



The Code of Conduct complaints process


- 1** Contact HaDSCO.
You can contact us using TIS National or National Relay Service if required.
- 2** We will look at your complaint and tell you what we can do.
- 3** We will talk to you and the service provider to resolve your complaint.
- 4** If the complaint is upheld, the health care worker may be issued with a prohibition order that prevents them from providing health services.

Contact us


Our office is open 8.30am to 4.30pm, Monday to Friday.

 **Complaints and enquiries**
(08) 6551 7600 or 1800 813 583
(free from landlines)

 **Administration**
(08) 6551 7620

 **Email**
mail@hadsco.wa.gov.au

 **Web**
www.hadsco.wa.gov.au

 **Postal address**
PO Box B61, Perth WA 6838

Translating and Interpreting Service
tisnational.gov.au or 131 450

Accessibility Service
relayservice.gov.au or 1800 555 660

This brochure is available in alternative formats upon request.



Health and Disability Services
Complaints Office

Making complaints under the Code of Conduct for certain health care workers

hadsco.wa.gov.au



What is the Code of Conduct for certain health care workers?

The Code of Conduct for certain health care workers (Code of Conduct) protects the public by setting minimum standards of practice for certain health care workers, and promotes safe and reputable health services.

It applies to health care workers who are not registered with the Australian Health Practitioner Regulation Agency (Ahpra), and health care workers providing a service not related to their registration.

What if the Code of Conduct is breached?

Contact the Health and Disability Services Complaints Office (HaDSCO).

HaDSCO can investigate, warn the public and prevent the health care worker from practising.

HaDSCO is an independent Statutory Authority providing an impartial resolution service for complaints about health, mental health and disability services (not covered by the NDIS) in Western Australia and the Indian Ocean Territories.

Under the Code of Conduct, health care workers must:

- Provide safe and ethical health services.
- Receive consent for treatment.
- Respect the choice to seek or continue medical treatment, and cooperate with other practitioners.
- Report concerns about other health care workers.
- Act appropriately if something goes wrong.
- Take measures against infection.
- Comply with privacy laws.
- Keep appropriate records.
- Be covered by insurance.
- Display the Code of Conduct and information on making a complaint.

Under the Code of Conduct, health care workers must not:

- Create infectious risks.
- Make false claims about curing serious illnesses.
- Provide misinformation on products, services, qualifications or training.
- Provide services under the influence of drugs or alcohol.
- Allow their mental or physical health conditions to impact care.
- Financially exploit their clients.
- Have an inappropriate relationship with those in their care.

