Transcript

Aged Care Quality and Safety Commission

Code of Conduct for Aged Care

 **Presented by:**

Speaker

[*Opening visual of slide with text saying ‘Code of Conduct for Aged Care’, ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’*]

[*The visuals during this video are of slides with text and animations representing what is being said at the time during the video*]

§(Music Playing)§

**Speaker:**

Everyone receiving aged care has the right to be safe and treated with respect. To help ensure you receive high quality care, the government has introduced new national legislation, the Code of Conduct for Aged Care, also known as the Code.

The Code applies to your provider, their workers, leaders like the CEO, boards and aged care volunteers.

The Code sets out how your provider and the people providing you with care must behave and treat you.

[*Visual of slide with text saying ‘The code includes’*]

[*Visual of slide with text saying 'Respect your rights to express yourself and make decisions about how you want to live’*]

Act with respect for your rights to freedom of expression, self-determination and decision making in accordance with applicable laws and conventions. Your provider must ask you what you want and need, talk to you in a way that is easy to understand and support you to make choices about the care and services you receive.

[*Visual of slide with text saying ‘Treat you with dignity and respect and value your diversity’*]

Act in a way that treats you with dignity and respect and values your diversity. Your provider must respect your social, cultural, religious and ethnic background and talk to you in a way that makes you feel comfortable and respected.

[*Visual of slide with text saying ‘Respect your privacy’*]

Act with respect for your privacy. This includes keeping your personal information safe and confidential to ensure your privacy is protected in line with legislation and your individual needs and wants. It also requires workers to check in with you before providing care or services to make sure you feel comfortable and safe.

[*Visual of slide with text saying ‘Provide care in a safe and competent manner’*]

Provide you with care, supports and services in a safe and competent manner, with care and skill. This includes using equipment safely and having the right skills, experience and qualifications to perform their jobs.

[*Visual of slide with text saying ‘Act with integrity, honesty and transparency’*]

Act with integrity, honesty and transparency. This includes being honest about what they see, treating you fairly, not taking advantage of you and helping you to understand more about your care and services.

[*Visual of slide with text saying ‘Take steps to act on matters, that may impact on your safety and care’*]

Promptly take steps to raise and act on concerns about matters which may impact on the quality and safety of care, support and services. This means you should be asked if you are happy about your care and services and encourage you to speak up if you have any feedback, complaints or concerns.

[*Visual of slide with text saying ‘Provide you safe care, free from all forms of violence and abuse’*]

Provide you safe care, free from all forms of violence and abuse.

[*Visual of slide with text saying ‘Take reasonable steps to prevent and respond to these behaviours’*]

Take reasonable steps to prevent and respond to these behaviours. This means everyone must understand what violence, abusive and neglectful behaviours look like and know how to respond to prevent harm to you and others.

The Code requires your aged care provider and their workers to provide your care in a way that is kind, honest and respectful.

If you believe your provider or a worker is not following the Code, it is safe to raise it with your service. If you’re not comfortable speaking to your aged care service or you’re not satisfied with their response, you can raise your concerns with an advocate, OPAN or directly to the Aged Care Quality and Safety Commission.

[*Visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘1800 951 822’*]

§(Music Playing)§

[*Closing visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘agedcarequality.gov.au’, ‘Call: 1800 951 822’*]

[End of Transcript]