



Australian Government

Aged Care Quality and Safety Commission

Aged care
reforms 

Code of Conduct for Aged Care

Aged care worker webinar



Date: 11 November 2022

1800 951 822
agedcarequality.gov.au

The Code will apply to:

- Residential Care
- Home Care
- Flexible Care

The Code does not apply to:

- The Commonwealth Home Support Programme (CHSP)
- The National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFAC)



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

- Approved aged care providers
- Their governing persons (e.g. CEOs and board members)
- Their 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.



Examples of people covered by the Code

- Direct care workers, support workers, lifestyle coordinators and care companions
- Nursing staff providing care
- Independent contractors engaged by the provider (including health professionals such as allied health)
- Kitchen, laundry, garden, maintenance and office personnel employed by the provider
- Volunteers of the provider who deliver care, supports and services to consumers
- Students
- Service coordinators and case managers
- Consultants, trainers and advisors for regulatory support or systems improvement who are under the control of the provider.



Based on the NDIS Code of Conduct

- Minor differences in language and definitions
- Substantially the same responsibilities of providers, governing persons and workers across the sectors
- Both codes – strong focus on:
 - an individual's right to receive safe and quality supports and services
 - to have confidence in the workforce
 - to feel and be protected.
- NDIS Quality and Safeguards Commission to continue regulating and enforcing existing NDIS Code of Conduct



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 & decision making in accordance with applicable laws & conventions
- b) act in a way that treats people with dignity & respect, and values their diversity
- c) act with respect for the privacy of people
- d) provide care, supports & services in a safe & competent manner, with care and skill
- e) act with integrity, honesty & transparency
- f) promptly take steps to raise & act on concerns about matters that may impact the quality & safety of care, supports & services
- g) provide care, supports & services free from:
 - all forms of violence, discrimination, exploitation, neglect & abuse; and
 - sexual misconduct
- h) take all reasonable steps to prevent & respond to:
 - all forms of violence, discrimination, exploitation, neglect & abuse
 - sexual misconduct.





A: Respect people's rights to express themselves and make decisions





**B: Treat people with
dignity and
respect** and value
their diversity





C: Respect people's privacy





D: Provide high quality care in a safe and competent manner



E: Act with integrity,
honesty and
transparency





F: Take action to uphold quality and safety by promptly responding to issues/concerns





G: Provide safe care free from all forms of violence and abuse





H: Prevent and respond to all forms of violence and abuse



Supporting you

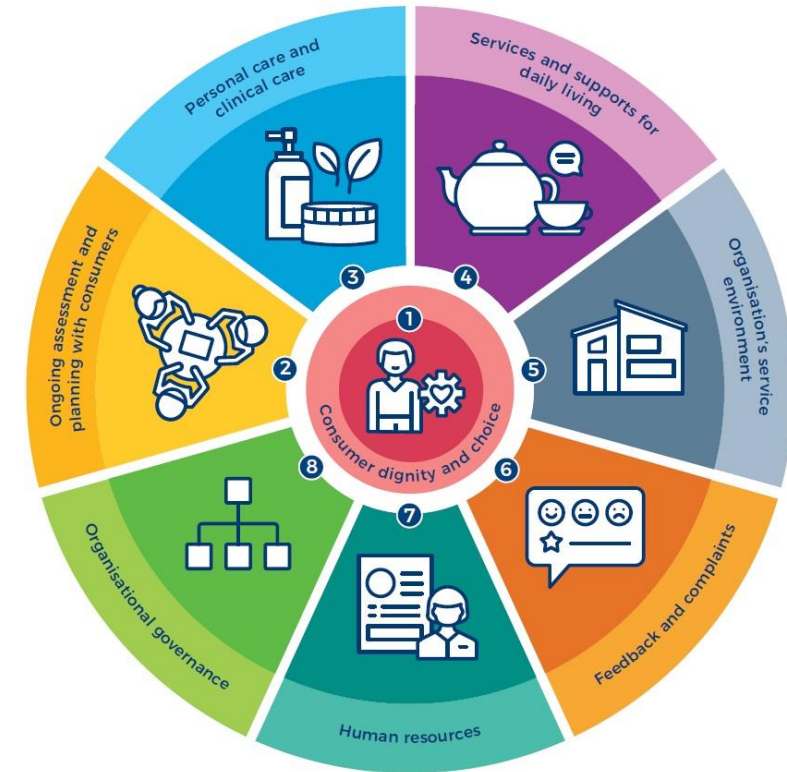
Resources coming include:

- Detailed guidance for workers and governing persons ([draft published](#))
- Frequently asked questions
- Worker fact sheet
- Web-based quiz
- Video
- Case studies
- Online learning through free Aged Care Learning Information Solution (Alis)
- Translated and Easy English versions of some resources.



Code supported by provider responsibilities

- Aged Care Quality Standards
- Charter of Aged Care Rights
- Quality of Care Principles
- Incident management and the Serious Incident Response Scheme



Identifying concerns

- Information is received in a variety of ways including:
 - complaints we receive
 - information obtained during a site visit for a re-accreditation audit
 - a reportable incident notification under SIRS
 - our [Customer Contact Centre](#).



Range of actions

- Tools and powers to deal with behaviour inconsistent with the Code include:
 - discussing the information with the provider, aged care worker, governing person, complainant e.g. consumer
 - requesting additional information or documentation
 - requiring a provider to take specific action
 - undertaking an investigation ourselves or requiring a provider to undertake an investigation.



The most serious cases

- A banning order – the Commission’s most serious enforcement action
 - could stop or restrict a person from engaging in, providing or being involved in the provision of aged care.
- Only appropriate for the **most serious cases** of poor conduct by an individual or where an individual is not suitable for aged care.



Scope of the Code

- There may be instances when the Commission considers conduct:
 - carried on outside work hours or the service premises
 - where new consumers are looking to enter a service or engage a provider.



Procedural fairness

- Notification in writing
- Can submit a response to concerns before decisions are made
- Can apply for review or reconsideration of a decision
- Guidance and education



Q & A



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Next steps – how to get prepared

- Understand what good behaviour looks like, know where to find more information and how to raise concerns if you have them.
- Review the draft [worker Guidance resource](#) on our Code of Conduct [worker webpage](#).
- Find and follow us for updates on your social media channel of choice – [Facebook](#), [LinkedIn](#) or [twitter](#).



How to contact us

You can complete our [online contact form](#) or free call 1800 951 822

More information is available on our website agedcarequality.gov.au/aged-care-complaints-faqs

More information

Commission

Aged care reforms webpage: agedcarequality.gov.au/reforms

Department of Health and Aged Care

Aged Care Engagement Hub: agedcareengagement.health.gov.au

