



Aged Care Code of Conduct

Information for older people



The Aged Care Code of Conduct

The Aged Care Code of Conduct (Code) aims to:

- support your rights to personal choice, dignity and respect
- encourage honest and respectful behaviour
- keep you safe from harm.

The Code:

- sets out how registered providers (providers) and the people providing your care (workers) must behave and treat you
- helps protect you if a provider or worker:
 - makes you feel unsafe
 - doesn't treat you with respect
 - takes advantage of you.

Who has to follow the Code

The Code applies to:

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

What you should expect under the Code

When receiving aged care you should always be treated well and feel safe. Your provider and the people who deliver your care must act in a way that is:

- respectful
- kind
- consistent with the behaviours set out in the Code and the [Statement of Rights](#).

Your provider must also address behaviour that doesn't meet the Code.

The 8 requirements of the Code

This table outlines the 8 requirements of the Code and gives examples of how your provider and the people who deliver your care should behave.

Requirement	Your provider and the people who deliver your care should:
1  Act with respect for individuals' rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions	• Ask and listen to what you need and want • Talk to you in a way that is easy to understand • Help you make decisions when you need support
2  Act in a way that treats individuals with dignity and respect and values their diversity	• Respect your social, cultural, religious, ethnic and health background • Work in a way that helps you feel comfortable and safe • Encourage you to speak up about your likes and dislikes
3  Act with respect for the privacy of individuals	• Keep your personal information confidential in line with provider policies • Know your personal privacy needs and preferences

Requirement	Your provider and the people who deliver your care should:
4  Deliver funded aged care services in a safe and competent manner, with care and skill	• Use equipment safely and in a way that it's meant to be used • Have the right skills, experience and qualifications for the job • Follow policies and procedures about safe and up-to-date work practices
5  Act with integrity, honesty and transparency	• Treat you fairly and not take advantage of you • Be honest about their experience and training • Help you understand your care and services
6  Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services	• Know what to do if something that concerns you happens • Speak up and report concerns to reduce risk of harm • Make sure you to feel safe to speak up about your 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	• Understand situations that could hurt, upset or take advantage of you • Know how to identify violent, abusive or neglectful practices • Not take part in any form of violence, discrimination, exploitation, neglect and abuse, or sexual misconduct
8  Take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect and abuse, and sexual misconduct	• Follow processes to help prevent harm to you • Raise safety risks or concerns • Cooperate with any investigation or inquiry

Contact

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

- your provider
- the Older Persons Advocacy Network (OPAN) on 1800 700 600
- the Aged Care Quality and Safety Commission, by:
 - completing our [online contact form](#)
 - calling 1800 951 822 (free call)
 - emailing: info@agedcarequality.gov.au
 - writing to: Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city.



**Aged Care Quality and
Safety Commission
online contact form**

agedcarequality.gov.au/contact-us

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Find this resource online

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

