type: none"> • Respecting an older person's social, cultural, religious and ethnic background. • Working in a way that helps older people feel comfortable and safe. • Encouraging older people to speak up about their likes and dislikes. 	<ul style="list-style-type: none"> • Making fun of an older person's social, cultural, religious, ethnic or health background. • Talking down to an older person or treating them in a disrespectful way. • Telling an older person their beliefs are wrong or silly.
C.  Act with respect for the privacy of individuals.	<ul style="list-style-type: none"> • Keeping personal information of older people safe in line with provider policies. • Being aware of the personal privacy needs and preferences of older people. 	<ul style="list-style-type: none"> • Not requesting permission of older people when providing personal care and services. • Providing personal care to older people in places that are not private.
D.  Deliver funded aged care services in a safe and competent manner, with care and skill.	<ul style="list-style-type: none"> • Using equipment safely. • Having the right skills, experience and qualifications for the job. • Following provider policies about safe and up to date work practices. 	<ul style="list-style-type: none"> • Delivering care or services you do not have the skills or qualifications to deliver. • Not reporting unsafe equipment, unsafe practices or near misses to your provider.
E.  Act with integrity, honesty and transparency.	<ul style="list-style-type: none"> • Treating older people fairly and not taking advantage of them. • Being honest about your previous experience and training. • Helping older people understand more about their care and services. 	<ul style="list-style-type: none"> • Lying to your provider or to an older person about what you know, or what you hear or see. • Not disclosing a conflict of interest. • Asking or encouraging an older person to give you money or a gift.
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"> • Knowing how and what to do if something happens. • Speaking up and reporting concerns to the provider to reduce risk of harm. • Making sure older people feel safe to speak up and give feedback or make a complaint. 	<ul style="list-style-type: none"> • Not taking action about a safety or quality concern. • Failing to be open and honest about a safety or quality concern. • Threatening or telling an older person not to complain or report a concern.

Requirement	✓ Examples of expected behaviour	✗ Examples of unacceptable behaviour
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"> • Being alert to situations that may hurt, upset or take advantage of an older person. • Knowing what violent, abusive or neglectful practices look like. • Not committing or participating in any form of violence, discrimination, exploitation, neglect and abuse, or sexual misconduct. 	<ul style="list-style-type: none"> • Physically forcing or threatening an older person to do something they do not want to. • Neglecting, taking advantage of, or abusing an older person. • Acting in a sexual way with an older person.
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"> • Following processes to help prevent harm to older people. • Taking action about a safety risk or concern in line with the provider's systems and processes. • Cooperating with the provider and with any investigation or enquiry. 	<ul style="list-style-type: none"> • Not raising a suspicion or concern about violence, abuse or neglect of an older person. • Failing to report a serious or reportable incident to the provider. • Not supporting an older person to speak up about concerns of misconduct.

Refer to the [Aged Care Code of Conduct – provider fact sheet](#) for information about provider obligations in relation to the Code, including behaviours expected of providers for each requirement of the Code.



Aged Care Code of Conduct –
provider fact sheet
[agedcarequality.gov.au/
resource-library/code-conduct-
aged-care-provider-fact-sheet](https://agedcarequality.gov.au/resource-library/code-conduct-aged-care-provider-fact-sheet)

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1800 951 822



Web

agedcarequality.gov.au



Write

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