Transcript

Aged Care Quality and Safety Commission

Volunteers and the Code of Conduct

 **Presented by:**

Speaker

[*Opening visual of slide with text saying ‘Volunteers and the Code of Conduct’*]

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

§(Music Playing)§

**Speaker:**

As a volunteer in aged care you play a key part in supporting older Australians.

[*Visual of slide with text saying ‘The role of the Commission’*]

So does the Aged Care Quality and Safety Commission.

§(Music Playing)§

[*Visual of slide with text saying ‘Who is the Commission?’*]

The Commission is the national regulator of aged care services in Australia. We’re here to protect and enhance the safety, health, wellbeing and quality of life of people receiving Australian Government funded aged care and services.

We do this by granting approvals for providers to deliver aged care services, monitoring performance and compliance with the Aged Care Quality Standards, handling complaints, and overseeing approved providers and their workers’ and volunteers’ behaviour with the Code of Conduct for Aged Care.

§(Music Playing)§

[*Visual of slide with text saying ‘What is the Code of Conduct?’*]

The Code sets out how approved providers, their workers and volunteers are expected to behave and treat older Australians when providing care and services. There are eight elements to the Code.

Respect people’s rights. Treat people with dignity and respect. Respect people’s privacy. Provide safe and competent support. Act with integrity and honesty. Take action on quality and safety. Provide safe care free from all forms of violence and abuse. Take reasonable steps to prevent and respond.

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

If you volunteer for an approved provider you are required to always behave in line with the Code.

[*Visual of slide with text saying ‘Always behave in line with the Code’*]

Approved providers have responsibilities to ensure that you, other volunteers and aged care workers in their service uphold the Code.

[*Visual of slide with text ‘?’*]

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

§(Music Playing)§

[*Visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘Want to find out more?’*]

[*Visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘www.agedcarequality.gov.au’*]

More information on the Code and your responsibilities is available on the Commission’s website and you can ask your service provider for a copy of the Code.

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 let your manager, provider or the Aged Care Quality and Safety Commission know about it.

We all play a part in protecting older Australians.

[*Closing visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘www.agedcarequality.gov.au’, with symbols for Facebook, Twitter, LinkedIn and YouTube*]

[End of Transcript]