



# Guide to the Code of Conduct for Unregistered Healthcare Practitioners

## National Code of Conduct

The [National Code of Conduct for Healthcare Workers](#) sets out recommendations for minimum standards of conduct and practice for unregistered health care workers i.e. practitioners not regulated by the Australian Health Practitioner Regulation Agency ([AHPRA](#)) which administers the National Registration and Accreditation Scheme ([NRAS](#)). The National Code, agreed to by the Council of Australian Governments (COAG) Health Council in 2015, sets out the minimum practice and ethical standards that unregistered health service providers must comply with and informs consumers what they can expect from practitioners. In addition, the Secretary of Health has approved a notice which informs consumers how they can lodge a complaint if they have concerns about the conduct or services delivered by an unregistered health service provider.

Each state and territory is responsible for implementing its own arrangement with respect to the National Code and practitioners are required to refer to the guidelines set out by their relevant jurisdiction. If a state or territory has yet to enact the code, practitioners are required to refer to the National Code of Conduct for Healthcare Workers.

In addition to the National Code, NHAHA members are advised to familiarise themselves with the NHAHA Code of Ethics.

## New South Wales (NSW)

A code of conduct for unregistered health practitioners has been enacted by regulation in NSW. Naturopaths and Western herbalists practicing in NSW are required to comply with the Code and display a copy of the Code of Conduct at the premises where the practitioner carries out his or her practice. In addition, a copy of a notice approved by the Secretary giving information about the way in which clients can make complaints to the Health Care Complaints Commission (HCCC) must be provided.

To access the NSW Health website for details – [Click Here](#)

For key aspects of the code - [Click Here](#)

To download a copy of the display version of the NSW Code of Conduct – [Click Here](#)

To download a copy of the display information about making a complaint – [Click Here](#)

## Victoria (VIC)

Victoria is developing legislation to give effect to the Ministerial Council decisions of 2015 to implement the National Code of Conduct for Health Care Workers and a code regulation regime in Victoria. Currently, schedule 2 of The [Health Complaints Act 2016](#) sets out the minimum legal standards that all general health service providers in Victoria must comply with.

General health service providers are required to display and make easily accessible a copy of the code of conduct and a document that gives information about the way in which clients may make a complaint to the Commissioner.

To access the health.vic website – [Click Here](#)

To access the Victorian Health Care Complaints Commission – [Click Here](#)

To download a copy of the display version of the VIC Code of Conduct, plus information about making a complaint – [Click Here](#)

### **Queensland (QLD)**

Unregistered health practitioners in QLD are governed by a minimum standard of health service provision under the National Code of Conduct for Health Care Workers (Queensland) which was introduced in 2015. Under Queensland's Ombudsman Act 2001, a code of conduct provides guidance about the standard of service that should be provided by health service providers. The [Office of Health Ombudsman](#) is also Queensland's health service complaints agency and can make decisions and take action against unregistered health practitioners when serious issues are identified in their provision of health services in QLD. Naturopaths and Western herbalists practicing in in this jurisdiction are required to comply with the code and must also display or make available a copy of the Queensland Code across all practice locations, along with information for clients on how complaints can be made.

To access the QLD Health website for details - [Click Here](#)

To download a copy of the display version of the QLD Code of Conduct – [Click Here](#)

To download a copy of the consumer Information about making a complaint - [Click Here](#)

### **South Australia (SA)**

A code of conduct for unregistered health practitioners has been enacted by regulation in South Australia. The SA Code of Conduct for Unregistered Health Practitioners (2019) aligns with and replaces the National Code of Conduct for Health Care Workers. In addition to complying with the Code of Conduct, practitioners are required to display a copy of the plain English Code of Conduct, information about how a complaint may be made to the Community Services Complaint Commissioner (HCSCC), and evidence of a relevant qualification held by the health practitioner.

To access the SA Health website for details – [Click Here](#)

To access the HCSCC website for details – [Click Here](#)

To download a copy of the display version of the SA Code of Conduct plus information about making a complaint – [Click Here](#)

### **Tasmania (TAS)**

The Health Complaints Amendment (Code of Conduct) Act 2018 was enacted in Tasmania in October 2018, however further information has not been provided. For information on the amendments – [Click Here](#)

### **Western Australia (WA)**

While a [Western Australian Consultation](#) paper on the National Code was issued in 2017, the National Code has not been enacted in WA as of April 2021.

### **Australian Capital Territory (ACT)**

While a final [ACT Consultation](#) paper on the National Code was issued in 2019, the National Code has not been enacted in the ACT as of April 2021.

### **Northern Territory (NT)**

While a [NT Consultation](#) paper on the National Code was issued in 2018, the National Code has not been enacted in the NT as of April 2021.