



Australian Government



# The care and support sector

## Code of Conduct

We want to know what you think

November 2021

Easy Read paper



## How to use this paper



The Australian Government wrote this paper.  
When you see the word 'we', it means the Australian Government.



We wrote this information in an easy to read way.  
We use pictures to explain some ideas.

**Bold**  
**Not bold**

We have written some words in **bold**.  
This means the letters are thicker and darker.



We explain what these words mean.  
There is a list of these words on page 32.



This Easy Read paper is a summary of another paper. This means it only includes the most important ideas.



You can find the other paper on our website at  
[consultations.health.gov.au/aged-care-reform-compliance-division/care-and-support-sector-code-of-conduct-consultati](https://consultations.health.gov.au/aged-care-reform-compliance-division/care-and-support-sector-code-of-conduct-consultati)



You can ask for help to read this paper.  
A friend, family member or support person may be able to help you.

## What's in this paper?

What is the care and support sector?	4
What is this paper about?	6
How to tell us what you think	9
Why do we need a Code of Conduct?	11
How does the NDIS Code work?	12
Who will need to follow our new Code of Conduct?	16
Our new Code of Conduct	17
How we talk about the sector	23
Guides for service providers and workers	25
What happens if someone doesn't follow our new Code of Conduct	27
How our new Code of Conduct will work with other codes	30
What will happen next?	31
Word list	32

## What is the care and support sector?



The **care and support sector** provides many different:

- supports
- services.



In this paper we just use the words:

- 'the sector'
- 'services'.



The sector has services for:

- people with disability
- older Australians
- **veterans**.



Veterans are people who worked in the defence forces, including the:

- army
- navy
- air force.



The sector includes:



- people



- organisations.



In this paper we just use the word 'people'.

The sector helps everyone who uses the sector:



- live their best lives safely



- do things for themselves.

## What is this paper about?

Many services across the sector:



- work in the same way
- use similar rules.



We want to change how rules work across the sector so they work well together.



This will help **service providers** that work in more than 1 area of the sector.

Service providers are businesses that support people, such as:



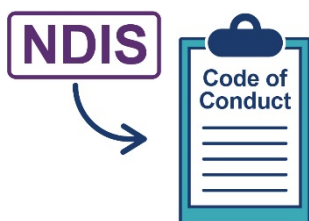
- people with disability
- older Australians
- veterans.



It will also make it easier for workers in different areas of the sector.



The **National Disability Insurance Scheme** (NDIS) is a way of providing support to people with disability around Australia.

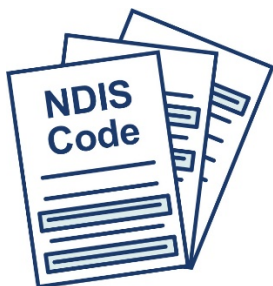


The NDIS has a **Code of Conduct**.

In this paper we call it the NDIS Code.



A Code of Conduct is a list of rules about how people should behave.



People told us many rules in the NDIS Code would work well across the sector.



We used the rules from the NDIS Code to write a new Code of Conduct for the sector.



We want to find out what the community thinks about our new Code of Conduct.

On the following pages we explain:



- how you can tell us what you think



- what is in our new Code of Conduct



- how the new Code of Conduct would work.



## How to tell us what you think



In this paper we:

- explain some ideas
- ask you questions.



You can tell us what you think by answering our questions.



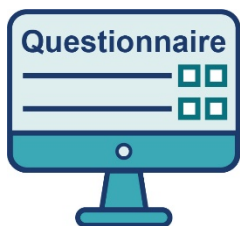
You can find our questions in this paper.



Or you can find the questions in our easy to read online questionnaire on the Consultation Hub website.



[consultations.health.gov.au/aged-care-reform-compliance-division/care-and-support-sector-code-of-conduct-easy-read](https://consultations.health.gov.au/aged-care-reform-compliance-division/care-and-support-sector-code-of-conduct-easy-read)



You can answer the questions in the easy to read online questionnaire.

You can:



- record your answers
- email them to us at **[WorkerRegulationSe@Health.gov.au](mailto:WorkerRegulationSe@Health.gov.au)**

Or you can send your answers to:



Worker Regulation Section  
Department of Health  
GPO Box 9848  
Canberra ACT 2601



You don't have to answer every question.



Please tell us what you think by  
10 December 2021.

## Why do we need a Code of Conduct?



The sector:

- is very big
- supports a lot of people with different needs.



Services in the sector:

- work in different ways
- follow different rules.

A Code of Conduct would help:



- people know the sector works well together



- keep people who use services safe.

## How does the NDIS Code work?



Everyone who provides services as part of the NDIS must follow the NDIS Code.



This includes:

- service providers
- workers.

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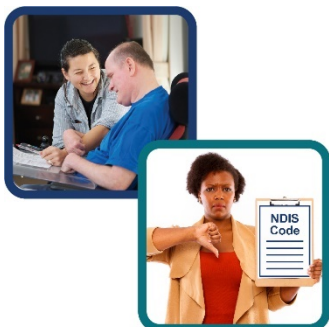
The NDIS Code has 7 rules.



There are also guides for:

- service providers
- workers.

These guides explain what they must do when:



- they provide services to people with disability
- someone doesn't follow the NDIS Code.



As part of this, service providers must have a way:



- for people with disability to make a **complaint**
- to fix these problems.

When you make a complaint, you tell someone about:



- something you are worried about
- something that has gone wrong
- a problem you want fixed.

The **NDIS Quality and Safeguards Commission** (NDIS Commission) makes sure people with disability who take part in the NDIS:



- are safe
- get good services.



The NDIS Commission also makes sure everyone follows the NDIS Code.



Anyone can make a complaint to the NDIS Commission if someone doesn't follow the NDIS Code.

This includes:



- people with disability
- family and friends
- people who speak up for people with disability
- workers and service providers.

When the NDIS Commission gets a complaint, they can:



- find out what happened
- tell a service provider to fix the problem.



They can also stop someone from providing services as part of the NDIS.



This could include a:

- service provider
- worker.



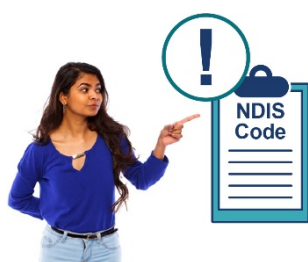
The NDIS Commission can do this to stop services that are:

- not safe
- don't work well.



They put information on their website about anyone they stop.

[www.ndiscommission.gov.au/document/1141](http://www.ndiscommission.gov.au/document/1141)



The NDIS Commission might let them provide services again.

But they must prove they will follow the NDIS Code.

## Who will need to follow our new Code of Conduct?



Everyone who provides services in the sector will have to follow our new Code of Conduct.

This includes:



- service providers
- workers
- anyone else who provides services as part of the sector.

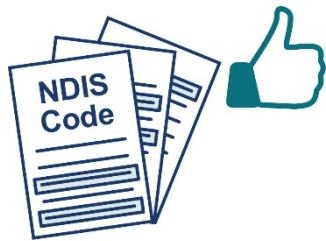
The sector includes people who provide services for:



- people with disability
- older Australians
- veterans.



## Our new Code of Conduct



People told us many rules in the NDIS Code would work well for the whole sector.

This is because:



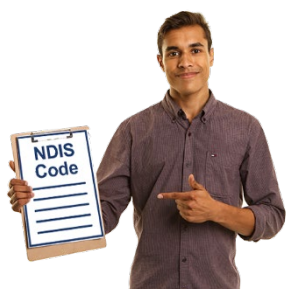
- a lot of people in the sector already know it



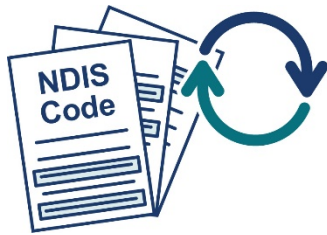
- it is quite new



- it includes a lot of rules that work well for the sector.



We want to use the rules in the NDIS Code.



But we want to change some of the words we use in the rules to make them work well for the whole sector.



This includes people who support:

- people with disability
- older Australians
- veterans.



Our new Code of Conduct includes 7 rules for people who provide services to everyone who uses the sector.



They must respect each person's choices.



They must respect each person's privacy.



They must provide services that:

- are safe
- work well.



They must:

- be honest
- do the right thing.



They must tell the right person if they think a service is not:

- safe
- working well.



They must provide services without any type of:



- violence – when someone hurts you physically



- abuse – when someone treats you badly



- neglect – when someone is not helping you the way they are supposed to help you



- exploitation – when someone takes advantage of you.



This includes:

- trying to stop it before it happens
- telling the right person if it does happen.





They must provide services without any type of **sexual misconduct**.

Sexual misconduct is when someone behaves in a sexual way that is:



- against the law
- not welcome.



This includes:

- trying to stop it before it happens
- telling the right person if it does happen.

## Questions for you to think about



1. What do you think about the 7 rules we plan to put in our new Code of Conduct?



2. If you don't think we should include these rules, why not?



3. Are there any other rules we need to put in our new Code of Conduct?



4. If you think we need to include something else:

- what else do you think we need to include?
- why do we need to include it?



5. Do you think the 7 rules will work well for the sector?



6. If you don't think these rules will work well, why not?

## How we talk about the sector



We want to use the same words when we talk about the sector in our new Code of Conduct.

When we talk about everyone who uses the sector, we want to use the words:



people provided with:

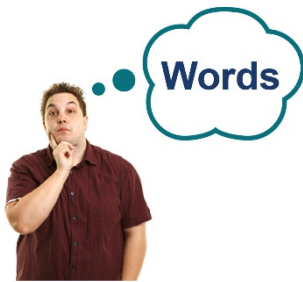
- care
- supports
- services

And when we talk about the services the sector offers, we want to use the words:



- care
- supports
- services

## Questions for you to think about



7. What do you think about the words we use to talk about everyone who uses the sector?



8. What do you think about the words we use to talk about the services the sector offers?



9. If you don't agree with the words we want to use, what words should we use instead?

## Guides for service providers and workers



We want to write guides for:

- service providers
- workers.

The guides will explain:



- what our new Code of Conduct is



- what is in each part of our new Code of Conduct

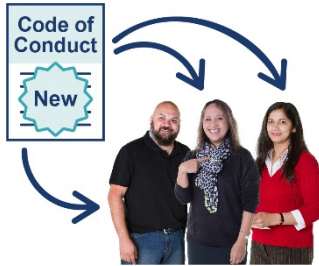


- why each part of our new Code of Conduct is important.

The guides will also include examples of:



- how to work out if someone doesn't follow our new Code of Conduct



- how our new Code of Conduct applies to different types of service providers or workers.

## Questions for you to think about



10. The guides for the NDIS Code already explain how our new Code of Conduct will work for people who provide services:

- to people with disability
- as part of the NDIS.



What should we include in the guides for people who provide services to:

- older Australians?
- veterans?



## What happens if someone doesn't follow our new Code of Conduct



At the moment the NDIS Commission makes sure people follow the NDIS Code when they provide services as part of the NDIS.

The **Aged Care Quality and Safety Commission** (ACQSC) makes sure older Australians:



- are safe
- get good services.



We want these 2 organisations to make sure people follow our new Code of Conduct.



The NDIS Commission will make sure people follow our new Code of Conduct when they provide services as part of the NDIS.



The ACQSC will make sure people follow our new Code of Conduct when they provide services to:

- older Australians
- veterans.



When these organisations get a complaint, they will be able to:

- find out what happened
- tell a service provider to fix the problem.



They can also stop someone from providing services as part of the sector.



They can do this to stop services that are:

- not safe
- don't work well.



They can put information on their websites about anyone they stop.

## Questions for you to think about



11. What does the ACQSC need to think about when they make sure services for older Australians follow our new Code of Conduct?



12. What does the ACQSC need to think about when they make sure services for veterans follow our new Code of Conduct?

## How our new Code of Conduct will work with other codes



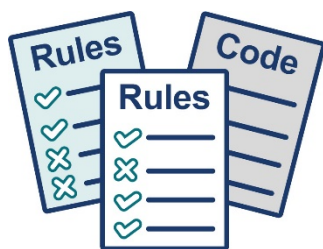
People will need to follow our new Code of Conduct.



But they might need to follow other codes or rules when they provide support to:

- people with disability
- older Australians
- veterans.

## Questions for you to think about



13. What other codes or rules might our new Code of Conduct need to work well with?



For example, rules for health care.

## What will happen next?



We will listen to everyone's ideas.



We will think about these ideas.

We might need to change our new Code of Conduct.



We are also writing other papers about changing the sector.



You can find out more about how we listen to the community.



You can visit our website.

[www.health.gov.au/initiatives-and-programs/aligning-regulation-across-the-care-and-support-sectors](http://www.health.gov.au/initiatives-and-programs/aligning-regulation-across-the-care-and-support-sectors)



You can send us an email.

[RegulatoryAlignmentTaskforce@health.gov.au](mailto:RegulatoryAlignmentTaskforce@health.gov.au)

## Word list

This list explains what the **bold** words in this document mean.



### **Aged Care Quality and Safety Commission (ACQSC)**

The ACQSC makes sure older Australians:

- are safe
- get good services.



### **Care and support sector**

The care and support sector provides many different:

- supports
- services.



The sector has services for:

- people with disability
- older Australians
- veterans.



### **Code of Conduct**

A Code of Conduct is a list of rules about how people should behave.



## Complaint



When you make a complaint, you tell someone about:

- something you are worried about
- something that has gone wrong
- a problem you want fixed.



## National Disability Insurance Scheme (NDIS)

The NDIS is a way of providing support to people with disability around Australia.



## NDIS Quality and Safeguards Commission (NDIS Commission)

The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



## Service provider

Service providers are businesses that support people, such as:

- people with disability
- older Australians
- veterans.

## Sexual misconduct



Sexual misconduct is when someone behaves in a sexual way that is:

- against the law
- not welcome.



## Veterans

Veterans are people who worked in the defence forces, including the:

- army
- navy
- air force.



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