



Australian Government



The draft Care and Support Sector Code of Conduct

What people told us

An Easy Read report



How to use this report



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



We wrote this report in an easy to read way.

We use pictures to explain some ideas.

Bold

We wrote some important words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 23.



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



You can find the other report on our website.

<https://www.health.gov.au/resources/publications/care-and-support-sector-code-of-conduct-and-consultation-summary-report>



You can ask for help to read this report.

A friend, family member or support person may be able to help you.

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What is the care and support sector?



The **care and support sector** provides many different supports and services.

We also call it 'the sector'.

The sector has services for:



- people with disability



- older Australians



- **veterans.**

Veterans are people who worked in the:



- army



- navy

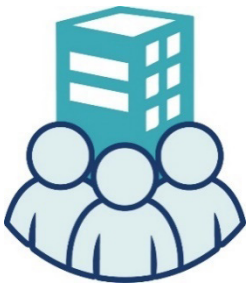


- air force.

The sector includes:



- people

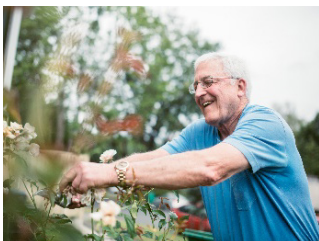


- organisations.

The sector helps everyone who uses supports and services:



- live their best lives safely



- do things for themselves.

What is this report about?



Many services from the sector work in the same way.



These services also follow many of the same rules.



We want the rules for the sector to work well together.



We wrote a draft **Code of Conduct** for the sector.



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



We wanted to know what the community thought about the draft Code of Conduct.



But we haven't made a final version of the Code of Conduct yet.



This report explains how people thought the draft Code of Conduct helps services in the sector work together.



This will help people using these services stay safe in all areas of the sector.



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

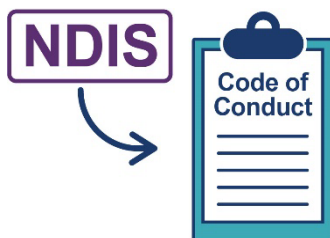


Service providers are businesses that support other people, such as:

- people with disability
- older people
- veterans.

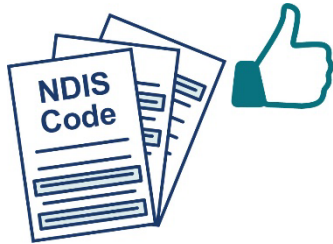


It will also make it easier for workers in different areas of the sector because the rules are the same.



NDIS workers and service providers follow the NDIS Code of Conduct.

The NDIS Code of Conduct protects people with disability who get NDIS supports.

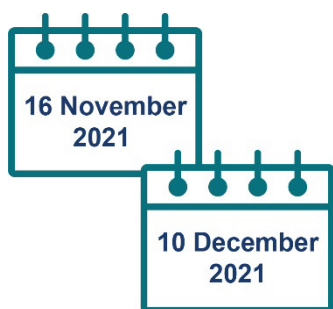


People told us that lots of rules in the NDIS Code of Conduct would work well across the sector.



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

How did people share what they thought?



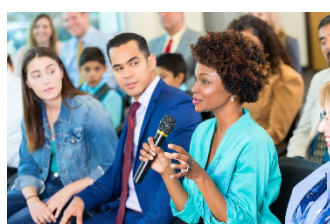
We asked people to share what they thought about our Code of Conduct between 16 November 2021 and 10 December 2021.



60 people shared what they thought.



Most of these people were from the sector.



We also ran 5 **forums**.

A forum is an event where people get together to talk about their experiences or ideas.



58 people took part in these forums.

Most of these people came from the sector.

What people shared

Support for our new Code of Conduct

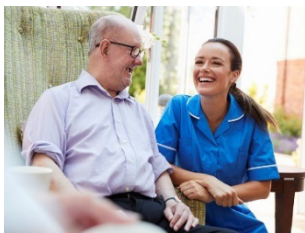
Most people said they would support a Code of Conduct for:



- people who look after an organisation, like managers and leaders



- service providers



- workers.



Many people told us it would help everyone if the Code of Conduct was the same for all parts of the sector.

This includes:



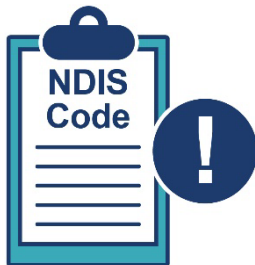
- aged care



- disability



- care for veterans.



People shared that it would be important to use the NDIS Code of Conduct when we make our new Code of Conduct.



They also said that the 7 rules in the NDIS Code of Conduct could be followed everywhere in the sector.



Some people weren't sure if there needs to be a Code of Conduct for:

- aged care
- veterans.



Some people weren't sure about service providers and workers sharing a Code of Conduct.



Or if service providers and workers should have a Code of Conduct each.

Information to include in the Code of Conduct



People told us the Code of Conduct should focus on **diversity**.

Diversity is what makes people different from each other.



People also told us the Code of Conduct should focus on being **inclusive**.

When a Code of Conduct is inclusive, everyone in the community:

- is included
- feels supported.



People shared that the Code of Conduct should focus on **rights**.

Rights are rules about how everybody should be treated fairly and equally.



They also said the Code of Conduct should focus on treating people with respect.



And they told us the Code of Conduct should have information about services that are free from **discrimination**.



Discrimination is when you treat someone badly because of something about them they can't change.

How we write the Code of Conduct



People told us it's important to make the Code of Conduct easy to understand.



They said it will support service providers and workers to:

- understand and follow the Code of Conduct better
- make good changes to their behaviour.



Some people said the words
'Code-covered person' are hard to follow.

They think using 'I' is better.



Some people also said the words 'care, supports
and services' are too long.

They think using 'supports and services'
is better.



Some people said it's important to keep the
word 'care'.

Who needs to follow the Code of Conduct



People told us that a Code of Conduct for the
sector would be helpful.

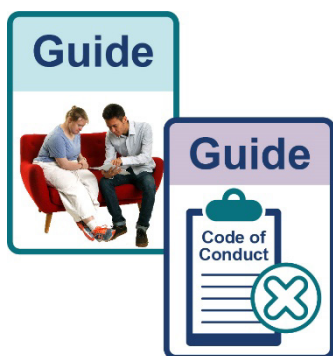
And that all service providers and workers
should follow it.

Guides for service providers and workers



Lots of people said they support guides for:

- service providers
- workers.



These guides should explain what they must do when:

- they provide services to people in the sector
- someone doesn't follow the Code of Conduct.

People also said it's important that these guides should:



- include real life examples



- be easy to understand and use



- be in different languages as well.

How the Code of Conduct works with other documents



Some information in the draft Code of Conduct is also in other documents.

For example, the Charter of Aged Care Rights.



People said it's important the Code of Conduct is understood with other rules in the sector.



And people shared that there should be guides to explain how the Code of Conduct works with other documents.

When someone doesn't follow the Code of Conduct



People agree that service providers should follow the Code of Conduct.



And they agree that workers should follow the Code of Conduct as well.



Some people weren't sure how the Code of Conduct would be managed to make sure everyone follows it.



People told us it should be easier to make a **complaint**.

When you make a complaint, you tell someone about:

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

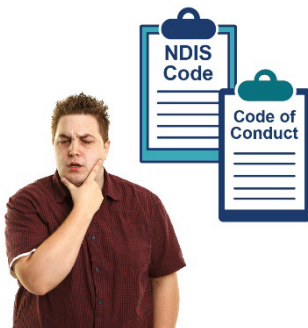


People weren't sure how workers would be protected if someone told them to do something wrong.



Even if someone doesn't follow the Code of Conduct, people also said it's important everyone is treated fairly.

How the Code of Conduct was made



Some people were worried about how the Code of Conduct would work with the current NDIS Code of Conduct.



They said the Code of Conduct should be used with other documents.

These are documents that service providers and workers must follow.

For example, the new Aged Care Act.

People told us it's important to provide:

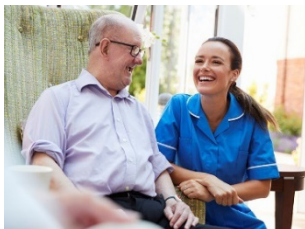


- training
- support
- guides.

People also told us that there should be Code of Conduct training for:



- service providers



- workers



- people who use their services.

What did we do next?



After asking people to share what they thought, we chose to not have the same Code of Conduct across the sector.



We made a new Aged Care Code of Conduct instead.

It looks like the NDIS Code of Conduct.

But it's a bit different.



People told us it was a good idea to make the new Aged Care Code of Conduct this way.

Word list

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



Care and support sector

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Code of Conduct

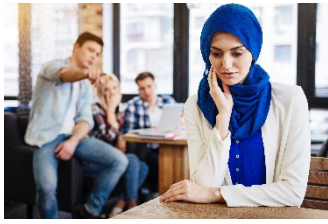
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A forum is an event where people get together to talk about their experiences or ideas.



Inclusive

When a Code of Conduct is inclusive, everyone in the community:

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Service provider

Service providers support other people, such as:

- people with disability
- older people
- veterans.



Veteran

Veterans are people who worked in the:

- army
- navy
- air force.



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