

Code of Conduct for Aged Care

A fact sheet for volunteers



Who is the Aged Care Quality and Safety Commission?

The Aged Care Quality and Safety Commission (the Commission) is the national regulator of aged care services in Australia.

The Commission's purpose is to protect and enhance the safety, health, wellbeing and quality of life of people receiving government-funded aged care and services.

We do this by:

Element

- approving providers to deliver aged care services
- monitoring aged care services' performance against the Aged Care Quality Standards
- handling complaints

• overseeing approved providers, their workers and volunteers' compliance with the Code of Conduct for Aged Care (the Code).

What is the Code?

The Code sets out how aged care providers, their workers and volunteers are expected to behave and treat older Australians when providing care and services.

There are 8 elements to the Code.

The table below provides some practical examples of expected behaviours for each element along with examples that are inconsistent with the Code. Refer to the <u>Code of Conduct for Aged Care Worker guidance</u> for more examples and a range of case studies.

Examples of

expected behaviour unacceptable behaviour · Telling an older person to do something Act with respect for · Asking and listening to what older people need and want. people's rights to they do not want to. freedom of expression, • Talking in a way that is easy to understand. Not including the older person self-determination in decisions about their care and services. · Helping older people to make decisions and decision-making when they need support. Keeping an older person away from in accordance with places or activities they want to see or do. applicable laws and conventions. · Respecting an older person's social, · Making fun of an older person's social, cultural, religious and ethnic background. cultural, religious, ethnic or health Act in a way that treats background. · Working in a way that helps older people people with dignity feel comfortable and safe. · Talking down to an older person and respect and values or treating them in a disrespectful way. · Encouraging older people to speak their diversity. · Telling an older person their beliefs are up about their likes and dislikes. wrong or silly.

Examples of

Element	Examples of expected behaviour	Examples of unacceptable behaviour
Act with respect for the privacy of people.	 Keeping personal information of older people safe in line with provider policies. Being aware of the personal privacy needs and preferences of older people. 	 Not requesting permission of older people when providing personal care and services. Providing personal care to older people in places that are not private.
Provide care, supports and services in a safe and competent manner, with care and skill.	 Using equipment safely. Having the right skills, experience and qualifications for the job. Following provider policies about safe and up to date work practices. 	 Providing care or services you do not have the skills or qualifications to provide. Not reporting unsafe equipment, unsafe practices or near misses to your provider.
Act with integrity, honesty and transparency.	 Treating older people fairly and not taking advantage of them. Being honest about your previous experience and training. Helping older people understand more about their care and services. 	 Lying to your provider or to an older person about what you know, or what you hear or see. Not disclosing a conflict of interest. Asking or encouraging an older person to give you money or a gift.
Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.	 Knowing how and what to do if something happens. Speaking up and reporting concerns to the provider to reduce risk of harm. Making sure older people feel safe to speak up or make a complaint. 	 Not taking action about a safety or quality concern. Failing to be open and honest about a safety or quality concern. Threatening or telling an older person not to complain or report a concern.
Provide care, supports and services free from: i. all forms of violence, discrimination, exploitation, neglect and abuse and ii. sexual misconduct.	 Being alert to situations that may hurt, upset or take advantage of an older person. Knowing what violent, abusive or neglectful practices look like. Not committing or participating in any form of violence, discrimination, exploitation, neglect and abuse, or sexual misconduct. 	 Physically forcing or threatening an older person to do something they do not want to. Neglecting, taking advantage of, or abusing an older person. Acting in a sexual way with an older person.
H. Take all reasonable steps to prevent and respond to: i. all forms of violence, discrimination, exploitation, neglect and abuse and ii. sexual misconduct.	 Following processes to help prevent harm to older people. Taking action about a safety risk or concern in line with the provider's systems and processes. Cooperating with the provider and with any investigation or enquiry. 	 Not raising a suspicion or concern about violence, abuse or neglect of an older person. Failing to report a serious or reportable incident to the provider. Not supporting an older person to speak up about concerns of misconduct.

All volunteers in aged care should act in a way that is respectful, kind and consistent with the behaviours set out in the Code.

What are your responsibilities as a volunteer?

If you volunteer for an approved provider, you are *required* to always behave in line with the Code. Approved providers have responsibilities to ensure that volunteers and the workers in their service uphold the Code.

The Commission can investigate behaviour that is inconsistent with the Code and take action if required.

If you aren't sure whether the organisation you volunteer with is an approved provider, check with the person who engaged you such as your volunteer manager, to ensure you understand your responsibilities.

Always remember – older people have the right to safe, quality care and services and to live without abuse or neglect. It's always okay to speak up. If you see or hear something that concerns you, inform your manager, provider, or the Aged Care Quality and Safety Commission.

Need more information?

Your volunteer manager can provide you with a quick reference guide to the Code.

Further information about the Code can also be found on the Commission's website at www.agedcarequality.gov.au.



Code of Conduct for Aged Care
– information for workers
agedcarequality.gov.au/

agedcarequality.gov.au/ providers/code-conduct-agedcare-information-workers

June 2023



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