

Code of ethical conduct for members

As the peak body representing all aged and community care providers in Victoria, Aged and Community Care Victoria is committed to the promotion of a strict Code of Ethical Conduct which Members are expected to abide by.

All members of ACCV have an obligation to contribute to the high reputation of the industry and the effectiveness of ACCV by:

Committing	to the provision of high quality care and standards in a manner that serves the best interests of residents and 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 sanctions or issues requiring attention are identified, to act quickly to rectify the issue of concern
Pursuing	continuous improvement through all facets of service delivery
Managing	their organisation in a manner that promotes the integrity of the aged and community care industry
Keeping	up to date with contemporary business practices to enable the efficient delivery of individualised quality outcomes
Supporting	ACCV in its endeavour to support government to improve the aged care industry, by commenting on and providing feedback on various issues, as requested by ACCV from time to time
Advising	ACCV of any known issues that may hinder or affect a member's capacity to provide quality services and/or attract media comment or coverage (e.g. adverse event, imposition of sanctions etc)