Transcript

Aged Care Quality and Safety Commission

Code of Conduct for Aged Care

**Presented by:**

Speaker

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

§(Music Playing)§

[*Visual of slide with text saying ‘Aged care reforms’*]

**Speaker:**

Aged care. It’s changing for the better.

[*Visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘Code of Conduct for Aged Care’, with an image of smiling older male*]

The Code of Conduct for Aged Care also known as the Code applies from 1 December 2022.

[*Visual of slide with a photograph of a group of older males and females smiling at camera*]

It aims to improve the safety, health, wellbeing and quality of life of older Australians receiving aged care regardless of who provides that care. It does this by empowering consumers.

[*Visual of slide with text saying ‘Empowering consumers’ with image of a group of people in a home seated around a table*]

Promoting respect.

[*Visual of slide with text saying ‘Promoting respect’ with image of a nurse seated beside an older male who is lifting small weights*]

And building trust in the care they receive.

[*Visual of slide with text saying ‘Building trust’ with image of a female at a consumer’s door showing her identification*]

The Code will help you better understand what is expected when delivering care, support and services to consumers.

[*Visual of slide with text saying ‘Understanding expectations’ with image of seated older female and younger female smiling at each other*]

The Code applies equally to approved providers of residential, home care and flexible care services, their governing persons for example CEOs and board members, and their aged care workers who provide care or other services to consumers. This includes people employed by the provider, those who are employed by a contractor or subcontractor of the provider, as well as volunteers.

[*Visual of slide with text saying ‘Who does the Code apply to?’, ‘Approved providers’ with image of a small group of approved providers smiling at camera, ‘Governing persons’, with image of small group of people seated around a table, ‘Aged care workers’, with image of aged care worker assisting older man into wheelchair*]

The Code does not apply to visiting medical practitioners, pharmacists and other allied health professionals requested by or on behalf of a consumer but are not contracted by the provider, tradespeople who perform work that is not under the control of the provider, for example those visiting for a one off maintenance task, Commonwealth Home Support Program providers and National Aboriginal and Torres Strait Islander Flexible Aged Care Program providers. However these providers are still required to provide safe and respectful care and behave in a way that aligns with the Code.

[*Visual of slide with text at the top of slide saying ‘Who does the Code not apply to?’, ‘Health professionals not contracted by provider’ with image of a small group of health professionals smiling at camera, ‘Tradespeople not engaged by provider’, with image of three people smiling at camera, ‘CHSP and NATSIFACP providers’, with image of small group of people smiling at camera, with text at top of slide changing to ‘Safe and respectful care’ and ticks appearing under each of the three images*]

[*Visual of slide with text saying ‘Your responsibilities’ with image of two pairs of hands with one pair of hands passing a red heart to the other*]

The requirements of the Code should already be familiar to you as they are consistent with your existing responsibilities.

[*Visual of slide with text saying ‘Respect, kind and consistent’ with image of smiling older man*]

Providers, governing persons and workers must act in a way that is respectful, kind and consistent with the behaviours set out in the Code.

[*Visual of slide with text saying ‘Responsibilities for providers’ with footage of six people seated around a conference table having a discussion*]

Providers have the additional responsibility to take reasonable steps to make sure their workers and governing persons comply with the Code.

[*Visual of slide with text saying ‘Code of Conduct for Aged Care’ with eight small circles around that text containing an image representing each of the elements being referred to in the video*]

[*Visual of slide with text saying ‘Respect people’s rights’, with image of male and female seated outdoors and smiling*]

The Code includes eight elements which require you to respect people’s right to express themselves and make decisions.

[*Visual of slide with text saying ‘Treat people with dignity and respect’, with image of two older males and one older female outdoors wearing sunglasses and smiling at camera*]

Treat people with dignity and respect and value their diversity.

[*Visual of slide with text saying ‘Respect people’s privacy’ with footage of a person flicking through a filing cabinet drawer*]

Respect people’s privacy.

[*Visual of slide with text saying ‘Provide high quality care’, with image of an older male being pushed in a wheelchair outdoors*]

Provide high quality care in a safe and competent manner.

[*Visual of slide with text saying ‘Act with integrity’ with image of a younger male and older male seated at table with medications*]

Act with integrity, honesty and transparency.

[*Visual of slide with text saying ‘Take action on quality and safety’, with image of older male and older female seated on couch speaking to younger female with notepad*]

Take action on quality and safety by promptly responding to issues and concerns.

[*Visual of slide with text saying ‘Provide safe care free from all forms of violence and abuse’ with image of two pairs of hands around a walking stick*]

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

[*Visual of slide with text saying ‘Take reasonable steps to prevent and respond’, with image of older male holding a coffee cup and speaking to younger female*]

Take reasonable steps to prevent and respond to all forms of violence, abuse and neglect including sexual misconduct.

[*Visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’ with image of older female wearing glasses seated beside younger female and male*]

If you act in a way that is not consistent with the Code the Aged Care Quality and Safety Commission can take action. This might include issuing caution letters. In the most severe circumstances you may be banned from providing aged care services in the future. The Commission can also issue compliance and enforcement notices to providers.

[*Visual of slide with text saying ‘Caution letters’, ‘Banning orders’, ‘Compliance notices’, with an image of older female smiling at camera*]

[*Visual of slide with text saying ‘Procedural fairness’, with image of older male seated on bed beside younger female holding onto his arm*]

Any action that we take will afford you appropriate procedural fairness to have your say.

To learn more about the Code, your obligations and other aged care reforms visit the Commission’s website.

§(Music Playing)§

[*Closing visual of slide with text saying ‘Aged care reforms’, ‘www.agedcarequality.gov.au’, with logos for Facebook, Twitter, Instagram and YouTube*]

[End of Transcript]