CODE OF CONDUCT FOR GENERAL HEALTH SERVICES

You should expect safe and ethical healthcare from every health service you use. That's why there is a Code of Conduct for the many health services not regulated by the Australian Health Practitioner Regulation Agency.

Under this code, the health service:

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 Code of Conduct 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 CODE IS BREACHED?

If you think your health service has breached these standards in any way please let them know so they can try to resolve the issue. If you cannot do this, or are not satisfied with their response, contact the Health Complaints Commissioner (HCC).

WHAT CAN THE HEALTH COMPLAINTS COMMISSIONER DO?

The HCC is an independent and impartial agency that resolves complaints about health services and the handling of health information in Victoria. It can also investigate and warn the public about dangerous health service providers.

WHERE CAN I FIND MORE INFORMATION?

For the full Code of Conduct or more information on making a complaint, visit **hcc.vic.gov.au** or call **1300 582 113** between 9am and 5pm, Monday to Friday.

HEALTH COMPLAINTS COMMISSIONER