

# CODE OF CONDUCT FOR HEALTH CARE WORKERS

You should expect safe and ethical healthcare from every health service you use. That's why there is a Code of Conduct for the many health services not regulated by the Australian Health Practitioner Regulation Agency. This code sets the minimum standards that all health care workers in the ACT must comply with. Under this code, the health care worker:

## MUST

- ✓ Provide safe and ethical healthcare
- ✓ Obtain consent for treatment
- ✓ Take care to protect you from infection
- ✓ Minimise harm and act appropriately if something goes wrong
- ✓ Report concerns about other practitioners
- ✓ Keep appropriate records and comply with privacy laws
- ✓ Be covered by insurance
- ✓ Display information about the Code of Conduct and making a complaint.

## MUST NOT

- ✗ Mislead you about their products, services or qualifications
- ✗ Put you at risk due to their own physical or mental health problems
- ✗ Practice under the influence of drugs or alcohol
- ✗ Make false claims about curing serious illnesses such as cancer
- ✗ Exploit you financially
- ✗ Have an inappropriate relationship with you
- ✗ Discourage you from seeking other health care or refuse to cooperate with other practitioners if you do.

## WHAT IF THE CODE IS BREACHED?

If you think your health care worker has breached these standards in any way please contact them if it is reasonable and appropriate to do so, so they can try to resolve the issue. If it is not reasonable or appropriate, or if you are not satisfied with their response, contact the Health Services Commissioner (HSC) on **(02) 6205 2222**, or via the online complaint form at **[hrc.act.gov.au](http://hrc.act.gov.au)**.

## WHAT CAN THE HEALTH SERVICES COMMISSIONER DO?

The HSC is independent and impartial, and resolves complaints about health services and the handling of health information in the ACT.

## WHERE CAN I FIND MORE INFORMATION?

For the full Code of Conduct or more information on making a complaint, visit **[hrc.act.gov.au](http://hrc.act.gov.au)** or call **(02) 6205 2222** between 9am and 5pm, Monday to Friday.



SCAN TO LEARN MORE



ACT HEALTH SERVICES  
COMMISSIONER

ACT Human Rights Commission