Aged Care Code of Conduct

A fact sheet for registered providers



The Aged Care Code of Conduct

The Aged Care Code of Conduct (Code):

- sets out how registered providers (providers) and their workers* must behave and treat older people when delivering services
- helps protect older people from unsafe, poor-quality services.

The Code aims to improve the safety, health, wellbeing and quality of life of older people receiving care. It does this by:

- encouraging providers and workers to behave ethically (fairly), and be transparent (open and honest) and accountable
- building trust in services
- protecting older people from unacceptable risk of harm.

The Code has 8 requirements. They describe how providers and workers need to behave. You can find a summary with examples on the next page.

Who has to follow the Code

The Code applies to:

- all registered providers
- responsible persons of registered providers (for example, board members and Chief Executive Officers)
- aged care workers (including volunteers).

Your obligations

Under the *Aged Care Act 2024* you must:

- comply with the Code
- take reasonable steps to make sure your workers comply with the Code.

You can find more information about your obligations in the 8 requirements of the Code – Summary for Providers table.

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.

* In this fact sheet, when we say 'workers' we mean aged care workers, volunteers and responsible persons.

Our role

The Aged Care Quality and Safety Commission (Commission) makes sure providers comply with their Code obligations. When we find out that a provider isn't complying with their Code obligations, we respond with an approach that is:

- risk-based
- in proportion to the risk older people face.

For example, we can take compliance and enforcement actions. In serious circumstances, we can:

- revoke (cancel) a provider's registration
- ban or restrict a provider from delivering aged care.

The 8 requirements of the Code – Provider summary

The table below outlines expected behaviours for providers and workers in line with each requirement of the Code. For more examples, see the Aged Care Code of Conduct: Guidance for Registered Providers.

Note: Responsible persons have the same obligations as aged care workers. They must also help providers meet their obligations. This means they need to show the behaviours we expect of both workers and providers in the table below.

Requirement	Behaviours we expect from providers	Behaviours we expect from workers
1 **Act with respect for individuals' rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions**	• Having systems and processes to support older people to be involved in decisions about their aged care services • Training and equipping workers to communicate effectively and deliver safe, quality care	• Asking and listening to what older people need and want • Talking to older people in a way that is easy to understand • Helping older people make decisions when they need support • Supporting older people to be independent and make their own choices, even if those choices involve some risk
2 **Act in a way that treats individuals with dignity and respect and values their diversity**	• Creating an environment that values and encourages older people to express their backgrounds, needs and preferences • Having systems and processes to make sure older people's diversity is respected as part of care planning and delivery	• Respecting an older person's social, cultural, religious, ethnic and health background • Working in a way that helps older people feel comfortable and safe • Encouraging older people to speak up about their likes and dislikes

Requirement	Behaviours we expect from providers	Behaviours we expect from workers
3  **Act with respect for the privacy of individuals**	• Having systems and processes to keep older people's information private and confidential • Making sure workers are trained to provide aged care services in a way that maintains people's privacy and dignity	• Keeping older people's personal information confidential, in line with provider policies • Knowing older people's personal privacy needs and preferences • If a photo or video is needed for care reasons, getting an older person's permission first
4  **Deliver funded aged care services in a safe and competent manner, with care and skill**	• Having effective systems and processes to recruit, train, monitor and review performance of workers • Making sure workers have the skills, qualifications, equipment and support they need to deliver safe, quality care • Discussing the Code with workers and making sure they understand their obligations • Making sure workers only provide the aged care services they have the skills and qualifications to deliver	• Using equipment safely and in the way it's meant to be used • Having the right skills, experiences and qualifications for the job • Following provider policies and procedures about safe and up-to-date work practices • Delivering care that is in line with the older person's care and services plan
5  **Act with integrity, honesty and transparency**	• Providing accurate information and communicating openly with older people about their aged care services • Having systems and processes to prevent, detect and respond to dishonesty, fraud or unethical conduct and conflicts of interest • Charging the correct amount for the care and services older people receive	• Treating older people fairly and not taking advantage of them • Not sharing personal information to encourage an older person to hand over money or a gift • Being honest about experience and training • Helping older people understand the aged care services they are provided

Requirement	Behaviours we expect from providers	Behaviours we expect from workers
6  **Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services**	• Having a complaints and feedback management system to receive, record, assess, acknowledge, respond to and report on complaints and feedback • Encouraging workers and older people to provide feedback and be involved in quality improvement	• Knowing what to do if something concerning happens • Speaking up and reporting concerns to the provider to reduce the risk of harm • Making sure older people feel safe to speak up about their concerns or make a complaint
7  **Deliver funded aged care services free from all forms of violence, discrimination, exploitation, neglect and abuse, and sexual misconduct**	• Creating a culture that encourages and promotes safe practices and quality improvement • Adopting a zero-tolerance position on any acts of violence, discrimination, exploitation, neglect, abuse and sexual misconduct committed against older people in your care • Having appropriate policies and practices in place to make sure workers follow the Statement of Rights	• Understanding situations that may hurt, upset, or take advantage of an older person • Knowing how to to identify violent, abusive or neglectful practices • Not taking part in any form of violence, discrimination, exploitation, neglect and abuse, or sexual misconduct • Supporting an older person's rights when delivering care • Not physically forcing or threatening an older person to do something they don't want to do
8  **Take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect and abuse, and sexual misconduct**	• Creating a culture where older people and workers feel safe to report issues or concerns • Using strategies to increase reporting and improve use and effectiveness of complaints and feedback management systems	• Following processes to help prevent harm to older people • Raising safety risks or concerns, in line with the provider's systems and processes • Cooperating with the provider and with any investigation or inquiry

Summary

It's your responsibility to make sure:

1 Your organisation has systems and processes to:

- ✓ uphold the rights of older people in line with the Code and relevant legislation
- ✓ prevent incidents or behaviour that breach the Code
- ✓ respond to concerns or incidents related to the Code
- ✓ make sure your workers understand and comply with the Code.

2 Your workers know:

- ✓ how they need to behave to meet the Code
- ✓ what your processes are for monitoring and reviewing their performance
- ✓ what will happen if they don't follow the Code (the consequences for them and your organisation)
- ✓ how to use your systems to raise concerns and respond to incidents that relate to the Code
- ✓ how to access training and professional development to:
  - learn more about the Code
  - improve their ability to follow it
- ✓ how to address and resolve compliance concerns.

More information

You can find more information about the Aged Care Code of Conduct on our website.

To make an enquiry or submit feedback, a concern or complaint, you can:

- use our online contact form
- call 1800 951 822 (free call).

Aged Care Code of Conduct – information for providers

agedcarequality.gov.au/for-providers/code-conduct

June 2026

1800 951 822

agedcarequality.gov.au

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

Find this resource online

agedcarequality.gov.au/resource-library/aged-care-code-conduct-provider-fact-sheet

EEC042