

# National Code of Conduct for Health Care Workers (Queensland)

You should expect safe and ethical health care from every health service. That's why there is a National Code of Conduct for Health Care Workers who are not regulated by the Australian Health Practitioner Regulation Agency (Ahpra). In Queensland, the National Code of Conduct sets the minimum standards of compliance for all health care workers. Health care workers:

## 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 Queensland Code 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 National Code of Conduct is breached?

If you think your health care worker has breached these standards in any way you have a right to make a complaint. 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 Office of the Health Ombudsman (OHO) on 133 646, or via the online complaint form at [oho.qld.gov.au](http://oho.qld.gov.au).

## What can the OHO do?

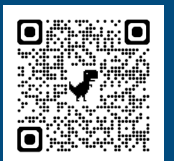
The OHO manages health service complaints in Queensland. We are independent and impartial, and will work with you and the health care worker to resolve your complaint.

## Where can I find more information?

To download a copy of the complete National Code of Conduct, or for further information, visit [oho.qld.gov.au](http://oho.qld.gov.au) or call 133 646 between 9.30 am and 4 pm, Monday to Friday.



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