



From December 1, 2022, The Code of Conduct for Aged Care will commence. The aim of the Code is to protect care recipients by ensuring a suitable standard of conduct is received from their Service Provider

Meals on Wheels are contracted by Home Care Providers and will be expected to comply with the Code.

Please read through the Code of Conduct and sign that you have read and understood and return to our service at your earliest convenience.

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.

Link to Aged Care Code of Conduct YouTube Video - <https://www.youtube.com/watch?v=tTaw2Q2QIkU>

I have read and understand the Code of Conduct for Aged Care:

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Name of Volunteer

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Signature

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Date