

Code of Conduct for Unregistered Health Care Workers

Consumers of health services should expect safe and ethical care from every health service they use.

That is why there is a Code of Conduct for the many health services not regulated by the Australian Health Practitioner Regulation Agency. The code sets the minimum standards that all health care workers providing health services to Tasmania must comply with. **Under the Code, unregistered health care workers:**

✓ Must

-  Provide safe and ethical healthcare
-  Obtain consent for treatment
-  Conduct themselves appropriately when giving treatment advice
-  Report concerns about other health service providers
-  Minimise harm and act appropriately if something goes wrong
-  Take care to protect client/s from infection
-  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

-  Make false claims to cure certain serious illnesses
-  Mislead or misinform client/s about their products, services or qualifications
-  Practise under the influence of alcohol or unlawful substances
-  Put client/s at risk due to their own physical or mental health problems
-  Financially exploit client/s
-  Have an inappropriate relationship with a client

What if the Code is breached?

If you believe a health care worker has not met these standards, you should contact them directly to discuss your concerns and seek a resolution if reasonable and appropriate to do so. If this is not appropriate, or if you are not satisfied with their response, contact the Health Complaints Commissioner.

What can the Health Complaints Commissioner (HCC) do?

The HCC is an independent and impartial agency that can review your concerns and work with you and the health care worker to resolve your complaint.

Where can I find more information?

For a copy of the full Code of Conduct and further information, scan the QR code or visit www.healthcomplaints.tas.gov.au

Scan for more info



Health Complaints
Commissioner
Tasmania

Date created: 20/08/2026 | Ensure you have the latest version from the Health Complaints website.

Contact us



Free call 1800 001 170, Monday to Friday, 9:00am – 4:30pm



Visit www.healthcomplaints.tas.gov.au