



Western Australia

Health and Disability Services (Complaints) Act 1995

## **Health and Disability Services (Complaints) Regulations 2010**



# Health and Disability Services (Complaints) Regulations 2010

## Contents

|     |  |   |
|-----|--|---|
| 1.  | Citation   | 1 |
| 2.  | Commencement   | 1 |
| 2A. | Prescribed offences (Act s. 52B(3), 52H(3) and 52R(2))       | 1 |
| 2B. | Interstate orders prescribed (Act s. 52Q(1))                 | 2 |
| 3.  | Prescribed time (Act s. 75(1))                               | 3 |
| 4.  | Prescribed providers and classes of providers (Act s. 75(1)) | 3 |
| 5.  | Return, form of (Act s. 75(2))                               | 4 |
| 6.  | Code of conduct prescribed (Act s. 77A)                      | 4 |

### **Schedule 1 — Private hospitals**

#### **Schedule 1A — Prescribed offences**

##### **Division 1 — Offences under Australian Consumer Law**

##### **Division 2 — Offences under *Children and Community Services Act 2004***

##### **Division 3 — Offences under *The Criminal Code***

##### **Division 4 — Offences under *Human Reproductive Technology Act 1991***

##### **Division 5 — Offences under *Misuse of Drugs Act 1981***

##### **Division 6 — Offence under *Prohibited Behaviour Orders Act 2010***

Contents

---

**Division 7 — Offences under *Prostitution Act 2000***

**Division 7A — Offences under Public Health Act 2016**

**Division 8 — Offences under *Restraining Orders Act 1997***

**Division 9 — Offences under *Voluntary Assisted Dying Act 2019***

**Schedule 2 — Form**

- |    |   |    |
|----|---|----|
| 1. | Annual return of complaints information | 15 |
|----|---|----|

**Schedule 3 — Code of conduct for certain health care workers**

- |     |   |    |
|-----|---|----|
| 1.  | Health care workers to provide services in safe and ethical manner                    | 23 |
| 2.  | Health care workers to obtain consent   | 24 |
| 3.  | Appropriate conduct in relation to treatment advice                                   | 24 |
| 4.  | Health care workers to report concerns about conduct of other health care workers     | 24 |
| 5.  | Health care workers to take appropriate action in response to adverse events          | 24 |
| 6.  | Health care workers to adopt standard precautions for infection control               | 25 |
| 7.  | Health care workers diagnosed with infectious medical conditions                      | 25 |
| 8.  | Health care workers not to make claims to cure certain serious illnesses              | 26 |
| 9.  | Health care workers not to misinform clients  | 26 |
| 10. | Health care workers not to practise under influence of alcohol or unlawful substances | 26 |
| 11. | Health care workers with certain mental or physical impairments                       | 27 |
| 12. | Health care workers not to financially exploit clients                                | 27 |
| 13. | Health care workers not to engage in sexual or other misconduct                       | 27 |
| 14. | Health care workers to comply with relevant privacy laws                              | 28 |

|     |   |    |
|-----|---|----|
| 15. | Health care workers to keep appropriate records           | 28 |
| 16. | Health care workers to have appropriate insurance         | 28 |
| 17. | Health care workers to display code and other information | 29 |

**Notes**

|                   |    |
|-------------------|----|
| Compilation table | 30 |
| Other notes       | 30 |

**Defined terms**



## **Health and Disability Services (Complaints) Regulations 2010**

### **1. Citation**

These regulations are the *Health and Disability Services (Complaints) Regulations 2010*.

*[Regulation 1 inserted: Gazette 20 May 2011 p. 1838.]*

### **2. Commencement**

These regulations come into operation as follows —

- (a) regulations 1 and 2 — on the day on which these regulations are published in the *Gazette*;
- (b) the rest of the regulations — on the day after that day.

### **2A. Prescribed offences (Act s. 52B(3), 52H(3) and 52R(2))**

- (1) For the purposes of sections 52B(3)(a)(ii), 52H(3)(a)(ii) and 52R(2)(a)(ii) of the Act, each of the following is a prescribed offence —
  - (a) an offence specified in Schedule 1A;
  - (b) an offence of conspiracy, attempt or incitement to commit an offence referred to in paragraph (a);
  - (c) an offence against the law of the Commonwealth or of any place outside this State if the offender's acts or omissions that constituted the offence under that law

r. 2B

---

would have constituted an offence under paragraph (a) or (b) if they had occurred in this State.

- (2) In Schedule 1A —

***Australian Consumer Law*** means —

- (a) the Australian Consumer Law as defined in the *Competition and Consumer Act 2010* (Commonwealth) section 4(1); and
- (b) the *Australian Consumer Law* (WA) as defined in the *Fair Trading Act 2010* section 17(1).

[Regulation 2A inserted: SL 2023/115 r. 4.]

**2B. Interstate orders prescribed (Act s. 52Q(1))**

- (1) For the purposes of the definition of ***interstate interim prohibition order*** in section 52Q(1) of the Act, each of the following is an interstate interim prohibition order —

- (a) an order under the *Health and Community Services Complaints Act 2004* (South Australia) section 56B(2)(a) or (b);
- (b) an order under the *Health Care Complaints Act 1993* (New South Wales) section 41AA(1);
- (c) an order under the *Health Complaints Act 2016* (Victoria) section 90(1) or (1A);
- (d) an order under the *Health Ombudsman Act 2013* (Queensland) section 68(1).

- (2) For the purposes of the definition of ***interstate prohibition order*** in section 52Q(1) of the Act, each of the following is an interstate prohibition order —

- (a) an order under the *Health and Community Services Complaints Act 2004* (South Australia) section 56C(2)(a) or (b);
- (b) an order under the *Health Care Complaints Act 1993* (New South Wales) section 41A(2)(a);



- (c) an order under the *Health Complaints Act 2016* (Victoria) section 95(1) or (1A);
- (d) an order under the *Health Ombudsman Act 2013* (Queensland) section 90C(1).

[Regulation 2B inserted: SL 2023/115 r. 4.]

**3. Prescribed time (Act s. 75(1))**

For the purposes of section 75(1) of the Act, the prescribed time is 31 days.

**4. Prescribed providers and classes of providers (Act s. 75(1))**

- (1) For the purposes of section 75(1) of the Act, each of these is a prescribed provider —
  - (a) the chief executive officer of the department of the Public Service principally assisting in the administration of the *Prisons Act 1981*;
  - (b) the chief executive of St John Ambulance Western Australia Ltd (ABN 55 028 468 715);
  - (c) the chief executive of the Royal Flying Doctor Service of Australia (Western Operations);
  - (d) the chief executive of Silver Chain Nursing Association Incorporated.
- (2) For the purposes of section 75(1) of the Act, each of these is a prescribed class of providers —
  - (a) the class comprising health service providers established by order under the *Health Services Act 2016* section 32(1);
  - (b) the class comprising the people who manage or are the chief executives of the private hospitals listed in Schedule 1.

[Regulation 4 amended: Gazette 20 May 2011 p. 1838; 24 Jun 2016 p. 2314; SL 2023/115 r. 5.]

**5. Return, form of (Act s. 75(2))**

For the purposes of section 75(2) of the Act, the prescribed form is Form 1 in Schedule 2.

**6. Code of conduct prescribed (Act s. 77A)**

For the purposes of section 77A of the Act, the code of conduct set out in Schedule 3 applies to the provision of health services by —

- (a) health care workers who are not registered providers;  
and
- (b) health care workers who are registered providers and who provide health services that are unrelated to their registration.

*[Regulation 6 inserted: SL 2023/115 r. 6.]*

---

**Schedule 1 — Private hospitals**

[r. 4(2)(b)]

*[Heading inserted: Gazette 20 May 2011 p. 1838.]*

1. Abbotsford Private Hospital
2. Albany Community Hospice
3. Attadale Private Hospital
4. Bethesda Hospital
5. Busselton Hospice Care Incorporated
6. Glengarry Private Hospital
7. Hollywood Private Hospital
8. Joondalup Health Campus
9. The Marian Centre
10. Mercy Hospital
11. Mount Hospital
12. Mount Lawley Private Hospital
13. Ngala Family Services
14. Peel Health Campus
15. Perth Clinic
16. South Perth Hospital
17. St John of God Hospital, Bunbury
18. St John of God Hospital, Geraldton
19. St John of God Hospital, Murdoch
20. St John of God Hospital, Subiaco
21. Subiaco Private Hospital Pty Limited
22. Waikiki Private Hospital

*[Schedule 1 inserted: Gazette 20 May 2011 p. 1838-9.]*

## **Schedule 1A — Prescribed offences**

[r. 2A]

*[Heading inserted: SL 2023/115 r. 7.]*

### **Division 1 — Offences under Australian Consumer Law**

*[Heading inserted: SL 2023/115 r. 7.]*

| <b>Item</b> | <b>Provision</b> | <b>Description of offence</b>                               |
|-------------|------------------|---|
| 1.          | s. 151           | False or misleading representations about goods or services |
| 2.          | s. 155           | Misleading conduct as to the nature etc. of goods           |
| 3.          | s. 156           | Misleading conduct as to the nature etc. of services        |

*[Division 1 inserted: SL 2023/115 r. 7.]*

### **Division 2 — Offences under *Children and Community Services Act 2004***

*[Heading inserted: SL 2023/115 r. 7.]*

| <b>Item</b> | <b>Provision</b> | <b>Description of offence</b>  |
|-------------|------------------|--|
| 1.          | s. 101           | Failing to protect child from harm                                     |
| 2.          | s. 104A(2)       | Body piercing on certain parts of child's body                         |
| 3.          | s. 192           | Employing child to perform in indecent, obscene or pornographic manner |

*[Division 2 inserted: SL 2023/115 r. 7.]*

**Division 3 — Offences under *The Criminal Code***

*[Heading inserted: SL 2023/115 r. 7.]*

| Item | Provision | Description of offence  |
|------|-----------|---|
| 1.   | s. 77     | Conduct intended to incite racial animosity or racist harassment  |
| 2.   | s. 78     | Conduct likely to incite racial animosity or racist harassment  |
| 3.   | s. 79     | Possession of material for dissemination with intent to incite racial animosity or racist harassment    |
| 4.   | s. 80     | Possession of material for dissemination that is likely to incite racial animosity or racist harassment |
| 5.   | s. 80A    | Conduct intended to racially harass   |
| 6.   | s. 80B    | Conduct likely to racially harass   |
| 7.   | s. 80C    | Possession of material for display with intent to racially harass                                       |
| 8.   | s. 80D    | Possession of material for display that is likely to racially harass                                    |
| 9.   | s. 181    | Carnal knowledge of animal  |
| 10.  | s. 186    | Occupier or owner allowing young person to be on premises for unlawful carnal knowledge                 |
| 11.  | s. 187    | Facilitating sexual offence against child outside WA  |
| 12.  | s. 190    | Being involved with prostitution  |
| 13.  | s. 191    | Procuring person to be prostitute etc.  |

**Health and Disability Services (Complaints) Regulations 2010****Schedule 1A** Prescribed offences**Division 3** Offences under The Criminal Code

| Item                 | Provision | Description of offence  |
|----------------------|-----------|---|
| 14.                  | s. 192    | Procuring person to have unlawful carnal knowledge by threat, fraud or administering drug |
| <i>[15. deleted]</i> |           |   |
| 16.                  | s. 204A   | Showing offensive material to child under 16  |
| 17.                  | s. 204B   | Using electronic communication to procure, or expose to indecent matter, child under 16   |
| 18.                  | s. 206    | Supplying intoxicant to person likely to abuse them                                       |
| 19.                  | s. 214    | Misconduct with regard to corpse  |
| 20.                  | s. 215    | Interfering with corpse to hinder inquiry   |
| 21.                  | s. 217    | Involving child in child exploitation   |
| 22.                  | s. 218    | Producing child exploitation material   |
| 23.                  | s. 219    | Distributing child exploitation material  |
| 24.                  | s. 220    | Possession of child exploitation material   |
| 25.                  | s. 221BD  | Distribution of intimate image  |
| 26.                  | s. 221E   | Participating in activities of criminal organisation                                      |
| 27.                  | s. 221F   | Instructing commission of offence for benefit of criminal organisation                    |
| 28.                  | s. 279    | Murder  |
| 29.                  | s. 280    | Manslaughter  |
| 30.                  | s. 281    | Unlawful assault causing death  |
| 31.                  | s. 283    | Attempt to unlawfully kill  |

| <b>Item</b> | <b>Provision</b> | <b>Description of offence</b>                                |
|-------------|------------------|--|
| 32.         | s. 288           | Procuring etc. suicide                                       |
| 33.         | s. 290           | Preventing birth of live child                               |
| 34.         | s. 291           | Concealing birth of dead child                               |
| 35.         | s. 292           | Disabling in order to commit indictable offence etc.         |
| 36.         | s. 293           | Stupefying in order to commit indictable offence etc.        |
| 37.         | s. 294           | Act intended to cause grievous bodily harm or prevent arrest |
| 38.         | s. 297           | Grievous bodily harm   |
| 39.         | s. 298           | Suffocation and strangulation                                |
| 40.         | s. 300           | Persistent family violence                                   |
| 41.         | s. 301           | Wounding and similar acts                                    |
| 42.         | s. 304           | Act or omission causing bodily harm or danger                |
| 43.         | s. 305           | Setting dangerous thing                                      |
| 44.         | s. 305A          | Intoxication by deception                                    |
| 45.         | s. 306           | Female genital mutilation                                    |
| 46.         | s. 313           | Common assault   |
| 47.         | s. 317           | Assault causing bodily harm                                  |
| 48.         | s. 317A          | Assault with intent  |
| 49.         | s. 318           | Serious assault  |

**Health and Disability Services (Complaints) Regulations 2010****Schedule 1A** Prescribed offences**Division 3** Offences under The Criminal Code

| Item | Provision | Description of offence  |
|------|-----------|---|
| 50.  | s. 318A   | Assault on aircraft's crew  |
| 51.  | s. 320    | Sexual offence against child under 13                             |
| 52.  | s. 321    | Sexual offence against child of or over 13 and under 16           |
| 53.  | s. 321A   | Persistent sexual conduct with child under 16                     |
| 54.  | s. 322    | Sexual offence against child of or over 16 by person in authority |
| 55.  | s. 323    | Indecent assault  |
| 56.  | s. 324    | Aggravated indecent assault                                       |
| 57.  | s. 325    | Sexual penetration without consent                                |
| 58.  | s. 326    | Aggravated sexual penetration without consent                     |
| 59.  | s. 327    | Sexual coercion   |
| 60.  | s. 328    | Aggravated sexual coercion  |
| 61.  | s. 329    | Sexual offence by relative or the like                            |
| 62.  | s. 330    | Sexual offence against incapable person                           |
| 63.  | s. 331B   | Sexual servitude  |
| 64.  | s. 331C   | Conducting business involving sexual servitude                    |
| 65.  | s. 331D   | Deceptive recruiting for commercial sexual service                |
| 66.  | s. 332    | Kidnapping  |
| 67.  | s. 333    | Deprivation of liberty  |



| Item | Provision | Description of offence  |
|------|-----------|---|
| 68.  | s. 336    | Procuring apprehension or detention of person not suffering from mental illness or impairment |
| 69.  | s. 337    | Unlawful detention or custody of person who is mentally ill or impaired                       |
| 70.  | s. 338A   | Threat with intent to gain etc.   |
| 71.  | s. 338B   | Threats   |
| 72.  | s. 338C   | Statement or act creating false apprehension as to existence of threat or danger              |
| 73.  | s. 338E   | Stalking  |
| 74.  | s. 343    | Child stealing  |
| 75.  | s. 378    | Stealing  |
| 76.  | s. 392    | Robbery   |
| 77.  | s. 393    | Assault with intent to rob  |
| 78.  | s. 396    | Demanding property with threats with intent to steal  |
| 79.  | s. 397    | Demanding property with threats with intent to extort or gain                                 |
| 80.  | s. 398    | Threats etc. with intent to extort etc.   |
| 81.  | s. 399    | Procuring execution of deed etc. by threat etc. with intent to defraud                        |
| 82.  | s. 401    | Burglary  |
| 83.  | s. 407    | Person found armed etc. with intent to commit crime   |

| Item | Provision | Description of offence |
|------|-----------|------------------------|
| 84.  | s. 409    | Fraud                  |

*[Division 3 inserted: SL 2023/115 r. 7; amended: SL 2024/20 r. 4.]*

**Division 4 — Offences under *Human Reproductive Technology Act 1991***

*[Heading inserted: SL 2023/115 r. 7.]*

| Item | Provision | Description of offence                       |
|------|-----------|--|
| 1.   | s. 6      | Unlicensed practices                         |
| 2.   | s. 7      | Offences relating to reproductive technology |

*[Division 4 inserted: SL 2023/115 r. 7.]*

**Division 5 — Offences under *Misuse of Drugs Act 1981***

*[Heading inserted: SL 2023/115 r. 7.]*

| Item | Provision | Description of offence   |
|------|-----------|--|
| 1.   | s. 6(1)   | Crime concerned with prohibited drugs generally                          |
| 2.   | s. 7(1)   | Crime concerned with prohibited plants generally                         |
| 3.   | s. 7B(4)  | Selling drug paraphernalia to child                                      |
| 4.   | s. 8Q     | Manufacture, sale or supply of psychoactive substances                   |
| 5.   | s. 8R     | Promoting psychoactive substances  |
| 6.   | s. 14(1)  | Possessing more than prescribed quantity of certain substances or things |

*[Division 5 inserted: SL 2023/115 r. 7.]*

**Division 6 — Offence under *Prohibited Behaviour Orders Act 2010***

*[Heading inserted: SL 2023/115 r. 7.]*

| Item | Provision | Description of offence               |
|------|-----------|--------------------------------------|
| 1.   | s. 35     | Breach of prohibited behaviour order |

*[Division 6 inserted: SL 2023/115 r. 7.]*

**Division 7 — Offences under *Prostitution Act 2000***

*[Heading inserted: SL 2023/115 r. 7.]*

| Item | Provision | Description of offence   |
|------|-----------|--|
| 1.   | s. 7      | Seeking to induce person to act as prostitute                        |
| 2.   | s. 16     | Causing, permitting, or seeking to induce child to act as prostitute |
| 3.   | s. 17     | Obtaining payment for prostitution by child                          |
| 4.   | s. 18     | Agreement for prostitution by child                                  |

*[Division 7 inserted: SL 2023/115 r. 7.]*

**Division 7A — Offences under *Public Health Act 2016***

*[Heading inserted: SL 2024/20 r. 5.]*

| Item | Provision | Description of offence                        |
|------|-----------|---|
| 1.   | s. 202MN  | Performance of abortion by unqualified person |

*[Division 7A inserted: SL 2024/20 r. 5.]*

**Division 8 — Offences under *Restraining Orders Act 1997***

*[Heading inserted: SL 2023/115 r. 7.]*

| Item | Provision | Description of offence                      |
|------|-----------|---|
| 1.   | s. 61(1)  | Breach of family violence restraining order |
| 2.   | s. 61(1A) | Breach of violence restraining order        |
| 3.   | s. 61(2a) | Breach of police order                      |

*[Division 8 inserted: SL 2023/115 r. 7.]*

**Division 9 — Offences under *Voluntary Assisted Dying Act 2019***

*[Heading inserted: SL 2023/115 r. 7.]*

| Item | Provision | Description of offence  |
|------|-----------|---|
| 1.   | s. 99     | Unauthorised administration of prescribed substance                   |
| 2.   | s. 100    | Inducing another person to request or access voluntary assisted dying |
| 3.   | s. 101    | Inducing self-administration of prescribed substance                  |
| 4.   | s. 102    | False or misleading information                                       |

*[Division 9 inserted: SL 2023/115 r. 7.]*

## Schedule 2 — Form

[r. 5]

## 1. Annual return of complaints information

|  |   |          |
|--|---|----------|
| <i>Health and Disability Services (Complaints) Act 1995 s. 75</i>  |   |          |
| <b>Annual return of complaints information</b>   |   |          |
| The information in this return must relate to complaints received by the provider in the year ending on the previous 30 June (whether or not the complaints were resolved in that year). |   |          |
| This return must be given to the Director of the Health and Disability Services Complaints Office by 31 July each year.  |   |          |
| <b>Name of provider</b>  | [name]                                    |          |
| <b>Return year (e.g. 2009/2010)</b>  | [year]                                    |          |
| <b>General information about complaints</b>  |   |          |
| Total number of complaints received  |   | [number] |
| Total number of complaints referred to another organisation  |   | [number] |
| Who made the complaints (the complainants)   | People who were users                     | [number] |
|  | People who were acting on behalf of users | [number] |
|  | Unknown                                   | [number] |
| <b>Information about users who were complainants or on whose behalf complaints were made</b>   |   |          |
| Gender   | Male                                      | [number] |
|  | Female                                    | [number] |
|  | Unknown                                   | [number] |
| English  | First language                            | [number] |
|  | Not first language                        | [number] |
|  | Unknown                                   | [number] |

|  |                  |          |
|--|------------------|----------|
| Aboriginal or Torres Strait Islander                                     | Yes              | [number] |
|  | No               | [number] |
|  | Unknown          | [number] |
| Age (years)  | 0-9              | [number] |
|  | 10-19            | [number] |
|  | 20-29            | [number] |
|  | 30-39            | [number] |
|  | 40-49            | [number] |
|  | 50-59            | [number] |
|  | 60-69            | [number] |
|  | 70-79            | [number] |
|  | 80-89            | [number] |
|  | 90+              | [number] |
|  | Unknown          | [number] |
| Residential postcode   | 6000-6199        | [number] |
|  | 6200-6299        | [number] |
|  | 6300-6399        | [number] |
|  | 6400-6499        | [number] |
|  | 6500-6599        | [number] |
|  | 6600-6699        | [number] |
|  | 6700-6799        | [number] |
|  | Other or unknown | [number] |
| <b>Information about complainants who were acting on behalf of users</b> |                  |          |
| Gender   | Male             | [number] |
|  | Female           | [number] |
|  | Unknown          | [number] |

|                                      |                    |          |
|--------------------------------------|--------------------|----------|
| English                              | First language     | [number] |
|                                      | Not first language | [number] |
|                                      | Unknown            | [number] |
| Aboriginal or Torres Strait Islander | Yes                | [number] |
|                                      | No                 | [number] |
|                                      | Unknown            | [number] |
| Age (years)                          | 18-29              | [number] |
|                                      | 30-39              | [number] |
|                                      | 40-49              | [number] |
|                                      | 50-59              | [number] |
|                                      | 60-69              | [number] |
|                                      | 70-79              | [number] |
|                                      | 80-89              | [number] |
|                                      | 90+                | [number] |
|                                      | Unknown            | [number] |
| Residential postcode                 | 6000-6199          | [number] |
|                                      | 6200-6299          | [number] |
|                                      | 6300-6399          | [number] |
|                                      | 6400-6499          | [number] |
|                                      | 6500-6599          | [number] |
|                                      | 6600-6699          | [number] |
|                                      | 6700-6799          | [number] |
|                                      | Other or unknown   | [number] |

| <b>Categories of complaint</b> |   |          |
|--------------------------------|---|----------|
| Access                         | Delay in admission or treatment   | [number] |
|                                | Waiting list delay  | [number] |
|                                | Staff member or contractor unavailable  | [number] |
|                                | Inadequate resources/lack of service  | [number] |
|                                | Refusal to provide services   | [number] |
|                                | Failure to provide advice about transport options                               | [number] |
|                                | Physical access/entry   | [number] |
|                                | Parking   | [number] |
|                                | <b>Total</b>  | [number] |
| Communication                  | Inadequate information about diagnostic testing, treatment procedures and risks | [number] |
|                                | Inadequate information about services available                                 | [number] |
|                                | Misinformation or failure in communication (but not failure to consult)         | [number] |
|                                | Inadequate or inaccurate records  | [number] |
|                                | Inadequate communication  | [number] |
|                                | Inappropriate verbal/nonverbal communication                                    | [number] |
|                                | Failure to listen to patient/client/carer/family                                | [number] |
|                                | <b>Total</b>  | [number] |



|                          |   |          |
|--------------------------|---|----------|
| Decision making          | Failure to consult patient/client                         | [number] |
|                          | Choice regarding admission as public or private patient   | [number] |
|                          | Consent not informed                                      | [number] |
|                          | Consent not obtained                                      | [number] |
|                          | Consent invalid   | [number] |
|                          | <b>Total</b>  | [number] |
| Quality of clinical care | Inadequate assessment                                     | [number] |
|                          | Inadequate treatment/therapy                              | [number] |
|                          | Poor coordination of treatment                            | [number] |
|                          | Failure to provide safe environment                       | [number] |
|                          | Pain  | [number] |
|                          | Medication  | [number] |
|                          | Complications after surgical procedure                    | [number] |
|                          | Complications after non-surgical procedure                | [number] |
|                          | Inadequate infection control                              | [number] |
|                          | Patient's test results not followed up                    | [number] |
|                          | Discharge or transfer arrangements                        | [number] |
|                          | Refusal to refer for or assist to obtain a second opinion | [number] |
|                          | <b>Total</b>  | [number] |

|                             |  |          |
|-----------------------------|--|----------|
| Costs                       | Inadequate information about costs   | [number] |
|                             | Unsatisfactory billing practice  | [number] |
|                             | Amount charged   | [number] |
|                             | Over-servicing   | [number] |
|                             | Private health insurance   | [number] |
|                             | Lost property  | [number] |
|                             | Responsibility for costs and resourcing                                      | [number] |
|                             | <b>Total</b>   | [number] |
| Rights, respect and dignity | Patient rights   | [number] |
|                             | Inconsiderate service/lack of courtesy                                       | [number] |
|                             | Absence of caring  | [number] |
|                             | Failure to ensure privacy  | [number] |
|                             | Breach of confidentiality  | [number] |
|                             | Discrimination   | [number] |
|                             | Failure to comply with the requirements of the <i>Mental Health Act 2014</i> | [number] |
|                             | Translating and interpreting service problems                                | [number] |
|                             | Certificate or report problems   | [number] |
|                             | Denying or restricting access to personal health records                     | [number] |
|                             | <b>Total</b>   | [number] |
| Grievances                  | Response to a complaint  | [number] |
|                             | Reprisal following a complaint   | [number] |
|                             | <b>Total</b>   | [number] |

|                    |  |          |
|--------------------|--|----------|
| Corporate services | Administrative actions   | [number] |
|                    | Catering   | [number] |
|                    | Physical surroundings/environment  | [number] |
|                    | Security   | [number] |
|                    | Cleaning (inadequate provision and maintenance of a clean environment)                                       | [number] |
|                    | Inaccuracy of records  | [number] |
|                    | <b>Total</b>   | [number] |
| Misconduct         | Fraud/illegal practice of a financial nature   | [number] |
|                    | Illegal practices (e.g. abortion, sterilisation or euthanasia)   | [number] |
|                    | Physical or mental impairment of health professional   | [number] |
|                    | Sexual impropriety (behaviour that is sexually demeaning to a patient/client including comments or gestures) | [number] |
|                    | Sexual misconduct  | [number] |
|                    | Aggression/assault   | [number] |
|                    | Unprofessional behaviour (e.g. shouting, swearing, inappropriate comments or gestures)                       | [number] |
|                    | <b>Total</b>   | [number] |
| Carers             | Failure to consider needs of carer   | [number] |
|                    | Failure to consult carer   | [number] |
|                    | Failure to treat carer with respect and dignity  | [number] |
|                    | Failure to address carer's complaint   | [number] |
|                    | <b>Total</b>   | [number] |

| <b>Information about resolving complaints</b> |   |          |
|---|---|----------|
| Outcome of complaints                         | Concern registered  | [number] |
|   | Explanation provided  | [number] |
|   | Apology provided  | [number] |
|   | Costs refunded/reduced  | [number] |
|   | Compensation paid   | [number] |
|   | Services provided   | [number] |
|   | Change in practice/procedure effected   | [number] |
|   | Change in policy effected   | [number] |
|   | Counselling and/or performance support and development provided to staff member or contractor | [number] |
|   | Complaints withdrawn by complainants  | [number] |
|   | Complaints not yet resolved   | [number] |
| Time (days) taken to resolve complaints       | 0-15  | [number] |
|   | 16-30   | [number] |
|   | 31-60   | [number] |
|   | 61-90   | [number] |
|   | 91-120  | [number] |
|   | 121-150   | [number] |
|   | 151-180   | [number] |
|   | 181-210   | [number] |
|   | 211+  | [number] |

*[Schedule 2 amended: Gazette 20 May 2011 p. 1839; 29 Dec 2015 p. 5173.]*

## **Schedule 3 — Code of conduct for certain health care workers**

[r. 6]

*[Heading inserted: SL 2023/115 r. 8.]*

### **1. Health care workers to provide services in safe and ethical manner**

- (1) A health care worker must provide health services in a safe and ethical manner.
- (2) Without limiting subclause (1), a health care worker must comply with the following —
  - (a) a health care worker must maintain the necessary competence in their field of practice;
  - (b) a health care worker must not provide health services of a type that is outside their experience or training, or provide services that they are not qualified to provide;
  - (c) a health care worker must only prescribe or recommend treatments or appliances that serve the needs of clients;
  - (d) a health care worker must recognise the limitations of the treatment they can provide and refer clients to other competent providers in appropriate circumstances;
  - (e) a health care worker must recommend to clients that additional opinions and services be sought, if appropriate;
  - (f) a health care worker must assist a client to find other appropriate health services, if required and practicable;
  - (g) a health care worker must encourage clients to inform their treating medical practitioner (if any) of the treatments or care being provided;
  - (h) a health care worker must have a sound understanding of any possible adverse interactions between the medications, therapies and treatments being provided or prescribed and any other medications, therapies or treatments, whether prescribed or not, that the worker is, or should be, aware that a client is taking or receiving, and advise the client of these interactions;

**cl. 2**

---

- (i) a health care worker must provide health services in a manner that is culturally sensitive to the needs of clients.

*[Clause 1 inserted: SL 2023/115 r. 8.]*

**2. Health care workers to obtain consent**

Prior to commencing a treatment or other health service, a health care worker must ensure that consent appropriate to that treatment or service has been obtained and complies with the laws applying in this State.

*[Clause 2 inserted: SL 2023/115 r. 8.]*

**3. Appropriate conduct in relation to treatment advice**

- (1) A health care worker must accept the right of clients to make informed choices in relation to their health care.
- (2) A health care worker must not attempt to dissuade a client from seeking or continuing medical treatment.
- (3) A health care worker must communicate and cooperate with colleagues and other providers and agencies in the best interests of clients.

*[Clause 3 inserted: SL 2023/115 r. 8.]*

**4. Health care workers to report concerns about conduct of other health care workers**

A health care worker who, in the course of providing health services, forms the reasonable belief that another health care worker has placed or is placing clients at serious risk of harm must refer the matter to the Health and Disability Services Complaints Office.

*[Clause 4 inserted: SL 2023/115 r. 8.]*

**5. Health care workers to take appropriate action in response to adverse events**

- (1) A health care worker must take appropriate and timely measures to minimise harm to clients when an adverse event occurs in the course of providing health services.

- (2) Without limiting subclause (1), a health care worker must —
- (a) ensure that appropriate first aid is available to deal with any adverse event; and
  - (b) obtain appropriate emergency assistance in the event of any serious adverse event; and
  - (c) promptly disclose the adverse event to the client and take appropriate remedial steps to reduce the risk of recurrence; and
  - (d) report the adverse event to the relevant authority, if appropriate.

*[Clause 5 inserted: SL 2023/115 r. 8.]*

**6. Health care workers to adopt standard precautions for infection control**

- (1) A health care worker must adopt standard precautions for the control of infection in the course of providing health services.
- (2) Without limiting subclause (1), a health care worker who carries out a skin penetration or other invasive procedure must comply with the *Health (Skin Penetration Procedure) Regulations 1998*.

*[Clause 6 inserted: SL 2023/115 r. 8.]*

**7. Health care workers diagnosed with infectious medical conditions**

- (1) A health care worker who has been diagnosed with a medical condition that can be passed on to clients must ensure that they practise in a manner that does not put clients at risk.
- (2) Without limiting subclause (1), a health care worker who has been diagnosed with a medical condition that can be passed on to clients must take and follow advice from a suitably qualified registered health practitioner on the necessary steps to be taken to modify their practice to avoid the possibility of transmitting that condition to clients.

*[Clause 7 inserted: SL 2023/115 r. 8.]*

**cl. 8**

---

**8. Health care workers not to make claims to cure certain serious illnesses**

- (1) A health care worker must not claim or represent that they are qualified, able or willing to cure cancer or terminal or incurable illnesses.
- (2) A health care worker who claims to be able to treat or alleviate the symptoms of cancer or terminal or incurable illnesses must be able to substantiate the claims.

*[Clause 8 inserted: SL 2023/115 r. 8.]*

**9. Health care workers not to misinform clients**

- (1) A health care worker must not engage in any form of misinformation or misrepresentation in relation to the products or services they provide or the qualifications, training or professional affiliations they hold.
- (2) Without limiting subclause (1) —
  - (a) a health care worker must not use their possession of a particular qualification to mislead or deceive clients or the public as to their competence in a field of practice or ability to provide treatment; and
  - (b) a health care worker must provide truthful information as to their qualifications, training or professional affiliations; and
  - (c) a health care worker must not make claims either directly to clients or in advertising or promotional materials about the efficacy of treatments or other health services they provide if those claims cannot be substantiated.

*[Clause 9 inserted: SL 2023/115 r. 8.]*

**10. Health care workers not to practise under influence of alcohol or unlawful substances**

- (1) A health care worker must not provide health services to clients while under the influence of alcohol or unlawful substances.
- (2) A health care worker who is taking prescribed medication must obtain advice from the prescribing health practitioner or dispensing pharmacist on the impact of the medication on their ability to practise



and must refrain from providing health services to clients in circumstances where their capacity is or may be impaired.

*[Clause 10 inserted: SL 2023/115 r. 8.]*

**11. Health care workers with certain mental or physical impairments**

- (1) A health care worker must not provide health services to clients while suffering from a mental or physical impairment, disability, condition or disorder (including an addiction to alcohol or a drug, whether or not prescribed) that places or is likely to place clients at risk of harm.
- (2) Without limiting subclause (1), if a health care worker has a mental or physical impairment, disability, condition or disorder that could place clients at risk, the health care worker must seek advice from a suitably qualified health practitioner to determine whether, and in what ways, they should modify their practice, including stopping practice if necessary.

*[Clause 11 inserted: SL 2023/115 r. 8.]*

**12. Health care workers not to financially exploit clients**

- (1) A health care worker must not financially exploit clients.
- (2) Without limiting subclause (1) —
  - (a) a health care worker must only provide treatments or other health services to clients that are designed to maintain or improve clients' health or wellbeing; and
  - (b) a health care worker must not accept or offer financial inducements or gifts as a part of client referral arrangements with other health care workers; and
  - (c) a health care worker must not ask clients to give, lend or bequeath money or gifts that will benefit the health care worker directly or indirectly.

*[Clause 12 inserted: SL 2023/115 r. 8.]*

**13. Health care workers not to engage in sexual or other misconduct**

- (1) A health care worker must not engage in behaviour of a sexual or close personal nature with a client.

**cl. 14**

---

- (2) A health care worker must not engage in a sexual or inappropriate close personal, physical or emotional relationship with a client.
- (3) A health care worker must ensure that a reasonable period of time has elapsed since the conclusion of the therapeutic relationship before engaging in a relationship of a kind referred to in subclause (2) with a former client.

*[Clause 13 inserted: SL 2023/115 r. 8.]*

**14. Health care workers to comply with relevant privacy laws**

A health care worker must comply with the relevant privacy laws that apply to clients' health information, including the *Privacy Act 1988* (Commonwealth).

*[Clause 14 inserted: SL 2023/115 r. 8.]*

**15. Health care workers to keep appropriate records**

- (1) A health care worker must maintain accurate, legible and up-to-date clinical records for each client consultation and ensure that these are held securely and not subject to unauthorised access.
- (2) A health care worker must take necessary steps to facilitate clients' access to information contained in their health records if requested.
- (3) A health care worker must facilitate the transfer of a client's health record in a timely manner when requested to do so by the client or their legal representative.

*[Clause 15 inserted: SL 2023/115 r. 8.]*

**16. Health care workers to have appropriate insurance**

A health care worker must ensure that appropriate indemnity insurance arrangements are in place in relation to their practice.

*[Clause 16 inserted: SL 2023/115 r. 8.]*

**17. Health care workers to display code and other information**

- (1) A health care worker must display or make available a copy of each of the following documents at all premises where the health care worker carries on their practice —
  - (a) a copy of this code of conduct;
  - (b) a document that gives information about the way in which clients may make a complaint to the Health and Disability Services Complaints Office.
- (2) Copies of the documents referred to in subclause (1) must be displayed or made available in a manner that makes them easily visible or accessible to clients.
- (3) This clause does not apply in relation to any of the following premises —
  - (a) premises of a health service provider as defined in the *Health Services Act 2016* section 6;
  - (b) a private hospital, other than a nursing home, as those terms are defined in the *Private Hospitals and Health Services Act 1927* section 2(1);
  - (c) premises of St John Ambulance Western Australia Ltd (ABN 55 028 468 715);
  - (d) premises of an approved provider as defined in the *Aged Care Act 1997* (Commonwealth) Schedule 1 clause 1.

[Clause 17 inserted: SL 2023/115 r. 8.]

=====

## Notes

This is a compilation of the *Health and Disability Services (Complaints) Regulations 2010* and includes amendments made by other written laws. For provisions that have come into operation, and for information about any reprints, see the compilation table.

### Compilation table

| Citation   | Published                  | Commencement   |
|--|----------------------------|--|
| <i>Health Services (Conciliation and Review) Regulations 2010</i> <sup>1</sup>   | 21 May 2010<br>p. 2159-73  | r. 1 and 2: 21 May 2010<br>(see r. 2(a));<br>Regulations other than r. 1 and 2:<br>22 May 2010 (see r. 2(b)) |
| <i>Health Services (Conciliation and Review) Amendment Regulations 2011</i>  | 20 May 2011<br>p. 1837-9   | r. 1 and 2: 20 May 2011<br>(see r. 2(a));<br>Regulations other than r. 1 and 2:<br>21 May 2011 (see r. 2(b)) |
| <b>Reprint 1: The <i>Health and Disability Services (Complaints) Regulations 2010</i> as at 12 Aug 2011</b> (includes amendments listed above) |                            |  |
| <i>Health and Disability Services (Complaints) Amendment Regulations 2015</i>  | 29 Dec 2015<br>p. 5172-3   | r. 1 and 2: 29 Dec 2015<br>(see r. 2(a));<br>Regulations other than r. 1 and 2:<br>30 Dec 2015 (see r. 2(b)) |
| <i>Health Services (Consequential Amendments) Regulations 2016</i> Pt. 6   | 24 Jun 2016<br>p. 2311-15  | 1 Jul 2016 (see r. 2 and <i>Gazette</i> 24 Jun 2016 p. 2291)   |
| <i>Health and Disability Services (Complaints) Amendment Regulations 2023</i>  | SL 2023/115<br>26 Jul 2023 | r. 1 and 2: 26 Jul 2023<br>(see r. 2(a));<br>Regulations other than r. 1 and 2:<br>27 Jul 2023 (see r. 2(b)) |
| <i>Health Regulations Amendment (Abortion Legislation Reform) Regulations 2024</i> Pt. 2   | SL 2024/20<br>21 Feb 2024  | 27 Mar 2024 (see r. 2(b))  |

### Other notes

- <sup>1</sup> Now known as the *Health and Disability Services (Complaints) Regulations 2010*; citation changed (see note under r. 1).

## Defined terms

*[This is a list of terms defined and the provisions where they are defined.  
The list is not part of the law.]*

| Defined term                  | Provision(s) |
|-------------------------------|--------------|
| Australian Consumer Law ..... | 2A(2)        |

© State of Western Australia 2024.  
This work is licensed under a Creative Commons Attribution 4.0 International Licence (CC BY 4.0).  
To view relevant information and for a link to a copy of the licence, visit [www.legislation.wa.gov.au](http://www.legislation.wa.gov.au).  
Attribute work as: © State of Western Australia 2024.  
By Authority: GEOFF O. LAWN, Government Printer