



## ***National Code Of Conduct Changes***

Did you know that as a Complementary Therapist working in Australia, you need to be aware of the National Code of Conduct for Health Care Workers?

It can be a very dense and dry subject, but we've pulled out the important information you need to know and given you the key takeaways!

- **What is the National Code of Conduct for Health Care Workers?**
- **Who does it apply to?**
- **What does the code include?**
- **National Code of Conduct by state/territory.**
- **What next?**
- **What if I have further questions?**



## **What is the National Code of Conduct for Health Care Workers?**

The National Code of Conduct for Health Care Workers in Australia (often called the Code of Conduct or National Code) establishes minimum standards of ethical and professional conduct for;

- 1) Unregistered healthcare workers
- 2) Registered healthcare workers providing services outside their regulated scope.

The code aims to protect the public by ensuring that healthcare workers provide safe and ethical care.

The National Code of Conduct for Health Care Workers is enforceable under law in states and territories where it has been implemented. It is backed by legislation, and health complaints entities (HCEs) and each region have the authority to enforce it.

## **Who does it apply to?**

The Code applies to all unregistered health practitioners, such as massage therapists, naturopaths, Reiki practitioners, and others, not regulated under the Australian Health Practitioner Regulation Agency (AHPRA).

It is also binding on registered health practitioners when they deliver services outside their registered scope of practice.

Each state and territory in Australia is responsible for implementing and enforcing the Code, through complaints processes. Non-compliance can result in prohibition orders preventing individuals from practicing.



## **What does the code include?**

Below are the main clauses (further detail is set out in sub-clauses):

Clause 1: Healthcare workers to provide services in a safe and ethical manner

Clause 2: Healthcare workers to obtain consent

Clause 3: Appropriate conduct in relation to treatment advice

Clause 4: Healthcare workers to report concerns about treatment or care provided by other health care workers

Clause 5: Healthcare workers to take appropriate action in response to adverse events

Clause 6: Healthcare workers to adopt standard precautions for infection control

Clause 7: Healthcare workers diagnosed with infectious medical conditions

Clause 8: Healthcare workers not to make claims to cure certain serious illnesses

Clause 9: Healthcare workers not to misinform their clients

Clause 10: Healthcare workers not to practice under the influence of alcohol or drugs



## **What does the code include?**

Below are the main clauses (further detail is set out in sub-clauses):

Clause 11: Healthcare workers with certain mental or physical impairment

Clause 12: Healthcare workers not to financially exploit clients

Clause 13: Healthcare workers not to engage in sexual misconduct

Clause 14: Healthcare workers to comply with relevant privacy laws

Clause 15: Healthcare workers to keep appropriate records

Clause 16: Healthcare workers to be covered by appropriate insurance

Clause 17: Healthcare workers to display the code of conduct and other information

## **National Code of Conduct by state/territory:**

1. Australian Capital Territory
2. [New South Wales](#)
3. Northern Territory
4. [Queensland](#)
5. [South Australia](#)
6. [Western Australia](#)
7. [Victoria](#)
8. [Tasmania](#)



## **What next?**

- Read the National Code of Conduct and ensure you comply with all clauses
- Display or make available at all premises or locations where they practice, a copy of the National Code of Conduct for Healthcare Workers, along with information for clients on how complaints can be made
- Ensure you are covered by appropriate insurance, either through IICT's preferred partner or an insurance provider of your choosing
- Only provide services within your scope of practice or training
- If your work involves minimal physical risk (e.g., Reiki or other low-risk complementary therapies), having a basic first aid kit readily available may be sufficient to meet safety standards
- If your work involves a higher likelihood of incidents requiring immediate response (e.g., massage therapy or physical therapy), or if clients are in vulnerable situations (e.g., prone to fainting, allergic reactions, or other medical conditions), a formal HLTAID011 Provide First Aid qualification may be expected

## **What if I have further questions?**

If you have specific questions about the National Code of Conduct for Health Care Workers in any region of Australia, you should contact the relevant health complaints entity (HCE) for your state or territory. These organisations are responsible for implementing and enforcing the Code in their respective regions.



## Contact Details by Region:

### Australian Capital Territory

- Health Professionals Tribunal
- Website: <https://www.acat.act.gov.au/>

### New South Wales

- Health Care Complaints Commission (HCCC)
- Website: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)
- Phone: 1800 043 159

### Northern Territory

- Health and Community Services Complaints Commission (HCSCC)
- Website: [www.hcsc.nt.gov.au](http://www.hcsc.nt.gov.au)
- Phone: 1800 004 474

### Queensland

- Office of the Health Ombudsman (OHO)
- Website: [www.oho.qld.gov.au](http://www.oho.qld.gov.au)
- Phone: 133 OHO (133 646)

### South Australia

- Health and Community Services Complaints Commissioner (HCSCC)
- Website: [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)
- Phone: 1800 232 007

### Tasmania

- Office of the Health Complaints Commissioner (HCC)
- Website: [www.healthcomplaints.tas.gov.au](http://www.healthcomplaints.tas.gov.au)
- Phone: 1800 001 170

### Victoria

- Health Complaints Commissioner (HCC)
- Website: [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)
- Phone: 1300 582 113

### Western Australia

- Health and Disability Services Complaints Office (HaDSCO)
- Website: [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)
- Phone: (08) 6551 7600 or 1800 813 583 (Freecall for WA regions)