



AHHCA Code of Ethics

- The principle of Holistic Healing is, "the body, given it's right circumstances, will heal itself", therefore, practitioners do not heal anything.
- The role of the practitioner is to facilitate the health, healing, and wellbeing of the individual through an eclectic use of healing methods, modalities, and information and resources, for the purpose of treating the whole person - body, mind, emotions and spirit.

Practitioners MUST:

- Provide safe and ethical healthcare
- Obtain consent for treatment
- Take care to protect clients from infection
- Minimise harm and act appropriately if there are adverse reactions to treatment
- Report concerns about other practitioners to appropriate organisations
- Keep appropriate records and comply with privacy laws
- Be covered by insurance
- Display information about the general code of conduct and making a complaint
- Be respectful of different backgrounds and ways of being, and serve those in need irrespective of nationality, gender, sexual preference, age, marital status, race, culture, creed, political, views or social standing.
- Present themselves in a professional manner reflected in standards of dress, hygiene, speech, etc.

Practitioners MUST NOT:

- Be misleading about their products, service or qualifications
- Make false claims about healing any serious illness, such as cancer
- Put clients at risk due to their own physical or mental health problems
- Practice in an impaired state
- Exploit clients financially
- Have inappropriate relationships with clients
- Discourage clients from seeking help from other health care practitioners/services or refuse to work collaboratively with others if their clients do

In addition:

- Practitioners should NOT treat diseases, but rather the whole person
- Practitioners should use methods or techniques that are gentle, natural, and that will do no harm
- Practitioners should make all reasonable attempts to ensure that intellectual property and copyrights are honoured/acknowledged when providing education/information to clients/students.
- Members must not discredit the Association by words or actions.
- All members must accept full responsibility for the Holistic services they provide.

This code applies even when the practitioner is offering support outside of the therapeutic setting.



AHHCA Code of Conduct

- 1) Practitioners are to provide services in a safe and ethical manner
 1. A practitioner must provide health services in a safe and ethical manner.
 2. Without limiting subclause 1, practitioners must comply with the following:
 - a) A practitioner must maintain the necessary competence in their field of practice
 - b) A practitioner must not provide health care of a type that is outside their experience or training, or provide services that they are not qualified to provide
 - c) A practitioner must only prescribe or recommend treatments, appliances or products that serve the needs of clients
 - d) A practitioner must recognise the limitations of the treatment they can provide and refer clients to other competent health service providers in appropriate circumstances
 - e) A practitioner must recommend to clients that additional opinions and services be sought, where appropriate
 - f) A practitioner should assist a client to find other appropriate health care services, if required and practicable
 - g) A practitioner must encourage clients to inform their treating medical practitioner (if any) of the treatments or care being provided
 - h) A practitioner must consider any possible adverse interactions between the treatment/s being suggested and any other medications or treatments that a client is taking or receiving, and advise the client of these interactions, to the best of the practitioner's knowledge.
 - i) A practitioner must provide health services in a manner that is culturally sensitive to the needs of their clients.
- 2) Practitioners are to obtain informed consent prior to commencing a treatment or service, and ensure that the consent is appropriate to the treatment or service, and that it has been obtained and complies with the laws of the jurisdiction.
- 3) Appropriate conduct in relation to treatment advice
 1. A practitioner must accept the right of their clients to make informed choices in relation to all aspects of their health care.
 2. A practitioner must not attempt to dissuade a client from seeking or continuing medical treatment.
 3. A practitioner must communicate and co-operate with colleagues and other health service providers and agencies in the best interests of their clients.



- 4) Practitioners are to report concerns about the conduct of other practitioners/health care workers:
A practitioner who, in the course of providing treatment or care, forms the reasonable belief that another practitioner/health care worker has placed or is placing clients at risk of harm must refer the matter to the relevant state or territory health complaints entity.
- 5) Practitioners are to take appropriate action in response to adverse events
 1. A practitioner must take appropriate and timely measures to minimise harm to clients when an adverse event occurs in the course of providing treatment or care.
 2. Without limiting subclause (1), a practitioner must:
 - a) ensure that appropriate first aid is available to deal with any adverse event
 - b) obtain appropriate emergency assistance in the event of any serious adverse event
 - c) promptly disclose the adverse event to the client and take appropriate remedial steps to reduce the risk of recurrence
 - d) report the adverse event to the relevant authority, where appropriate.
- 6) Practitioners are to adopt standard precautions for infection control
 1. A practitioner must adopt standard precautions for the control of infection in the course of providing treatment or care.
 2. Without limiting subclause (1), a practitioner who carries out skin penetration or other invasive procedure must comply with the relevant state or territory law under which such procedures are regulated.
- 7) Practitioners diagnosed with infectious medical conditions
 1. A practitioner 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 practitioner 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.
- 8) Practitioners are not to make claims to cure certain serious illnesses
 1. A practitioner must not claim or represent that they are qualified, able or willing to cure cancer or other terminal illnesses.
 2. A practitioner who claims to be able to treat or alleviate the symptoms of cancer or other terminal illnesses must be able to substantiate such claims.



- 9) Practitioners are not to misinform their clients
 1. A practitioner 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 practitioner 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
 - b) a practitioner must provide truthful information as to their qualifications, training or professional affiliations
 - c) a practitioner must not make claims either directly to clients or in advertising or promotional materials about the efficacy of treatment or services they provide if those claims cannot be substantiated.

- 10) Practitioners are not to practise under the influence of alcohol, unlawful or mind altering substances
 1. A practitioner must not provide treatment or care to clients while under the influence of alcohol, unlawful or mind altering substances.
 2. A practitioner 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 treating or caring for clients in circumstances where their capacity is or may be impaired.

- 11) Practitioner with certain mental or physical impairment
 1. A practitioner must not provide treatment or care to clients while suffering from a physical or mental 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 practitioner has a mental or physical impairment that could place clients at risk, the practitioner 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.

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



- 13) Practitioners are not to engage in sexual misconduct
1. A practitioner must not engage in behaviour of a sexual or close personal nature with a client.
 2. A practitioner must not engage in a sexual or other inappropriate close personal, physical or emotional relationship with a client.
 3. A practitioner should ensure that at least 18 months time has elapsed since the conclusion of the therapeutic relationship before engaging in a sexual, or otherwise intimate or close relationship with a client.
- 14) Practitioners are to comply with relevant privacy laws:
A practitioner must comply with the relevant privacy laws that apply to clients' health information, including the Privacy Act 1988 (Cth) and the relevant state or territory legislation]
- 15) Practitioners are to keep appropriate records
1. A practitioner 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 practitioner must take necessary steps to facilitate clients' access to information contained in their health records if requested.
 3. A practitioner 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.
- 16) Practitioners must be covered by appropriate insurance
- 17) Practitioners are to display relevant codes and other information
1. A practitioner must display or make available a copy of each of the following documents at all premises where the practitioner 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.
 2. Copies of these documents must be displayed or made available in a manner that makes them easily visible or accessible to clients.

To make a complaint about an AHHCA member you can lodge a complaint via our website <https://ahhca.org/lodge-a-grievance-complaint/>

To make a complaint about any Victorian health service provider, contact the Health Complaints Commissioner: <https://hcc.vic.gov.au/> or 1300 582 113