
St Basil's – Vendor Responsibilities under the Aged Care Code of Conduct

Purpose

All external vendors, contractors, and subcontractors delivering services on behalf of St Basil's are required to comply with the **Aged Care Code of Conduct**. This ensures the safety, dignity, and wellbeing of consumers and upholds St Basil's commitment to ethical, transparent, and high-quality care.

Your Obligations

Vendors must:

- **Comply with the Code of Conduct for Aged Care** and ensure all workers (including subcontractors and volunteers) understand and act in accordance with it.
- **Promote safe, respectful, and person-centred care**, consistent with St Basil's policies, procedures, and values.
- **Report concerns or incidents** that may affect consumer safety, dignity, or wellbeing in line with St Basil's incident management and reporting processes.
- **Cooperate fully** with St Basil's and the **Aged Care Quality and Safety Commission** in any compliance or investigative activities.
- **Ensure workforce readiness** through training, supervision, and ongoing competency development relevant to the services provided.

The Eight Elements of the Code

You and your staff must uphold the following principles at all times:

1. **Respect rights** – Support consumer autonomy, decision-making, and expression.
2. **Treat people with dignity and respect** – Value diversity and promote inclusion.
3. **Protect privacy** – Maintain confidentiality and respect personal boundaries.
4. **Provide safe and competent services** – Work within your scope, skills, and qualifications.
5. **Act with integrity, honesty, and transparency** – Communicate truthfully and avoid conflicts of interest.
6. **Raise and act on concerns promptly** – Report risks or misconduct immediately.
7. **Prevent and respond to abuse, neglect, and exploitation** – Adopt a zero-tolerance approach.
8. **Ensure environments are free from violence, discrimination, and sexual misconduct** – Foster safety and accountability in all interactions.

Accountability

Failure to comply with the Code or St Basil's policies may result in:

- Contract termination or suspension of engagement
- Reporting to the Aged Care Quality and Safety Commission
- Exclusion from future work with St Basil's

Resources

For further guidance:

- [Aged Care Quality and Safety Commission – Code of Conduct](#)
- Contact St Basil's for policy access, training materials, or incident reporting processes.