

Red Cross Aged and Community Care Code of Conduct for Aged Care

The Code of Conduct for Aged Care describes how you must behave and treat consumers. It includes the 8 elements below.



A. Act with respect for people's rights to freedom of expression, self-determination and decision making in accordance with applicable laws and conventions.



B. Act in a way that treats people with dignity and respect and values their diversity.



C. Act with respect for the privacy of people.



D. Provide care, supports and services in a safe and competent manner, with care and skill.



E. Act with integrity, honesty and transparency.



F. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.



G. Provide care, supports and services free from all forms of violence, discrimination, exploitation, neglect and abuse, and sexual misconduct.



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