



Aged Care Code of Conduct

Quick guide for older people

The Aged Care Code of Conduct describes how **registered providers and the people delivering your care must behave and treat you**. It includes the 8 requirements below.



Respect your rights to express yourself and make your own decisions about how you want to live



Act with integrity, honesty and transparency



Treat you with dignity and respect and value your diversity



Take action promptly about matters that may impact on the safety and quality of your care



Respect your privacy



Deliver care free from all forms of violence and abuse, including discrimination, exploitation, neglect and sexual misconduct



Deliver funded aged care services in a **safe, competent manner, with care and skill**



Prevent and respond to all forms of violence and abuse, including discrimination, exploitation, neglect and sexual misconduct

If you or someone you know has a concern or complaint with your service, contact:

Older Person Advocacy Network (OPAN)

Phone 1800 700 600

Aged Care Quality and Safety Commission

Phone 1800 951 822 **Web** agedcarequality.gov.au

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

