

# Aged Care Code of Conduct

**Everyone has the right to a safe, respectful and enjoyable aged care experience.**

When delivering funded aged care services to individuals, Registered Providers, Aged Care Workers and responsible persons of Registered Providers must:

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

## Reference

Aged Care Quality and Safety Commission, n.d. *Aged Care Code of Conduct*. Australian Government.  
Available at: <https://www.agedcarequality.gov.au/for-providers/code-conduct>