

# Do you see a counsellor, naturopath, massage therapist, social worker, disability support worker ... or someone who provides similar services?



These people are examples of Unregistered Health Practitioners. They cannot register with a national registration board that is supported by the Australian Health Practitioners Regulation Agency (AHPRA).

In South Australia, the Health and Community Complaints Commissioner (HCSCC) has developed a **Code of Conduct for Unregistered Health Practitioners** to cover these people. The Code of Conduct lists legal duties for Unregistered Health Practitioners.

## ***Unregistered Health Practitioners must:***

- > provide services in a safe and ethical manner
- > have a clinical basis for the treatments they offer
- > manage infection control
- > provide appropriate treatment advice and not discourage people from seeing other providers, such as doctors or specialists
- > comply with relevant privacy laws
- > keep appropriate records
- > have reasonable indemnity insurance
- > not make claims to cure certain illnesses
- > not work under the influence of drugs and or alcohol
- > not work when they have certain physical or mental conditions
- > not financially exploit clients
- > not misinform clients
- > not engage in sexual or improper relationships with a client.

## ***HCSCC Enquiry Service***

The HCSCC can deal with complaints about health and community services in SA.  
The office is open Monday to Friday, 9 am to 5 pm.

Phone: 8226 8666 or 1800 232 007 (country landline in SA)

Email: [info@hcsc.sa.gov.au](mailto:info@hcsc.sa.gov.au)

Website: [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

Download the Plain English version of the Code of Conduct: [http://www.hcsc.sa.gov.au/wp-content/uploads/2013/12/h\\_Plain-English-Version-Code-of-Conduct.pdf](http://www.hcsc.sa.gov.au/wp-content/uploads/2013/12/h_Plain-English-Version-Code-of-Conduct.pdf)