

CODE OF CONDUCT FOR AGED CARE POLICY

Policy number	General 4	Version	1
Drafted by	Garry Lane	Approved by Board on	1 September 2026
Responsible person	Garry Lane	Scheduled review date	6 June 2029

PURPOSE

The Code of Conduct for Aged Care sets mandatory standards for ethical and professional behaviour in Australia's aged care sector. As a registered provider of aged care services, TransCare Hunter Limited has responsibilities under the new Aged Care Act 2024, to comply with the Code and to take reasonable steps to ensure that all aged care workers and responsible persons comply with the Code.

SCOPE

This policy applies to TransCare Hunter Limited's aged care workers, Board members and other Responsible Persons under the Aged Care Act 2024.

PRINCIPLES

The Code of Conduct for Aged Care sets out how approved aged care providers, their workers and governing persons must behave and treat consumers when providing aged care services. It strengthens protections for older Australians against unsafe, poor-quality aged care services.

For TransCare Hunter Limited, this means every member of our team has a responsibility to understand and uphold the Code. The Code also brings our purpose and values to life, reminding us why we do this work, to put people at the heart of everything we do and ensure they feel safe, respected and supported.

The Code of Conduct for Aged Care forms an Appendix to our current Code of Ethics Policy. This policy outlines TransCare Hunter Limited's expectations for workers across all our activities. The purpose of this policy is to document and apply a code of ethics and conduct to the workplace which is consistent with the mission, values, and objectives of TransCare Hunter Limited. The policy underpins how we engage with our peers, our customers, and our community. It ensures that we provide a positive safe and productive working environment for all workers and that we care about getting it right for our customers every single time.

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

RELATED DOCUMENTS

- Code of Ethics Policy

AUTHORISATION

Garry Lane, CEO

29th June 2026

Policies can be established or altered only by the Board: **Procedures** may be altered by the CEO.

CODE OF CONDUCT FOR AGED CARE WORKERS

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

When delivering funded aged care services to individuals, we 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.



- 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. Deliver funded aged care 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.

Policies can be established or altered only by the Board: **Procedures** may be altered by the GM.