



National Code of Conduct for healthcare workers in Queensland

Everyone has the right to expect appropriate health services and an appropriate level of conduct and performance by healthcare workers.

The *National Code of Conduct for Health Care Workers (Queensland)* (the Queensland code) was introduced on 1 October 2015, and outlines the minimum standards that must be followed by healthcare workers in Queensland. These include:

1. Provide services in a safe and ethical manner.
2. Obtain consent from their clients.
3. Display appropriate conduct when giving treatment advice.
4. Report concerns about treatment or care provided by other health care workers.
5. Take appropriate action in response to adverse events.
6. Adopt standard precautions for infection control.
7. Practice safely if diagnosed with infectious medical conditions.
8. Not make claims to cure certain serious illnesses.
9. Not misinform their clients.
10. Not practice under the influence of alcohol or drugs.
11. Modify or stop practicing if they have certain mental or physical impairments.
12. Not financially exploit clients.
13. Not engage in sexual misconduct.
14. Comply with relevant privacy laws.
15. Keep appropriate records.
16. Be covered by appropriate insurance.
17. Display code and other information (unless exempt).

What does it mean for health service providers?

While the majority of healthcare workers already follow the minimum standards outlined in the Queensland code, its implementation will ensure consistency and accountability across health professions.

The Queensland code was introduced on 1 October 2015 and applies to all **unregistered health practitioners** providing health services in Queensland, and any **registered health practitioners** providing a health service not related to their registration.

The Queensland code provides employers and educators with an enforceable code of conduct for staff and students, and a means by which to measure the performance of practitioners.

Health service providers must display, or make available, a copy of the Queensland code in all locations where they practice, and give information to consumers about how to make a complaint to the Health Ombudsman if they have concerns about a health service provided to them.

In Queensland, the Health Ombudsman can issue an interim prohibition order to protect the health and safety of the public. An interim prohibition order can prohibit or restrict a healthcare worker from providing health services. The Health Ombudsman must notify an employer if an interim prohibition order is issued or if a complaint is investigated.

For more information on the Health Ombudsman's powers refer to the *Health Ombudsman Act 2013*.

Further information

Visit: www.oho.qld.gov.au

Email: info@oho.qld.gov.au

Call: 133 OHO (133 646)

Write: PO Box 13281 George Street
Brisbane Qld 4003