



Code of conduct

**Does your health practitioner follow
the rules?**

Ahpra



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.

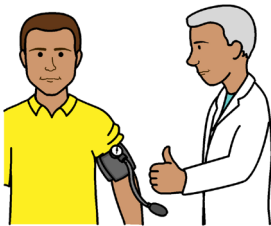
We will write contact information at the end of this book.

About this book



This book is from the **Australian Health Practitioner Regulation Agency** or Ahpra.

Ahpra makes rules for **registered health practitioners** to keep you and other people safe.



Registered health practitioners are people who are allowed to give a health service to you.



This book is about the **code of conduct** for 12 practitioner roles in Australia.



Code of conduct means the rules that these practitioners **must** follow.

Practitioners who must follow this code of conduct



1. **Aboriginal and Torres Strait Islander Health Practitioners**

For example, an Aboriginal Person who does health care work in an Aboriginal community.



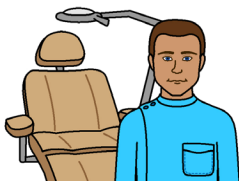
2. **Chinese medicine practitioners**

For example, a Chinese medicine practitioner can give you acupuncture.



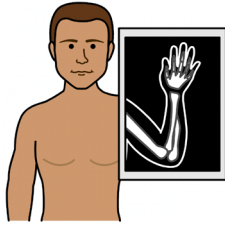
3. **Chiropractors**

For example, a chiropractor can help you with back pain.



4. **Dental practitioners**

For example, a dentist.



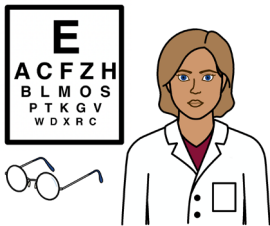
5. **Medical radiation practitioners**

For example, a medical radiation practitioner can make x ray images of your bones.



6. **Occupational therapists**

For example, an occupational therapist can teach you new skills for home or work.



7. **Optometrists**

For example, an optometrist can care for your eyes.



8. **Osteopaths**

For example, an osteopath can help you with neck pain.



9. **Paramedics**

For example, a paramedic can care for you in an ambulance.



10. **Pharmacists**

For example, a pharmacist can help when you need medicine.



11. **Physiotherapists**

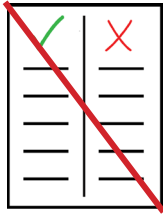
For example, a physiotherapist can help you move after an injury.



12. **Podiatrists**

For example, a podiatrist can help you with foot pain.

Some practitioners follow other codes of conduct



Some practitioners have their own code of conduct and do **not** need to follow this one.

Your health practitioner does **not** need to follow this code of conduct if they work as a



- doctor



- nurse



- **midwife**
 - a midwife cares for a woman who is having a baby



- **psychologist**
 - a psychologist cares for your mental health.

What this code of conduct says



This code of conduct says what the 12 practitioner roles **must** do for you.

You have a right to get respect

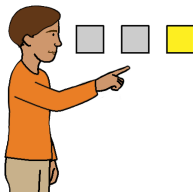
The practitioners should be polite and respectful no matter



- where you come from



- what you believe



- what choices you make.



If you are an Aboriginal or Torres Strait Islander Person, you should get care that

- respects your culture



- helps you feel safe.

You have a right to understand



The practitioners should

- listen to you



- talk to you in a way you understand

- explain difficult things to you



- tell you if something goes wrong and why

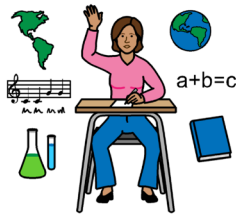


- tell you the truth.

You should get good care

You should feel like you are in good hands with the practitioners because of their

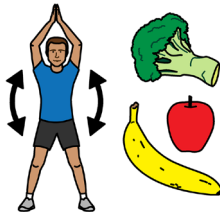
- experience



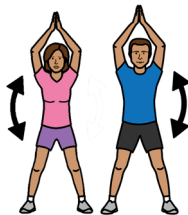
- skills.

The practitioners should work with you and others to

- help you get the care you need



- help you be as healthy as possible



- make your community healthier.



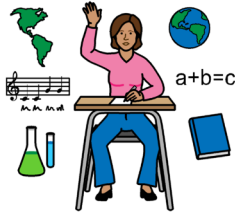
The practitioners **must** teach their students to also give you safe and good care.

You have a right to see an expert



This code of conduct says the practitioners **must**

- know what is safe for you and others

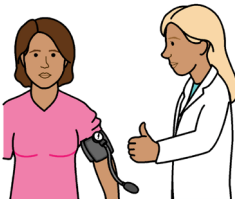


- keep their skills up to date.

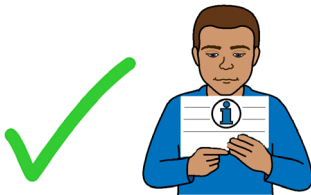


The practitioners should only give you the health care that they

- are trained for



- can give you in a safe way.

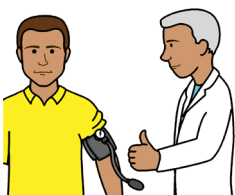


The practitioners should know facts that a **treatment** works before they give it to you.



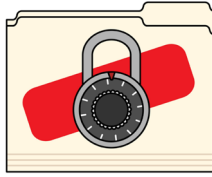
Treatment can include

- medicine



- health care.

Your information is private



The practitioners **must**

- keep your health information written down in a safe place



- **never** share your information with other people unless you say **yes**.



More information

For more information contact Ahpra.



Call 1300 419 495

You can read the full code of conduct online



[ahpra.gov.au/Resources/Code-of-conduct/
Shared-Code-of-conduct.aspx](http://ahpra.gov.au/Resources/Code-of-conduct/Shared-Code-of-conduct.aspx)

Is your health practitioner registered?

You can find out on our website.



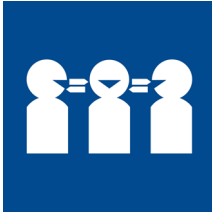
[ahpra.gov.au/registration/register-of-
practitioners.aspx](http://ahpra.gov.au/registration/register-of-practitioners.aspx)

If you have concerns about a health practitioner

Go to our website to see how we might help.



[ahpra.gov.au/notifications/concerned-about-a-
health-practitioner.aspx](http://ahpra.gov.au/notifications/concerned-about-a-health-practitioner.aspx)



If you do not speak English

Use the Translating and Interpreting Service or TIS to contact us.



Call 131 450

Give the TIS officer the phone number you want to call.



If you need help to speak or listen

Use the National Relay Service.



Website

infrastructure.gov.au/national-relay-service



Call 1800 555 660

Give the relay officer the phone number you want to call.

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