

Aged Care Code of Conduct

Frequently Asked Questions



The Aged Care Code of Conduct describes the behaviour expected of everyone involved in delivering or supporting aged care — including staff, contractors, volunteers, executives, and governing body members.

The Code also helps older people understand what they can expect from anyone providing care and services on behalf of Benetas.

1. What is the Aged Care Code of Conduct?

The Aged Care Code of Conduct is a set of legal standards under the Aged Care Act 2024 that all workers and governing persons must follow.

It promotes safety, respect, and accountability in aged care.

The Code applies to everyone who works for, or on behalf of, Benetas — including employees, agency staff, students, and contractors.

2. Why is the Code important?

The Code sets clear expectations for behaviour. It ensures that every interaction — with older people, colleagues, and partners — reflects kindness, respect, and professionalism.

It also helps protect older people from harm, neglect, or exploitation and supports a culture where safety, rights, and wellbeing come first.

3. Who does the Code apply to?

The Code applies to:

- All Benetas employees, including management and executives.
- Associated providers, contractors, volunteers, and students, engaged by Benetas.
- Board and governing body members who oversee care and service delivery.
- It also serves as a guide for older people, families, carers, and representatives, so they know what they can expect when engaging with Benetas.

4. What are the eight elements of the Code?

Under the Aged Care Act 2024, we must:

- Act with respect for people's rights to freedom, choice, and dignity.
- Treat people with respect and dignity, recognising their individuality, culture, and diversity.
- Act with integrity, honesty, and transparency in all actions and decisions.
- Provide care and services safely and competently, in accordance with their role and training.
- Act promptly if they become aware that someone's safety, health, or wellbeing is at risk.
- Respect privacy and maintain confidentiality of personal information.
- Not engage in sexual misconduct, harassment, or abuse.
- Not take advantage of relationships of trust or use influence for personal benefit.

5. What does the Code mean for older people?

The Code is your assurance that everyone providing your care will:

- Treat you with kindness and respect.
- Support your choices and independence.
- Protect your privacy and personal information.
- Deliver safe and high-quality care.
- Speak up if something is wrong.
- Never take advantage of you or act dishonestly.

If someone does not behave according to the Code, you have the right to speak up safely — and we will act.

6. What happens if the Code is breached?

If a breach of the Code occurs or is suspected:

- Benetas will review the concern promptly and fairly.
- Depending on the nature of the breach, outcomes may include further training, disciplinary action, or termination of employment.
- Serious breaches may be reported to the Aged Care Quality and Safety Commission, which has authority to take regulatory action, including banning orders.

Older people or their representatives may also make a complaint directly to the Commission if they believe someone has failed to comply with the Code.

7. How can I raise a concern about behaviour?

You can raise concerns or complaints in several ways:

- Internally: through your Service Manager, any Benetas staff member, or through our feedback and complaints process.
- Externally: through the Aged Care Quality and Safety Commission (**1800 951 822**).
- Anonymously or confidentially: through the Benetas Whistleblower Program, if you believe the conduct may be serious misconduct or a protected disclosure under the Act.

You will not be victimised or penalised for raising a genuine concern.

8. How does Benetas promote the Code?

Benetas:

- Embeds the Code in recruitment, onboarding, and annual training for all workers.
- Displays the Code in all services and provides copies upon request.
- Monitors compliance through our Quality, Risk and Safeguarding systems.
- Takes action whenever conduct falls short of our expectations.

9. How does the Code relate to the Statement of Rights?

The Statement of Rights sets out what older people are entitled to receive. The Code of Conduct sets out how Benetas staff must behave to uphold those rights.

Together, they ensure care and services are safe, respectful, and person-centred.

10. What support is available if I need help understanding or using the Code?

Benetas will help anyone to understand the Code:

- We can explain it in plain language.
- Provide translations or accessible formats (large print, audio, or easy-read).
- Offer interpreter or advocacy support.
- Discuss any concerns privately and confidentially.

Independent support services:

- **Older Persons Advocacy Network (OPAN):** 1800 700 600
- **Translating and Interpreting Service:** 131 450
- **National Relay Service:** 1800 555 660

Benetas commitment

We are committed to a culture where safety, respect, and integrity are non-negotiable. Every member of our team has a responsibility to live the Code — and every older person has the right to expect it.