



**Aged & Community Services  
SA & NT Inc**

# Code of Conduct for Members

Aged and Community Services SA&NT Inc (ACS) aims to develop, uphold and promulgate high standards of care, service delivery and ethical conduct amongst its members.

Membership of ACS includes a commitment to this Code and a requirement to always act in a manner which enhances and supports a positive reputation for the aged care industry, by:

Committing	to the provision of high quality care and standards in a manner that serves the best interests of clients.
Recognising	personal, social, spiritual and recreational needs as well as physical ones.
Providing	an appropriate level of care to all clients on the basis of need regardless of gender, race, nationality, religion or belief.
Treating	clients with respect, dignity, confidentiality, warmth and friendship.
Complying	with all legal and statutory requirements and, if issues requiring attention are identified, to act quickly to rectify such issues.
Pursuing	continuous improvement through all facets of service delivery.
Managing	their organisation in a manner that promotes the integrity of the aged care industry.
Keeping	up to date with contemporary business practices to enable the efficient delivery of individualised quality outcomes.
Supporting	ACS in its endeavour to work for a legislative and regulatory environment which supports high standards and long-term industry viability.
Advising	ACS at an early stage of any matter which may adversely affect the delivery of quality services, or lead to an adverse finding or report by aged care regulatory authorities, or which may attract adverse media attention.