



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.

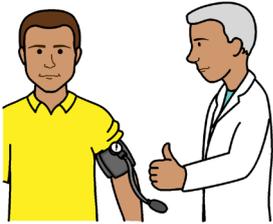
We will write contact information at the end of this book.

About this book

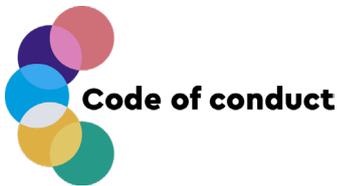


This book is from the **Australian Health Practitioner Regulation Agency** or Ahpra.

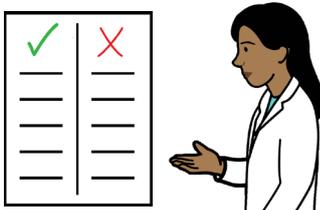
Ahpra makes rules for **registered health practitioners** to keep you and other people safe.



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.



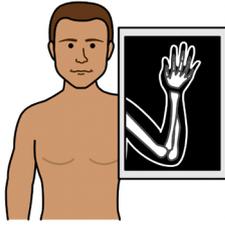
3. **Chiropractors**

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



4. **Dental practitioners**

For example, a dentist.



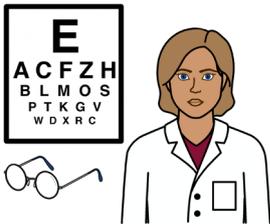
5. **Medical radiation practitioners**

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**

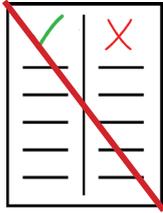
For example, a physiotherapist can help you move after an injury.



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

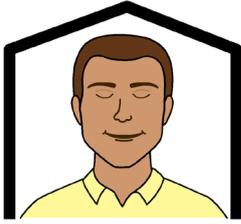


- **midwife**
 - a midwife cares for a woman who is having a baby



- **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

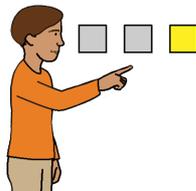
The practitioners should be polite and respectful no matter



- 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

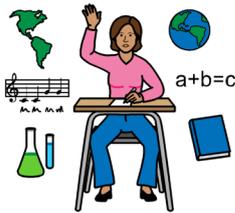


- tell you the truth.

You should get good care

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

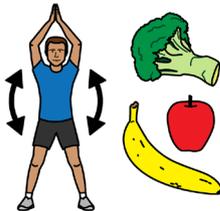
- experience



- 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.



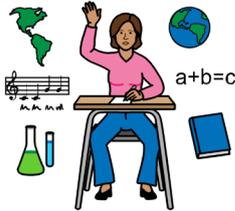
The practitioners **must** teach their students to also give you safe and good care.

You have a right to see an expert



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

- know what is safe for you and others

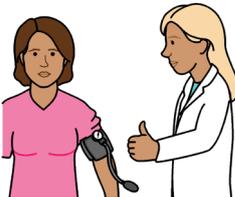


- keep their skills up to date.

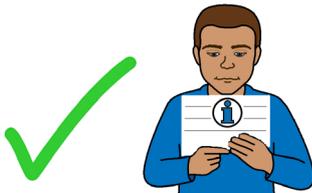


The practitioners should only give you the health care that they

- are trained for



- can give you in a safe way.

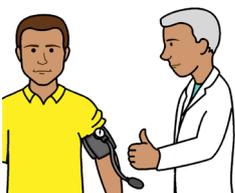


The practitioners should know facts that a **treatment** works before they give it to you.



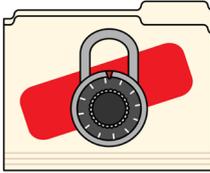
Treatment can include

- 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)



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