Aged Care Code of Conduct

A fact sheet for volunteer managers

Aged Care Quality and Safety Commission

The Aged Care Quality and Safety Commission (Commission) is the national regulator of Australian Government-funded aged care services.

Our purpose is to protect and improve the safety, health, wellbeing and quality of life of older people receiving aged care.

We do this by:

- registering providers to deliver aged care
- monitoring how well providers perform against the Aged Care Quality Standards
- dealing with complaints and feedback
- supervising how providers, workers and volunteers comply with the Aged Care Code of Conduct (Code).

The Code

The Code sets out **how people must behave and treat older people** when providing aged care.

The Code applies to:

- providers
- responsible persons
- aged care workers and volunteers.

The Code has 8 requirements. The following table gives examples of behaviours that meet each requirement and behaviours that go against the Code.

Requirement	✓ Examples of expected behaviour	✗ Examples of unacceptable behaviour
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 in a way that's easy to understand • Helping older people to make decisions when they need support	• 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 places or activities they want to see or do

Requirement	✓ Examples of expected behaviour	✗ Examples of unacceptable behaviour
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
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	• Not asking older people for permission when you provide personal care and services • Providing personal care to an older person in a place that isn't private
4 **Deliver funded aged care services in a safe and competent manner, with care and skill**	• Using equipment safely and in the way it's meant to be used • Having the right skills, experience and qualifications for the job • Following provider policies about safe and up-to-date work practices	• Delivering services you don't have the 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 and services you provide them	• Lying about what you know, hear or see • Not telling your provider about a conflict of interest • Asking or encouraging an older person to give you money or a gift
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 what to do if something 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 up 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

Requirement		✓ Examples of expected behaviour	✗ Examples of unacceptable behaviour
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	• Physically forcing or threatening an older person to do something they don't want to do • 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 their concerns of misconduct

Your obligations as a volunteer manager

Volunteers engaged by a provider must always behave in a way that is respectful, kind and follows the Code. Providers must make sure volunteers and other workers comply with the Code.

The Commission can investigate behaviour that doesn't follow the Code and act if we need to.

Make sure you understand your obligations (responsibilities) and the obligations of the volunteers you manage.

The requirements of the Code may be similar to, or more than, the expectations your organisation has of its volunteers. Volunteers should follow both their role-specific expectations and the Code.

Consequences of not complying with the Code

If we find out about a provider, worker or volunteer who doesn't comply with the Code, we can:

- issue a caution letter to the provider or person
- issue a compliance notice and fine to the provider
- in specific cases, ban or limit the provider or person from working or volunteering in aged care:
  - for a period of time
  - permanently.

We apply procedural fairness to our regulatory process. This means we give providers, workers and volunteers a chance to have their say about concerns we investigate.

How you can support your volunteers

- Explain to your volunteers that they should always comply with the Code. Give them information about the requirements of the Code. You can use the volunteer fact sheet on our website.
- If your organisation has specific expectations of how volunteers should behave, or a specific role description for volunteers, explain these expectations to them. If the Code requires more of them than these expectations, explain what else they must do to meet the Code.
- Make sure you give volunteers access to training and resources to help them understand their obligations.
- Remind your volunteers they should let you, your provider or us know if they see or hear something that concerns them.

More information

Visit our website for more information and resources about the Code or scan the QR code below.

Aged Care Code of Conduct – information for workers

agedcarequality.gov.au/workers/aged-care-code-conduct/aged-care-code-conduct

February 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/media/95820

EEC076