

ANGLICARE SOUTHERN QUEENSLAND

Code of Conduct. The way we work.



Code of Conduct.

The way we work.

Our Anglicare Southern Queensland (Anglicare) Code of Conduct (Code) helps guide our daily work and demonstrates how to practically apply our commitment to uphold ethical work practices. We believe consistent and proper conduct creates trust with our clients, residents, children, young people, families, and each other, and enhances our vision, mission and values. It also helps to enhance our vision, mission and values.

Our workforce reflects the diversity of the communities we serve and is guided at all times by our values. Our staff and volunteers are the beating heart of our organisation, enabling us to serve and support people with compassion and understanding as we strive to create a more loving, just, and inclusive society that reflects the life and teachings of Christ.

More than following the rules, you are expected to think about your decision.

Our Code goes further than following rules. It asks you to stop and think about what's right, to consider your options and to make good decisions that follow the spirit and intent of our Code.

Sometimes the Code asks for an even higher standard than the law

Our Code is based on our values, policies, procedures, codes of practices, and applicable laws. Of course, we must comply with applicable laws. However, if our Code requires a higher standard of behaviour than local laws, rules, customs or norms, the standards in our Code will apply.



Does the Code apply to you?

Our Code applies to all people who work, are engaged with, or volunteer for Anglicare, regardless of location or role.

How do we put the Code into practice?

Our Code provides a framework within which to make the right decisions at work. We all have an important role to play in this framework. Queries on the meaning of our Code, or concerns about actual or potential breaches, must be promptly raised. It may seem easier to keep silent, or look the other way, but our commitment to working according to our values means we must never ignore an issue that needs to be addressed.

What are our responsibilities?

At Anglicare, compliance with the Code is a shared responsibility. We all have a role to play in upholding our ethical values and policies, and our commitment principles.

In all cases, our obligations under the Code include:

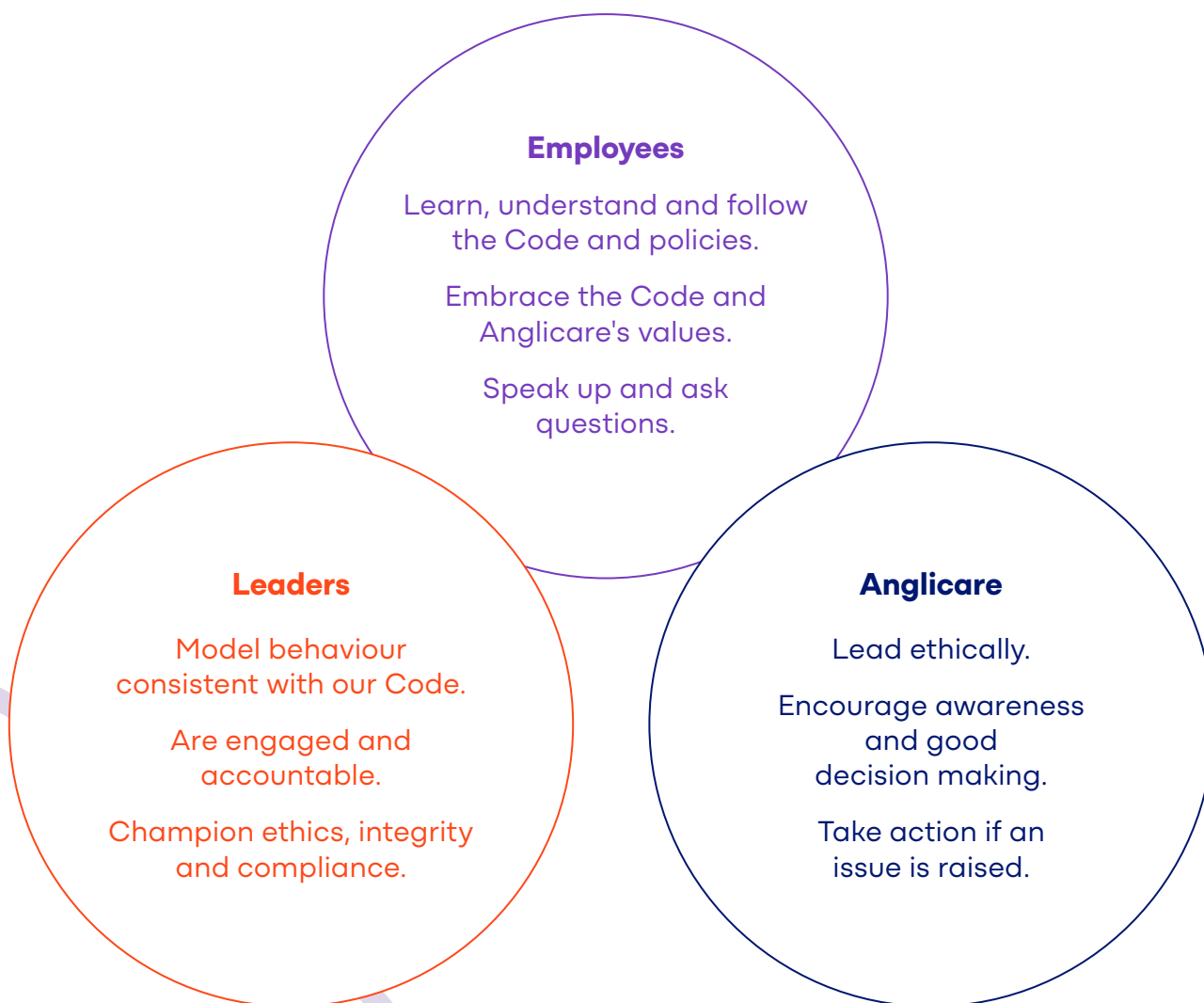
- reading, understanding, and following the Code and Anglicare's policies and seeking guidance when needed;
- promptly raising any and all compliance concerns through one of the many channels provided by Anglicare;
- avoiding any practices that may lead to unlawful conduct, harm to persons, an appearance of impropriety, or damage to Anglicare's reputation;
- fully supporting anyone who raises a compliance concern and never retaliating in any way against anyone who does raise a question or concern;
- cooperating fully in all compliance investigations.

Anglicare's leaders have additional responsibilities when it comes to ethics and compliance.

You are accountable for all aspects of the business, or part of the business, you supervise. You can delegate the responsibility for specific tasks but your overall supervisory accountability for the actions of those you supervise cannot be delegated.

You must take proactive steps to identify, understand and manage the risks in your business, which includes the conduct of your team and the potential for negative outcomes for the community we serve.

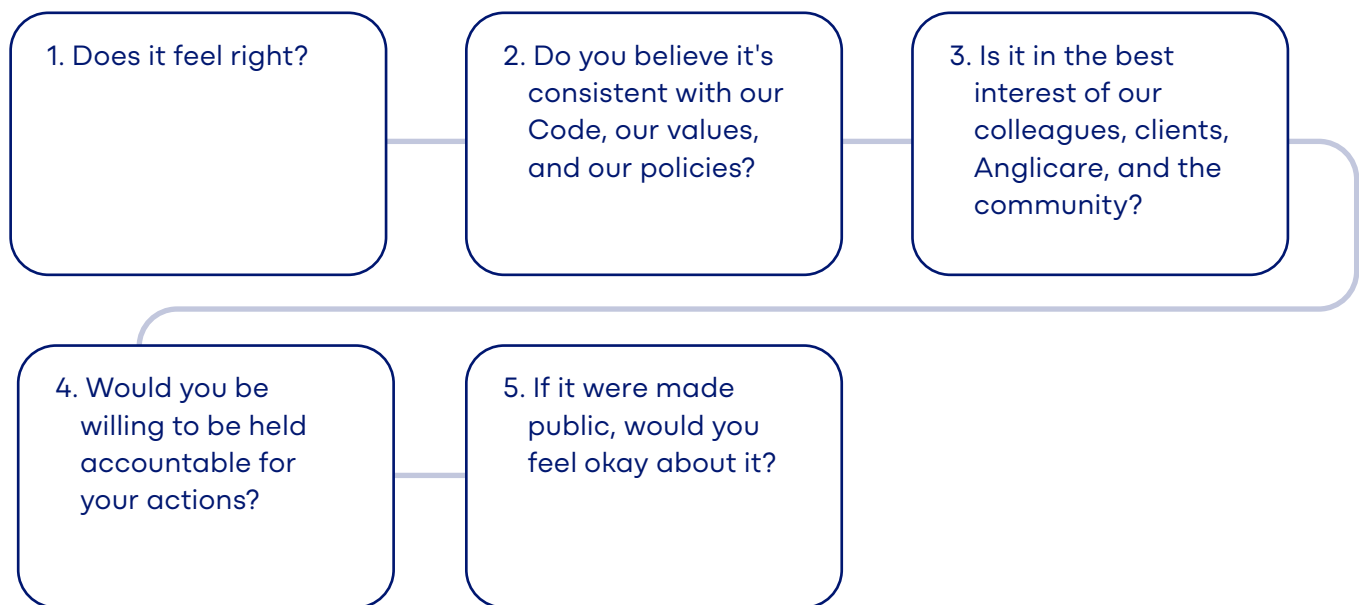
You must support, enable, and hold your team responsible for managing risks and acting in a way that is consistent with the Code, including applicable regulatory and policy requirements.



Making good decisions

Although everyone is expected to know and understand the Code, it does not answer every question or anticipate every difficult situation you might encounter. Sometimes we face difficult situations where the right choice isn't clear. That's when our commitment to integrity matters most. Know that you are never expected to make tough decisions alone. There are ample resources and channels that are available to you to ask questions and receive guidance.

When you face an ethical dilemma about a decision, action or situation, ask yourself:



YES

If you answered "yes" to all of these questions, then the decision to move forward is probably okay.

NOT SURE

Ask your manager or another internal resource for guidance.

NO

Stop. Don't do it. The action could have serious consequences. Seek help by speaking up!

Speak up!

Sharing concerns.

Anglicare employees who speak up when they believe in good faith that the Code has been breached are doing the right thing and are acting in line with our values. Anglicare needs to be aware of integrity issues so that it can address them quickly and in a trustworthy way. By raising compliance concerns, Anglicare employees help to protect themselves, their colleagues, and Anglicare's interests and rights.

In raising concerns, we consider the principles and processes of the **Grievance and Dispute Resolution Guideline**. We try first to raise any issues with the person involved and if this is not possible or successful, we should talk to our supervisor or manager, or alternatively their supervisor or manager. Where there is no appropriate person at our facility to whom we can raise a concern, direct any queries or concerns to codeofconduct@anglicaresq.org.au.

If you raise a genuine concern, you'll be supported

You do not have to be sure that the information you have is accurate in order to raise a concern, and you will not be penalised if a concern raised by you ultimately turns out to be incorrect if your disclosure was made with a reasonable belief or suspicion as to its contents. However, you must not make a report that is false or malicious. Disciplinary action, up to and including termination of employment, may be taken against anyone who makes a false or malicious complaint. Anglicare is committed to maintaining a culture where employees feel comfortable raising concerns, which is why we never tolerate retaliation against anyone for raising a concern in good faith. Our Whistleblowing and Corrupt Conduct Policy will support you so that you can safely express your concerns, know who to contact, how to make a report and the protections available to you.



Our commitment principles

We embrace our responsibilities. Individually and collectively, we make meaningful commitments – first to each other, and then to those with whom we work, live, and serve. We understand and focus on the needs of our clients, residents, children, young people, and families. We are responsible members of our communities who are dedicated to safety, care, and ethical management of Anglicare. We know it is both our duty and our honour to carry the Anglicare legacy forward and therefore, we commit to:

Protecting the health, safety and wellbeing of ourselves and others.

We value our people and contribute toward an environment in which people can live safe, healthy, and productive lives. We put safety first with an aspirational goal to prevent all injuries, occupational illnesses, and safety incidents. We actively promote the health, safety, and wellbeing of everyone with policies and practical programs that help individuals safeguard themselves and their co-workers. We speak up when we see unsafe acts or hazards, and we take action to prevent further harm to others. Our commitment to safe practices extends to our clients, residents, children, and families.

Continuously building our skills and knowledge and applying current best practice in your role.

Anglicare has a range of learning resources, courses, and coaching, designed to support you and to help you reach your full potential. It is important for you and your manager to have regular conversations to identify learning and development opportunities to support your career growth and development. In order to maintain competence in your role, comply with any legislative and license obligations applicable to you, and uphold professional standards, you are required to undertake mandatory training, certification, registration, continuing education and assessment.

Treating others with respect and not tolerating intimidation, harassment or discrimination.

The full value of each individual's contribution can be realised only when we treat one another with the respect, trust, and dignity we ourselves expect. Respect is the feeling of regarding someone well for their qualities or traits, but respect can also be the action of treating people with appreciation and dignity. A respectful attitude should be standard in the workplace regardless of personal feelings. As an employee, we treat each other with respect by giving people the attention they need, listening to their opinions and speaking with kindness. Anglicare, by taking a risk mitigation approach, insists on a work environment free of intimidation and any form of inappropriate behaviour including sexual harassment, harassment of any other kind, discrimination, bullying or victimisation. As individual employees, we have the right to expect a positive working environment, along with the responsibility to speak out and ask for change if we observe conduct that runs contrary to this principle.

Safeguarding and protecting the interests and welfare of our clients.

As a provider of services to the community, we all have a duty and responsibility to safeguard our clients, to promote their welfare, allow them to live safely and protect them from harm, abuse and neglect. We do this by complying with legislation and safeguarding regulations and principles. We also ensure our own policies and practices support people to feel safe and live their best life. At Anglicare we uphold the rights of our clients and believe that every person's legal and human rights and wellbeing must be protected. This includes people's right to receive services that promote their safety and wellbeing, participation, and choice. Upholding the safety and wellbeing of our clients is at the core of everything we do.

Ensuring the safety, wellbeing and best interest of all children and young people.

Every person involved in Anglicare has a responsibility to understand the important and specific role they play, individually and collectively, to ensure the wellbeing and safety of children and young people across all of Anglicare. We acknowledge children's right to safety and recognise we have a duty and responsibility to safeguard children and provide an environment free from harm, abuse, neglect, and discrimination. We take actions promptly to ensure we provide an environment where children and young people are safe and feel safe.

Fostering a safe and equitable environment.

We embrace diversity, equity, and belonging. We respect the uniqueness of individuals and appreciate our differences. We value diverse peoples from all cultures with unique talents, skills, abilities, and experiences, which enables our people to reach their personal and professional bests. We know that when we seek out and are receptive to various points of view, we drive innovative solutions, deliver improved results, and positively impact the people and communities we serve.

Upholding the highest ethical business practices.

Anglicare does not condone any form of corruption. Our reputation gives our clients, partners, suppliers and the communities we work in, the confidence to trust and do business with us. We do not engage in corrupt, illegal, fraudulent, or unethical business practices.

Taking care when offering or accepting gifts and hospitality.

The occasional gift or hospitality is acceptable when doing business and providing services, as long as it's of modest value, is legal and in line with Anglicare's policies and procedures.

Avoiding situations where our personal interests' conflict with Anglicare's interests.

We face a conflict of interest when personal and Anglicare business interests compete, compromising our independence and integrity. We want to avoid these situations where possible and manage them when they're unavoidable. Anglicare's Conflicts of Interest Management Procedure provides information about identifying, disclosing and taking actions to address, conflicts of interest.

Protecting Anglicare's assets and resources.

We respect and protect Anglicare's assets and resources. Our assets are an important part of our business. They include our facilities and equipment, materials and supplies, and computer and telephone networks. They also include intellectual property – our ideas and know-how, client and supplier information, and market data.

Respecting personal information and privacy.

We respect the privacy of others. We understand the confidential and sensitive nature of information within our work. We will only collect personal information that is necessary for business purposes. We will protect this personal information and disclose it only for the purpose for which it was collected (unless we have permission to do otherwise, or as required by law).

Adhering to legislative and professional frameworks governing our services.

Our services to clients, residents, children, young people, families, and others are provided in accordance with state and federal legislation. Our people take personal and professional responsibility to practice at the level the community, government agencies and Anglicare expect and require.

Home and Community and Residential Aged Care.

For our people working in our aged care services the Code of Conduct for Aged Care (Aged Care Quality and Safety Commission) outlines behaviours that approved providers, aged care workers and governing persons are to comply with. The Code of Conduct for Aged Care forms a part of Anglicare's Code of Conduct. Please refer to Appendix One of Anglicare's Code of Conduct, the Quick Guide and Worker Fact Sheet.

Residential Aged Care.

For our people working in our aged care services the Code of Conduct for Aged Care (Aged Care Quality and Safety Commission) outlines behaviours that approved providers, aged care workers and governing persons are to comply with. The Code of Conduct for Aged Care forms a part of Anglicare's Code of Conduct. Please refer to Appendix One of Anglicare's Code of Conduct, the Quick Guide and Worker Fact Sheet.

For our Residential Aged Care services who support NDIS participants, the NDIS Code of Conduct requires workers and providers to comply with the Code and supporting guidance from the NDIS Quality and Safeguards Commission, to promote safe and ethical service delivery. Please refer to Appendix Two of Anglicare's Code of Conduct.

Children, Youth and Families.

For our people working with children, young persons and families, a regulatory framework directs daily practice and informs our policies and procedures.

Please refer to Appendix Three of Anglicare's Code of Conduct.

What happens if the Code is breached?

All reports of known or reasonably suspected Code breaches will be reviewed and addressed. This may involve investigating the reported matter. Where, following review or investigation, Anglicare is satisfied that a breach of our Code has occurred, disciplinary action may be taken.

This may include (where appropriate):

- A discussion with a manager and/or people representative about expected standards of behaviour
- Counselling
- An oral or written warning
- Change in duties
- Suspension or termination of employment
- Referral to external investigatory and enforcement authorities

Where a breach of our Code has occurred, the nature of any disciplinary or other action will be determined by the relevant supervisor or manager in consultation with People and Culture.

For Aged Care workers

Please note that there are consequences for breaches of the Aged Care Code of Conduct under the Aged Care legislation. These include civil liabilities penalties, in cases of serious breaches, for workers who breach the Code of Conduct for Aged Care. The Aged Care Quality and Safety Commission can take action if an aged care provider, a governing person or a person providing care is found to have done something that isn't consistent with the Code. In severe cases, the Aged Care Quality and Safety Commission may also ban an aged care worker or governing person from working in aged care and apply a sanction or revoke an aged care provider's approved provider status.

For all workers

The Criminal Code (1899) QLD includes offences for a failure to protect a child from sexual abuse and a failure to report a belief of child sexual abuse to authorities. Additionally, some workers may have a mandatory obligation to report concerns that a child has been, is being, or is at unacceptable risk of being harmed to Child Safety under the Child Protection Act (1999) QLD. Failure to comply with legal requirements may result in individuals being criminally charged or subject to civil liabilities.

How can you seek guidance on the application of the Code?

We encourage our people to seek guidance when they are in doubt about the proper course of action in a given situation. If you are unsure about any part of our Code, talk to your manager or you can contact People and Culture via email, hrss@anglicaresq.org.au for guidance on the application of the Code and expected standards of behaviour. For further training or support, employees can access the online Code of Conduct training module via Oracle on Connect.

Where can you find more information?

Our Policy Portal is where you can find all the policies relating to each commitment principle within the Code.

Appendix One

Code of Conduct for Aged Care

For our people in aged care services (Home and Community Care and Residential Aged Care) the Code of Conduct for Aged Care and supporting Guidance from the Aged Care Quality and Safety Commission outlines behaviours that approved providers, aged care workers and governing persons are to comply with, to strengthen protections for our clients, residents, and families.

Code of Conduct

When providing care, supports and services to people, I must:

- (a) act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions; and
- (b) act in a way that treats people with dignity and respect, and values their diversity; and
- (c) act with respect for the privacy of people; and
- (d) provide care, supports and services in a safe and competent manner, with care and skill; and
- (e) act with integrity, honesty and transparency; and
- (f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services; and
- (g) provide care, supports and services free from:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse; and
 - (ii) sexual misconduct; and
- (h) take all reasonable steps to prevent and respond to:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse; and
 - (ii) sexual misconduct.

The Aged Care Quality and Safety Commission manages provider and individual non-compliance with the Code of Conduct for Aged Care. The Commission takes a risk based approach and responds in a way that is proportionate to the risks to the safety, health, well-being and quality of life of clients and residents.

Appendix Two

NDIS Code of Conduct

For our Residential Aged Care services who support NDIS participants, the NDIS Code of Conduct requires workers and providers to comply with the Code and supporting guidance from the NDIS Quality and Safeguards Commission, to promote safe and ethical service delivery.

Code of Conduct

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

The NDIS Quality and Safeguards Commission manages provider and individual non-compliance with the NDIS Code of Conduct.

Appendix Three

Children, Youth and Families Services' regulatory standards and Anglicare framework

Anglicare ensures our services with children, families and young persons meet all relevant quality standards. Our people working directly with children, families and young persons conform to the appropriate sections of the:

- Anglicare Child Protection Policy and Child Protection and Reporting Procedure
- Anglicare Employees Holding Foster or Kinship Carer Status Procedure
- Child Protection Act 1999 (Qld) and Child Protection Regulation 2011 (Qld)
- Child Safe Organisations Act 2024 (Qld).

Employees holding Foster or Kinship Carer status

On occasion our people may hold status as Foster or Kinship Carers. Anglicare manages this potential conflict of interest with the best interest of children and young people at the centre of decision making. Anglicare's Employees Holding Foster or Kinship Carer Status Procedure provides direction on managing all situations where employees hold status as Foster or Kinship Carers. Unless there are exceptional circumstances, Anglicare does not support employees becoming foster or kinship carers for children or young people they know solely through their working relationships.

Appendix Four

Code of Conduct for a Child Safe Organisation

For all people working with, in, or for Anglicare (Aged Care Services, Children, Youth and Families, Corporate Services, and Contractors) the Code of Conduct for a Child Safe Organisation outlines behaviours that all workers are to comply with to strengthen protections for the children and young people we work and have contact with.

Code of Conduct

In all interactions with children, I will:

- Uphold the rights of children, prioritise their needs, and treat all children with respect
- Actively promote safe and inclusive practices for all children, including those with diverse needs, circumstances and backgrounds, including children with a disability, and children of Aboriginal or Torres Strait Islander descent
- Adhere to Anglicare's child safeguarding policies, procedures, and practices and participate in all compulsory child safe training
- Take all reasonable steps to protect children from harm and abuse, and report and act on any concerns or allegations, including by following procedures to take seriously and report any disclosures of harm or abuse from children
- Take all reasonable steps to intervene and report any breaches of the Code of Conduct for a Child Safe Organisation and any concerning behaviour from adults or situations which pose a risk of harm to children.

In all interactions with children, I will not:

- Engage in or condone behaviour by others towards children which is unsafe, harmful, or abusive towards children, including psychological harm, physical or sexual abuse, grooming behaviour, misconduct, or fail to provide appropriate care
- Ignore, disregard, minimise or trivialise any concerns, suspicions, or disclosures of child abuse
- Discuss sexual experiences, use sexual language or gestures in the presence of a child, or expose a child to sexual, violent, or other inappropriate images
- Encourage or solicit a child to communicate with me in a private setting, including online or social media
- Give personal gifts or benefits of any kind to a child unless direct permission has been provided by their guardian and with approval from Anglicare
- Take videos or images of children interacting with the organisation on a personal device or in any manner contrary to policies, or share videos or images of children interacting with the organisation without consent and approval
- Fail to report information to police or any other relevant authorities if I believe a child has been harmed or abused, or requested to do so as part of my role.





Code of Conduct for Aged Care

A fact sheet for aged care workers



The Code of Conduct for Aged Care (the Code) was introduced on **1 December 2022**.

What is the Code?

The Code:

- sets out how approved providers (providers) and their workers and governing persons **must behave and treat consumers** when providing aged care services
- **strengthens protections** for older Australians against unsafe, poor-quality aged care services

The Code includes **8 elements** that describe the behaviours expected of providers, their

aged care workers and governing persons. These are explored in more detail at the end of this resource.

Why is the Code important?

The Code aims to improve the safety, health, wellbeing and quality of life of aged care consumers by:

- promoting **ethical, honest** and **respectful** behaviour
- building **trust** in aged care services
- **protecting consumers** against workers who pose an **unacceptable risk of harm**.

Who is covered under the Code?

The Code applies to

- Approved providers of residential, home and flexible care services
- Governing persons of approved providers (e.g. board members and Chief Executive Officers)
- Aged care workers of approved providers (includes volunteers, contractors and subcontractors of the provider)

Note: Flexible care includes the Transition Care Program, Multi-Purpose Services Program and Short-Term Restorative Care Program.

The Code does not apply to

- Commonwealth Home Support Programme (CHSP) providers
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) providers

Note: These providers are still required to provide care and services that are safe and respectful and behave in a way that aligns with the Code.

What are your responsibilities?

You must act in a way that is respectful, kind and consistent with the behaviours set out in the Code. It is your responsibility to understand and follow the Code and to speak up if you have any concerns.

Have a look at [‘The 8 elements of the Code – tips for workers’](#) at the end of this resource for more about your responsibilities under the Code.

What responsibilities do providers have?

Providers have responsibilities under the [Aged Care Act 1997](#) (the Act), to comply with the Code and to take reasonable steps to ensure that you, other aged care workers and governing persons comply with the Code.

They are also responsible for providing you with support, training and assistance to make sure you understand and follow the Code.

What is the role of the Commission?

The Aged Care Quality and Safety Commission’s (the Commission’s) role is to protect and improve the safety, health, well-being and quality of life of people receiving aged care services.

Under the Code, the Commission can take action in response to information received about conduct that is inconsistent with the Code.

Actions the Commission can take include:

- working with a provider to address concerns with conduct
- issuing a caution letter
- banning individuals from working in aged care in severe cases.

Need more information?

For more information, you can access the [Code of Conduct for Aged Care Worker Guidance](#) available on the Commission website.



If you have questions or concerns about the Code, you can chat with your aged care provider or contact the Commission by:

- completing our [online contact form](#)
- info@agedcarequality.gov.au
- 1800 951 822 (free call)
- Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city.

The 8 elements of the Code – tips for workers

The table below provides some practical examples of expected behaviours of each element along with examples that are inconsistent with the Code. Refer to the [Code of Conduct for Aged Care Worker guidance](#) for more examples and a range of case studies.

Element	✓ Examples of expected behaviour	✗ Examples of unacceptable behaviour
A.  Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.	<ul style="list-style-type: none"> • Asking and listening to what consumers need and want. • Talking in a way that is easy to understand. • Helping consumers to make decisions when they need support. 	<ul style="list-style-type: none"> • Telling a consumer to do something they do not want to. • Not including the consumer in decisions about their care and services. • Keeping a consumer away from places or activities they want to see or do.
B.  Act in a way that treats people with dignity and respect and values their diversity.	<ul style="list-style-type: none"> • Respecting a consumer's social, cultural, religious and ethnic background. • Working in a way that helps consumers feel comfortable and safe. • Encouraging consumers to speak up about their likes and dislikes. 	<ul style="list-style-type: none"> • Making fun of a consumer's social, cultural, religious, ethnic or health background. • Talking down to a consumer or treating them in a disrespectful way. • Telling a consumer their beliefs are wrong or silly.
C.  Act with respect for the privacy of people.	<ul style="list-style-type: none"> • Keeping personal information of consumers safe in line with provider policies. • Being aware of the personal privacy needs and preferences of consumers. 	<ul style="list-style-type: none"> • Not requesting permission of consumers when providing personal care and services. • Providing personal care to consumers in places that are not private.
D.  Provide care, supports and services in a safe and competent manner, with care and skill.	<ul style="list-style-type: none"> • Using equipment safely. • Having the right skills, experience and qualifications for the job. • Following provider policies about safe and up to date work practices. 	<ul style="list-style-type: none"> • Providing care or services you do not have the skills or qualifications to provide. • Not reporting unsafe equipment, unsafe practices or near misses to your provider.
E.  Act with integrity, honesty and transparency.	<ul style="list-style-type: none"> • Treating consumers fairly and not taking advantage of them. • Being honest about your previous experience and training. • Helping consumers understand more about their care and services. 	<ul style="list-style-type: none"> • Lying to your provider or to a consumer about what you know, or what you hear or see. • Not disclosing a conflict of interest. • Asking or encouraging a consumer to give you money or a gift.
F.  Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.	<ul style="list-style-type: none"> • Knowing how and what to do if something happens. • Speaking up and reporting concerns to the provider to reduce risk of harm. • Making sure consumers feel safe to speak up or make a complaint. 	<ul style="list-style-type: none"> • Not taking action about a safety or quality concern. • Failing to be open and honest about a safety or quality concern. • Threatening or telling a consumer not to complain or report a concern.

Element	✓ Examples of expected behaviour	✗ Examples of unacceptable behaviour
G.  Provide care, supports and services free from: i. all forms of violence, discrimination, exploitation, neglect and abuse and ii. sexual misconduct.	<ul style="list-style-type: none"> • Being alert to situations that may hurt, upset or take advantage of a consumer. • Knowing what violent, abusive or neglectful practices look like. • Not committing or participating in any form of violence, discrimination, exploitation, neglect and abuse, or sexual misconduct. 	<ul style="list-style-type: none"> • Physically forcing or threatening a consumer to do something they do not want to. • Neglecting, taking advantage of, or abusing a consumer. • Acting in a sexual way with a consumer.
H.  Take all reasonable steps to prevent and respond to: i. all forms of violence, discrimination, exploitation, neglect and abuse and ii. sexual misconduct.	<ul style="list-style-type: none"> • Following processes to help prevent harm to consumers. • Taking action about a safety risk or concern in line with the provider's systems and processes. • Cooperating with the provider and with any investigation or enquiry. 	<ul style="list-style-type: none"> • Not raising a suspicion or concern about violence, abuse or neglect of a consumer. • Failing to report a serious or reportable incident to the provider. • Not supporting a consumer to speak up about concerns of misconduct.

Refer to the [Provider Fact sheet](#) for information about provider responsibilities in relation to the Code.



Code of Conduct for Aged Care Worker Guidance
agedcarequality.gov.au/resources/code-conduct-aged-care-guidance-aged-care-workers-and-governing-persons



Provider Fact sheet
agedcarequality.gov.au/resources/code-conduct-aged-care-fact-sheet-aged-care-providers-provider-factsheet

27 March 2025



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
 GPO Box 9819, in your capital city