



Code of Conduct for Aged Care

Approved provider readiness checklist



Approved providers of residential, home care and flexible care are encouraged to use this checklist to improve their understanding and implementation of the Code of Conduct for Aged Care (the Code).

Activity	Support Material
<p>Become familiar with the Code</p> <p>Familiarise yourself and your staff with the Code. Review the range of resources available to support your understanding of the new Code and your existing responsibilities.</p>	<ul style="list-style-type: none"> • National Aged Care Reforms webpage • Code of Conduct for Aged Care providers webpage • Code of Conduct for Aged Care – provider fact sheet • Code of Conduct for Aged Care – provider guidance • Code of Conduct for Aged Care – an introduction for providers and workers video • Code of Conduct for Aged Care – case studies for workers and providers <p>Webinar recordings:</p> <ul style="list-style-type: none"> • Introduction to aged care sector reforms – a regulatory perspective (held 8 and 13 September 2022) • Code of Conduct for Aged Care for approved providers (held 7 October 2022) • Code of Conduct for Aged Care for workers (held 11 November) <p>Online learning modules:</p> <ul style="list-style-type: none"> • Know your Code – free learning module in our Aged Care Learning Information System (Alis) • Your Code: self-assessment quiz
<p>Inform your consumers</p> <p>Your consumers are central to the work you do, so it’s important they know about the Code, what to expect from your staff and what to do if they have any issues. Engaging consumers in this way sends a strong message to staff about your expectations of them.</p>	<ul style="list-style-type: none"> • Code of Conduct for Aged Care – consumer fact sheet • Code of Conduct for Aged Care – consumer guidance • Code of Conduct for Aged Care information for consumers webpage • Code of Conduct for Aged Care – introductory video for consumers • Code of Conduct for Aged Care – consumer quick guide • Code of Conduct for Aged Care – A3 consumer poster • Code of Conduct for Aged Care – case studies for consumers

Activity	Support Material
<p>Assess policies, systems and processes</p> <p>Review and assess your policies, systems and processes to ensure they support your workforce to understand and comply with the Code.</p> <p>Consider:</p> <ul style="list-style-type: none"> • drafting a process for informing all existing and new staff of the Code • updating policies and processes for recruitment, induction, orientation, performance review and management of all staff and volunteers to include the Code • developing policies and processes for where a worker does not comply with the Code • updating brokerage policies and practices to include the Code and responsibilities of contracted workers under the Code. 	<ul style="list-style-type: none"> • Code of Conduct for Aged Care – provider guidance <p>Webinar recordings:</p> <ul style="list-style-type: none"> • Introduction to aged care sector reforms – a regulatory perspective (held 8 and 13 September 2022) • Code of Conduct for Aged Care for approved providers (held 7 October 2022)
<p>Provide education and training for your governing persons and workers (including contractors and volunteers)</p> <p>Provide education and training to ensure governing persons and workers are informed and educated about their responsibilities under the Code, including how performance will be monitored and reviewed.</p>	<ul style="list-style-type: none"> • Code of Conduct for Aged Care information for workers webpage • Code of Conduct for Aged Care – worker fact sheet • Code of Conduct for Aged Care – worker guidance • Code of Conduct for Aged Care – an introduction for providers and workers video • Code of Conduct for Aged Care – case studies for workers and providers <p>Webinar recording:</p> <ul style="list-style-type: none"> • Code of Conduct for Aged Care for workers (held 11 November) <p>Online learning modules:</p> <ul style="list-style-type: none"> • Know your Code – free learning module in our Aged Care Learning Information System (Alis) • Your Code: self-assessment quiz



For more information on the Code, visit agedcarequality.gov.au/providers/code-conduct-aged-care-information-providers

The Aged Care Quality and Safety Commission acknowledges the Traditional Owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.

December 2022



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

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