



Aged Care Code of Conduct

A fact sheet for responsible persons and aged care workers



The Aged Care Code of Conduct

The Aged Care Code of Conduct (Code):

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

The Code has 8 requirements. They describe how you need to behave when delivering care. You must meet these requirements, by law. 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).

Why the Code is important

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

- encouraging ethical (just and fair), honest and respectful behaviour
- building trust in services
- protecting older people from unacceptable risk of harm.

Your obligations

You must act in a way that is respectful and meets the behaviours required by the Code. You are responsible for understanding and complying with the Code, and for speaking up if you have any concerns.

You can find more information about your obligations in the [8 requirements of the Code – tips for workers](#) table on the next page.

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.

Your provider's obligations

Under the *Aged Care Act 2024* (Aged Care Act), providers must:

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

Your provider must give you the support, training and systems you need to understand and comply with the Code.

Our role

The Aged Care Quality and Safety Commission (Commission) protects and improves the safety, health, wellbeing and quality of life of people receiving funded aged care services.

We can take action in response to information about conduct that does not comply with the Code. This can include:

- working with a provider or worker to address concerns about their conduct
- issuing a caution letter
- in serious cases, banning a provider or worker from working in aged care.

The 8 requirements of the Code – tips for workers

The table below provides some examples of behaviours that do and don't meet the Code.

Requirement	✓ Behaviours that meet the Code	✗ Behaviours that don't meet the Code
1  Act with respect for individuals' rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions	• Asking and listening to what older people need and want • Talking to older people in a way that's 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	• Forcing an older person to do something they don't want to do • Not including the older person in decisions about their care and services • Keeping an older person away from people, places or activities they want to see or do
2  Act in a way that treats individuals with dignity and respect and values their diversity	• 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	• Making fun of an older person's social, cultural, religious, ethnic or health background • Talking down to an older person or treating them in a disrespectful way • Telling an older person their beliefs are wrong or silly

Requirement	✓ Behaviours that meet the Code	✗ Behaviours that don't meet the Code
3  Act with respect for the privacy of individuals	• Keeping older people's personal information confidential, in line with provider policies • Knowing older people's personal privacy needs and preferences • If you need to take a photo or video for care reasons, getting an older person's permission first	• Not asking older people for permission when you provide personal care • Providing intimate personal care to an older person in a place that isn't private • Sharing images or videos of an older person without getting their permission
4  Deliver funded aged care services in a safe and competent manner, with care and skill	• Using equipment safely and in a way that it's meant to be used • Having the right skills, experience 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	• Delivering services you don't have the required skills or qualifications for • Not reporting unsafe equipment, unsafe practices or near misses to your provider
5  Act with integrity, honesty and transparency	• Treating older people fairly and not taking advantage of them • Being honest about your experience and training • Helping older people understand the care services you provide them	• Lying about what you know, hear or see. For example, giving false information: – in a document – to protect a colleague • Not telling your provider about a conflict of interest • Sharing information about yourself to encourage an older person to give you money or a gift • Accepting money or gifts from an older person • Taking an older person's medicines to use or sell.

Requirement	✓ Behaviours that meet the Code	✗ Behaviours that don't meet the Code
6  Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services	• Knowing how and what to do if something that concerns you happens • Speaking up and reporting concerns to your provider to reduce the risk of harm • Making sure older people feel safe to speak about their concerns or make a complaint	• Doing nothing about a safety or quality concern • Not being open and honest about a safety or quality concern • Threatening or telling an older person not to complain or raise their concerns
7  Deliver funded aged care services free from all forms of violence, discrimination, exploitation, neglect and abuse, and sexual misconduct	• Understanding situations that may hurt, upset or take advantage of an older person • Knowing how 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	• Physically forcing or threatening an older person to do something they don't want to • Neglecting, taking advantage of, or abusing an older person • Acting in a sexual way with an older person
8  Take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect and abuse, and sexual misconduct	• Following processes to help prevent harm to older people • Raising safety risks or concerns, in line with your provider's systems and processes • Cooperating with your provider and with any investigation or inquiry	• Not raising a suspicion or concern about violence toward, or abuse or neglect of, an older person • Not reporting a serious or reportable incident to your provider • Not supporting an older person to speak up about concerns of misconduct

More information

If you have questions or concerns about the Code, you can:

- speak with your provider
- contact the Commission, by:
 - completing the [online contact form](#)
 - emailing info@agedcarequality.gov.au
 - calling 1800 951 822 (free call)

You can find more information about the [Aged Care Code of Conduct](#) on our website.



**Aged Care Code
of Conduct –
information for workers**

[agedcarequality.gov.au/workers/
aged-care-code-conduct/aged-
care-code-conduct](https://agedcarequality.gov.au/workers/aged-care-code-conduct/aged-care-code-conduct)

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-  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-
responsible-persons-and-aged-care-
worker-fact-sheet](https://agedcarequality.gov.au/resource-library/aged-care-code-conduct-responsible-persons-and-aged-care-worker-fact-sheet)

