



# What to expect when you see an optometrist

**Professional care**

**Safe care**

**Effective care**

## When you visit your optometrist, you can expect good care that takes your individual needs into account

All optometrists need to meet a Code of conduct and a range of standards, which means you can expect them to provide good care for your needs. All optometrists in Australia must be registered with the [Optometry Board of Australia](#).

### Your optometrist must:

#### 1. Practise safely and effectively

- Carry out an appropriate examination and assessment to decide what treatment plan is best for you.
- Explain the result of the assessment and how they can help you.
- Explain the risks and benefits of your treatment options and what they cost in a way you can understand.
- Manage your condition properly and/or refer you to another practitioner if you need treatment that they can't provide.
- Keep good records about your condition and treatment.
- Be open and honest with you if something goes wrong.

#### 2. Practise professionally

- Respect your privacy and maintain confidentiality.
- Maintain a professional relationship with you at all times.
- Respect your decisions and beliefs and never discriminate against you.
- Always be polite to you and their colleagues.
- Be accurate and honest when preparing reports and certificates.
- Keep their knowledge and skills up to date.
- Make sure their advertising is clear and not misleading.

### If your optometrist doesn't do this, let us know

If you are concerned that your optometrist has behaved unprofessionally, inappropriately or has practised in a way that is unsafe or places the public at risk, let the Optometry Board of Australia know.

Try to resolve your concerns with your optometrist in the first instance if possible, as this could lead to a quicker satisfactory resolution. If you are still concerned that your optometrist has behaved unprofessionally, inappropriately or has practised in a way that is unsafe or places the public at risk, let the Board know.

We work with AHPRA to regulate all registered optometrists and opticians and our role is to protect the public.

**Call AHPRA on 1300 419 495 or go to the [AHPRA website](#) for more information.**