



WHOLE ME
REMEDIAL MASSAGE

**2025
POLICIES**

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Client Rights Policy

Purpose: Whole Me Remedial Massage is responsible for creating a non-discriminatory, safe and professional environment. This policy is to safeguard, support, protect and inform clients of their legal rights and obligations with the objective of ensuring clients receive the best treatment possible within this clinic. All therapists are responsible for maintaining the well-being of our clients in a safe and professional manner that is aligned with our policies.

Clients in this clinic are entitled to the following rights.

1. The clients' personal health details must be kept confidential as per Confidentiality and Privacy Policy **Pg. (10)**
2. Clients have the right to refuse treatment at any time for any reason without explanation.
3. Clients has the right to view and question their personal information recorded by the therapist.
4. Clients must be informed of the assessment and treatment procedure, so they can provide informed consent. Refer to Informed Consent Policy **Pg. (30)**
5. Within clinic hours, the client has the right to their health records on request.
6. At any time, clients can refuse consent, or revoke any consent given for assessment, special tests, or treatment for any reason. Refer to Informed Consent Policy **Pg. (30)**
7. Clients have the right to choose their preferred therapist, for any reason.
8. Clients must be treated by a qualified and competent therapist.
9. Clients must not be discriminated against based on gender, sexual orientation, age, beliefs, ethnic background, disability, and political preference. Any discriminatory behavior will not be tolerated.
10. Clients have the right to make their own health care decisions, and to be respected in the therapeutic space to ensure autonomy
11. Clients have the right to provide honest feedback on the treatment. Refer to Client Complaint Policy **Pg. (6)**
12. To request assessment or treatment rationale, reason or purpose related to their condition. Refer to Informed Consent **Pg. (30)**
13. Clients must receive a treatment in a safe and hygienic environment.
14. To be always draped as per Draping Policy **Pg. (27)**
15. To receive a treatment based only on therapists' scope of practice. Refer to Working within Scope of Practice Policy **Pg. (18)**
16. Clients have the right to feel comfortable. Therapists may adjust lighting, temperature, hygiene, noise levels etc to meet the client's needs.
17. To have their contraindications responded to adequately.
18. To always receive skilled and professional assessment and treatment Working within Scope of Practice Policy **Pg. (18)**
19. To complain about the conduct of the therapist and/or treatment received. Refer to Complaints Policy **Pg. (6)**
20. To be treated in a professional manner as per Boundaries and Sexual Misconduct Policy **Pg. (23)**
21. To view therapists' qualifications, Association membership, business license, insurance, first aid certificate on request as per Maintaining Currency in the Massage Industry Policy **Pg. (16)**
22. If they are a minor, or incapacitated, clients must have a Parent, Guardian, or Carers present. Refer to Working with minors and Mandatory Reporting Policy **Pg. (13)**
23. To know the cost of treatment prior to treatment being provided.
24. Clients have a right to choose whether they receive any promotional material from the clinic.
25. MSDS to be made available to client on request.

26. Clients have the right to privacy and must not be stalked or pursued on social media. Refer to Confidentiality and Privacy Policy **Pg. (10)**

Useful links:

The Australian Human Rights Commission (AHRC)

<https://peo.gov.au/understand-our-parliament/how-parliament-works/system-of-government/rights-in-australia>

Massage and Myotherapy Association: (03) 9602 7300 <https://www.massagemyotherapy.com.au/Home>

Massage & Myotherapy Code of Ethics:

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Association%20Code%20of%20Ethics%20-%20July%202018.pdf>

Workplace rights and responsibilities

<https://www.worksafe.act.gov.au/health-and-safety-portal/managing-safety/workplace-rights-and-responsibilities>

National Code of Conduct for health care workers

[National-Code-of-Conduct-for-health-care-workers.pdf \(hta.org.au\)](#)

Relevant Contact details:

Contact WorkSafe WA

Website: [Report an incident | Department of Energy, Mines, Industry Regulation and Safety \(commerce.wa.gov.au\)](#)

Phone: 1300 307 877

24-hour serious incident and fatality reporting line

Phone: 1800 678 198

Mason Bird Building

303 Sevenoaks St

Cannington WA 6107

Massage and Myotherapy Association Code of Conduct and Complaints

Website: [Code of Conduct and Complaints \(massagemyotherapy.com.au\)](#)

To ensure that a complaint is dealt with appropriately, complainants must complete and lodge the Complaints Form and forward it to:

The Chief Executive Officer

Massage & Myotherapy Australia

Level 8, 53 Queen Street,

Melbourne, Victoria 3000

Phone: 03 9602 7300

Email: ea@massagemyotherapy.com.au

Western Australian Police Force:

Website: <https://www.police.wa.gov.au/>

Emergency phone: 000

Police Assistance phone: 131 444

Relevant policies in this Policy Booklet:

Draping Policy: page 27

Client Complaints Policy page 6

Confidentiality and Privacy Policy: page 10

Working with minors and Mandatory Reporting Policy: page 13

Maintaining Currency in the Massage Industry Policy: page 16

Working within Scope of Practice Policy: page 18

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Clients Complaints Policy

Purpose: Therapists are expected to personally maintain their professional conduct and must give due consideration to the foreseeable consequences of their actions. This policy is to establish the process for the management of client complaints in a manner that addresses and resolves grievances and issues that have arisen in a respectable time frame.

Situations that constitute a complaint in this clinic:

1. In-appropriate or unprofessional behaviour by the therapist will not be tolerated. Refer to Boundaries and Sexual Misconduct Policy Pg. (23) and Working within Scope of Practice Policy **Pg. (18)**
2. Client not receiving treatment negotiated or consented to according to Informed Consent **Pg. (30)**
3. A client can complain about accessibility of acquiring their records and health information. Refer to Client Rights Policy **Pg. (3)**
4. Treatment room is unhygienic, uncomfortable and temperature is not regulated. Refer to Client Rights Policy **Pg. (3)** and see **WHS Policy**
5. WHS requirements is not adhered to as per **WHS Policy**
6. Infection control procedures – clinics failing to adhere to WA GOV guidelines in relation to infection outbreaks under COVID protocol. Refer to **WHS Policy**
7. Worsening of a condition or complaint or injury resulted from the treatment (any adverse reaction including, bruising, pain, allergies, feeling unwell)
8. Therapist ignoring client feedback and instruction during treatment, resulting in physical/psychological harm to client. Refer to Client Rights Policy **Pg. (3)**
9. Incorrect or inappropriate treatment for the presenting complaint or condition. Refer to Working within Scope of Practice **Pg. (18)**
10. Client or therapist being discriminated against based on colour, race, gender, sexual orientation, age, disability etc. Refer to Client Rights Policy **Pg. (3)** and Boundaries and Sexual Misconduct Policy **Pg. (23)**
11. Therapists are required to dress professionally
12. Duration of treatment not adhered to as per appointment and Late, Cancellation and No-Show Policy **Pg. (33)**
13. Poor or insufficient duty of care from the therapist. Refer to Boundaries and Sexual Misconduct Policy **Pg. (23)** and Working within Scope of Practice **Pg. (18)**. These may include:
 - Unprofessional conduct of therapist
 - Sexual misconduct
 - Threats of physical violence
 - Providing services outside therapist scope of practice
14. Therapist failing to explain safe protocol for client moving on and off the table as per **WHS Policy**
15. Inappropriate behaviour from other clients or others in the massage workplace
16. Client information not being kept confidential and secure as per Privacy Act 1988 – any Breach of privacy, confidentiality, client’s dignity and modesty will be acted on immediately. Refer to Confidentiality and Privacy **Pg. (10)**
17. Therapist failing to respond adequately to a contraindication as per Working within Scope of Practice Policy **Pg. (18)**
18. Therapist failing to take client health records and informed treatment consent as per Informed Consent Policy **Pg. (30)**

19. Therapist failing to explain assessment or treatment rationale to client as per Informed Consent Policy **Pg. (30)**
20. Inappropriate, in correct or insufficient draping - exposing any part of the body unnecessarily as per Draping Policy **Pg. (27)**
21. Therapist not being sufficiently qualified or working outside scope of practice. Refer to Working within Scope of Practice Policy **Pg. (18)**
22. Failure of therapist to advise client of the after-effects of massage as per Client Rights Policy **Pg. (3)**
23. Misinformation regarding the products being used and possible adverse reactions
24. Therapist's poor time management
25. Alleged fraud by the therapist; misuse of health fund provider number, industry experience, false or misleading advertising about services, types of treatment and or qualifications. Refer to Maintaining Currency in the Massage Industry Policy **Pg. (16)** and Working within Scope of Practice Policy **Pg. (18)** and Maintaining Health Fund Provider Status Policy **Pg. (21)**
26. Claims by staff to heal or fix condition or treatment outside of staff scope of practice as per Working within Scope of Practice Policy **Pg. (18)**
27. Therapist not complying with Health Fund policies as per Maintaining Health Fund Provider Status Policy **Pg. (21)**
28. Photos without consent/image used on social media without consent of client as per Informed Consent Policy **Pg. (30)**

Who can you lodge the complaint with: As a client you have the right to lodge either an informal or formal complaint as follows:

1. Complete a feedback form available in the waiting room and feel free to talk with your therapist about anything that you are concerned about or unsatisfied with.
2. Discuss your complaint directly with your therapist
Therapist's name: Erin Bosch
Phone: 0497530965
Email: wholemeremedial@gmail.com
3. If the complaint is of a serious nature, you can issue a formal complaint through the following:
Massage and Myotherapy Association
Details: [03 9602 7300](tel:0396027300)
<https://www.massagemyotherapy.com.au/Home>

Useful links:

Therapists are required to uphold the rules, regulations and values of their Association. If these are breached, they may be brought before an Ethics Committee and/or may have their membership revoked as set out in the disciplinary guidelines available at www.massagemyotherapy.com.au

Massage & Myotherapy Code of Ethics:

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Association%20Code%20of%20Ethics%20-%20July%202018.pdf>

Compliant Handling Procedure: <http://aamt.com.au/wp-content/uploads/Complaints-Handling-Procedure.pdf>

Compliant Line: <http://www.complaintline.com.au/tips-for-complaining.html>

ACCC: <https://www.accc.gov.au/consumers/complaints-problems>

The Australian Human Rights Commission (AHRC)

<https://peo.gov.au/understand-our-parliament/how-parliament-works/system-of-government/rights-in-australia>

Workplace rights and responsibilities

<https://www.worksafe.act.gov.au/health-and-safety-portal/managing-safety/workplace-rights-and-responsibilities>

National Code of Conduct for health care workers

[National-Code-of-Conduct-for-health-care-workers.pdf \(hta.org.au\)](#)

Relevant Contact details:

Western Australian Police Force:

Website: <https://www.police.wa.gov.au/>

Emergency phone: 000

Police Assistance phone: 131 444

Department of Communities; Child Protection and Family Support:

Website: <https://www.wa.gov.au/organisation/departments-of-communities>

Phone: (08) 6277 4666

Compliant Line:

Phone: 1800 273 889

Contact WorkSafe WA

Website: [Report an incident | Department of Energy, Mines, Industry Regulation and Safety \(commerce.wa.gov.au\)](#)

Phone: 1300 307 877

24-hour serious incident and fatality reporting line

Phone: 1800 678 198

Mason Bird Building

303 Sevenoaks St

Cannington WA 6107

Massage and Myotherapy Association Code of Conduct and Complaints

Website: [Code of Conduct and Complaints \(massagemyotherapy.com.au\)](http://codeofconductandcomplaints.massagemyotherapy.com.au)

The Chief Executive Officer

Massage & Myotherapy Australia

Level 8, 53 Queen Street,

Melbourne, Victoria 3000

Phone: 03 9602 7300

Email: ea@massagemyotherapy.com.au

Relevant policies in this policy booklet:

Draping Policy page: 27

Late, Cancellation and No-Show Policy page: 33

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Client Rights Policy page: 3

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See WHS Policy (separate document)

Confidentiality and Privacy Policy

Purpose

Whole Me Remedial Massage is committed to ensuring client health information is appropriately recorded and stored in accordance with the Privacy Act 1988, as is their right by law. The policy's objective is to safeguard, protect and inform clients of their legal rights to privacy and confidentiality. Therapists are responsible for maintaining the privacy of clients in a professional and confidential manner when collecting, storing and disclosing their information. All therapists in this clinic are to abide by the Privacy Act 1988 and the *Massage and Myotherapy Australia* association confidentiality and privacy policies and procedures.

It is the Therapist's responsibility in this clinic to ensure:

1. The consultation room is private, soundproof and without surveillance
2. Therapists are to inform clients of their right to health records on request within clinic hours as per Clients Rights Policy **Pg. (3)**
3. The therapeutic relationship must always stay professional
4. Consent is given (to participate in any systems that link health records across multiple organizations)
5. Therapists are only to use health information for the purpose for which it was collected or a directly related purpose for that the person would expect
6. Health information of the client is current, updated, and relevant to the therapist's scope of practice as per Working within Scope of Practice Policy **Pg. (18)**
7. Clients are made aware that health information is gathered for the purpose of determining safe and effective treatment, and should not include irrelevant personal information
8. Personal health information will not be disclosed for any purpose without our client's formal consent
9. Special care is taken to protect the dignity and modesty of vulnerable clients. See Working with Minors and Mandatory Reporting Policy **Pg. (13)**
10. All therapists protect and respect client's privacy, dignity, and modesty always as per Clients Rights Policy **Pg. (3)**
11. Clients are to always be appropriately draped as per Draping Policy **Pg. (27)**
12. Therapists are to maintain confidentiality between the client, and if it is required, between the client's representative (parent/guardian) as per Informed Consent Policy **Pg. (30)** and Working with Minors and Mandatory Reporting **Pg. (13)**
13. Therapists must obtain written consent provided by the client or a legal guardian, before any confidential information that is required to be maintained is disclosed to any person as per Informed Consent Policy **Pg. (30)** and Working with Minors and Mandatory Reporting Policy **Pg. (13)**
14. Any correspondence between the client and therapist are to maintain professional and private
15. Clients' health records are stored securely, either by encrypted passwords, locked cabinet for paper copies and protected from unauthorized access including APP
16. The therapist is responsible for protecting personal client information with reasonable & secure safeguards against loss or theft, due to unauthorized access.
17. The therapist can disclose confidential information to a third party if they are required to do so by law or are directed to do so, by a statutory or government authority as per Working with Minors and Mandatory Reporting Policy **Pg. (13)**. Confidentiality may only be breached if;

- a. There is a threat to the client's safety or the safety of others.
 - b. Client authorises disclosure.
 - c. On clients request of written report for another health professional
18. All therapists in this clinic are required to report suspected child sexual, emotional, or physical abuse to the appropriate persons. **See below for contacts.**
 19. Complaints regarding breach of privacy are handled promptly
 20. Unauthorized access or breaches of the Privacy Act are taken seriously and investigated
Breaches of client records will be reported to therapists' insurance company and professional association
 21. All electronic breaches of intellectual data must have a mandatory notification issued with the OAIC (www.oaic.gov.au)
 22. Clients' health records and personal health information cannot be sold with the business, and cannot be transferred when a business is sold without client's consent
 23. Clients' health records are stored for a minimum of 7 years as per Privacy Act after which will then be disposed of
 24. The therapist must not video the client in the treatment room as per Boundaries and Sexual Misconduct Policy **Pg. (23)**
 25. Therapists are to instruct clients to undress and drape themselves on the table appropriately once the therapist leaves the room as per Draping Policy **Pg. (27)**
 26. The therapist must leave the room when the client is disrobing or dressing as per Draping Policy **Pg. (27)**
 27. The therapist must ask for permission to enter the treatment room once the client is ready on the table as per Draping Policy **Pg. (27)**

Useful links:

Privacy Act 1988: <https://www.oaic.gov.au/privacy/the-privacy-act>

Compliant Line: <http://www.complaintline.com.au/tips-for-complaining.html>

Massage & Myotherapy Code of Ethics;

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Association%20Code%20of%20Ethics%20-%20July%202018.pdf>

National Code of Conduct for health care workers

[National-Code-of-Conduct-for-health-care-workers.pdf \(hta.org.au\)](#)

The Australian Human Rights Commission (AHRC)

<https://peo.gov.au/understand-our-parliament/how-parliament-works/system-of-government/rights-in-australia>

Relevant Contact details:

Western Australian Police Force:

Website: <https://www.police.wa.gov.au/>

Emergency phone: 000

Police Assistance phone: 131 444

Department of Communities -Child Protection and Family Support

Website: <https://www.wa.gov.au/organisation/department-of-communities/child-protection>

Phone: (08) 6277 4666

Massage and Myotherapy Association Code of Conduct and Complaints

Code of Conduct and Complaints (massagemyotherapy.com.au)

The Chief Executive Officer

Massage & Myotherapy Australia

Level 8, 53 Queen Street,

Melbourne, Victoria 3000

Phone: 03 9602 7300

Email: info@massagemyotherapy.com.au

Australian Government Office of the Australian Information Commissioner: Privacy Complaints:

Website: [Privacy complaints | OAIC](#)

Phone: 1300 363 992

Relevant policies in this Policy Booklet:

Draping Policy: page 27

Boundaries and Sexual Misconduct Policy: page 23

Client Rights Policy: page 3

Working with minors and Mandatory Reporting Policy: page 13

Working within Scope of Practice Policy: page 18

Informed Consent Policy: page 30

Working with Minors and Mandatory Reporting Policy

Purpose: This policy highlights the therapist's duty to maintain professional standards throughout their practice, acting in a way that protects the vulnerable, particularly minors. Minors include persons under the age of 18. All minors must have parental, guardian, or career consent prior to treatment.

Therapists are required to adhere to the following protocols for treating minors in this clinic.

1. The therapist must ensure that the client is always accompanied by a parent or legal guardian in the treatment room or have written permission of the parent or legal guardian to treat minors older than 16 in the absence of his/her parent or legal guardian as per Boundaries and Sexual Misconduct Policy **Pg. (23)**
2. Therapist must be mindful to adjust communication with the minor. Clearly explain the rationale and purpose of assessment and treatment to avoid any misunderstandings
3. Involve the minor in the decision-making process, using age-appropriate terminology
4. The therapist is to discuss treatment with the minor as well as the guardian (signed as their legal guardian as safeguard to treatment)
5. Their parent/guardian are expected to be informed of the minor's health history to fill out the required documents as per Informed Consent Policy **Pg. (30)**
6. Minors will have the right to access their health records as per Clients Rights Policy **Pg. (3)**
7. The parent/guardian have the right to access the minor's recorded documents on request during the clinic hours as per Clients Rights Policy **Pg. (3)**
8. Whole Me Remedial Massage will comply with WA legislation, Massage and Myotherapy Australia association guidelines, code of ethics and standards of practice for the treatment of minors
9. Allow the minor to dress and undress in private. It is imperative the therapist leave the room as per Draping Policy **Pg. (27)**
10. Minors have the right to remain clothed, request a type of treatment or refuse treatment or assessment at any time without reason or explanation. See Client Rights Policy **Pg. (3)**
11. Take extra care to ensure the child is appropriately draped to protect dignity and their right to privacy
12. Draping will ensure the modesty of a minor and boundaries respected to ensure dignity and modesty as per Draping Policy **Pg. (27)**
13. If a minor struggles to stay under the draping they are to keep their clothes on to reduce the risk of exposing themselves as per Draping Policy **Pg. (27)**
14. All minors' health information must be protected and stored as per Privacy Policy **Pg. (10)**
15. Ensure therapist adapts treatment according to minor's needs and health condition.
16. Recognize that there is a greater power imbalance in the therapist/client relationship with vulnerable clients who may be more open to abuse either physically, emotionally, sexually, or financially and adjust the way you perform your treatment accordingly
17. Therapists practice within their accepted scope of practice and select only those assessment therapeutic techniques and procedures that have been demonstrated and effective for use with children
18. As a therapist you must be appropriately skilled and trained when working with minors
19. The therapist is to keenly observe and respond to any signs of discomfort during the application of techniques and modify treatment accordingly.

20. Continually ask for feedback before, during and after treatment, to ensure the minor is always comfortable
21. Notify agencies (mandatory or voluntary) of suspect abuse, neglect, or harm. If a minor or vulnerable person has disclosed information they are in danger or going to put themselves in danger. **See mandatory reporting below**
22. All Professional Association Code of Ethics, working with minors' policies and guidelines must be adhered to all times
23. Comply with relevant local statutes relating to child protection, mandatory reporting and working with children

When a mandatory reporting is required:

1. Therapists are obligated to disclose information of a client to the appropriate authorities, like Massage and Myotherapy Australia Association if they are in potentially harmful situations
2. Under section 125A of the Children and Community Services Act 2004, it is a legal requirement in Western Australia for health practitioners to report all reasonable beliefs of child sexual abuse to the Department of Communities
3. The therapist should be responsible and aware of their reporting requirements to the appropriate authority and the *Massage and Myotherapy Australia* association when witnessing unlawful conduct by colleagues in their practice
4. Therapists are required to uphold the rules, regulations and values of the *Massage and Myotherapy Australia* association. If these are breached, they are to be reported to the association
5. Therapists are to contact emergency services (000) if the client requires it in case of an emergency

Useful Links:

Therapists are required to uphold the rules, regulations and values of their Association. If these are breached, they may be brought before an Ethics Committee and/or may have their membership revoked as set out in the disciplinary guidelines available at www.massagemyotherapy.com.au

Public Health Act 2016 Handbook

[mandatory_reporting_guide_western_australia.pdf \(www.wa.gov.au\)](http://www.wa.gov.au)

National Code of Conduct for health care workers

[National-Code-of-Conduct-for-health-care-workers.pdf \(hta.org.au\)](http://hta.org.au)

Massage & Myotherapy Code of Ethics:

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Association%20Code%20of%20Ethics%20-%20July%202018.pdf>

Privacy Act 1988 PDF

[Federal Register of Legislation - Privacy Act 1988](http://www.federalregister.gov)

The Australian Human Rights Commission (AHRC)

<https://peo.gov.au/understand-our-parliament/how-parliament-works/system-of-government/rights-in-australia>

Who to report to?

Contact Details:

It is a legal requirement in Western Australia for healthcare practitioners to report all reasonable beliefs of child sexual abuse to the Department of Communities.

Department of Communities -Child Protection and Family Support

Website: <https://www.wa.gov.au/organisation/departments-of-communities/child-protection>

Phone: (08) 6277 4666

- **Concern for a child's wellbeing:** If you are concerned about a child's wellbeing, please contact the Central Intake Team on 1800 273 889
- **Crisis Care:** Crisis Care provides Western Australia's after-hours response to reported concerns for a child's safety and wellbeing and information and referrals for people experiencing crisis.
- **Professional referrals:** If you are a professional and want to report a concern about a child, please complete and submit the Professional Referral online form on the Concerns for the safety or wellbeing of a child or young person page.

Department of Western Australian Police - Sexual Assault Squad - (08) 9428 1600

Massage and Myotherapy Association Code of Conduct and Complaints

Website: [Code of Conduct and Complaints \(massagemyotherapy.com.au\)](http://massagemyotherapy.com.au)

Email: info@massagemyotherapy.com.au

Mandatory Report Service

24 hours a day, seven days a week.

Phone: 1800 708 704

Website: mrs@dcp.wa.gov.a

Health and Disability Services Complaints Office (HaDSCO)

Website: <https://www.hadSCO.wa.gov.au/Make-a-Complaint>

Phone: 1800 813 583

Email: mail@hadSCO.wa.gov.au

Relevant policies in this Policy Booklet:

Draping Policy: page 27

Boundaries and Sexual Misconduct Policy: page 23

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Confidentiality and Privacy Policy: page 10

Maintaining Currency in Massage Industry Policy

Purpose: For the best quality practice, this policy states that a massage therapist is to maintain currency in training, competency, and to only work within their scope of practice.

All therapists within this clinic commit to maintaining currency in the industry by;

1. Updating and maintaining First Aid certification as per industry requirement
2. The massage therapist should not misrepresent their qualifications, training or experience to anyone and must always comply with any other guidelines, standards or requirements of their Association as per Working within Scope of Practice Policy **Pg. (18)**
3. The therapist's qualifications should be visibly displayed on the wall.
4. Therapists must demonstrate competent therapeutic decision making and treatments. They must always work within the scope of their professional role and avoid misrepresentation of their range of competence and skill as per Working within Scope of Practice Policy **Pg. (18)**
5. The therapist should not perform any work or action that contravenes any Australian Federal or state legislation as per Working within Scope of Practice Policy **Pg. (18)**, see WHS Policy, and Clients Complaints Policy **Pg. (6)**
6. Maintaining both Public Liability and Indemnity and Malpractice Insurance relevant to the therapist's scope of practise as per Maintaining Health Fund Provider Status Policy **Pg. (21)**
7. Meeting the terms and conditions of each individual Private Health Insurance Fund, as per Maintaining Health Fund Provider Status Policy **Pg. (21)**
8. Maintaining professional association membership like *Massage and Myotherapy Australia* association
9. Maintaining skills through regular practice
10. Reading association updates and staying informed of changes to policies, position statements and guidelines
11. Maintaining compliance with association Code of Ethics and Standards of Practice
12. Reading journals, attending workshops, attending network events and conferences to stay abreast of changes in the industry
13. Undertaking ongoing study and research in areas of interest
14. Using online tutorials and watching online training videos to continue learning
15. Attending monthly professional development sessions provided by this clinic
16. Staying abreast of legislative changes with our scope of practice and in with Western Australia
17. Performing case studies with clients at a maximum of 2 per year
18. Keep current with massage skills by collaborating with other therapists to ensure techniques are of a high quality
19. Upgrade qualification as necessary
20. Attendance to Industry Advisory Meetings for feedback and opinions on current developments

Useful links:

Massage & Myotherapy Code of Ethics;

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Association%20Code%20of%20Ethics%20-%20July%202018.pdf>

Continuing Professional Education Policy;

https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/PS_Edu_01_ContinuingProfessionalEducation_2020_FINAL.pdf

Private Health Fund Guide;

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/v2%20Private%20Health%20Funds%20Guide%202021%20Massage%20Myotherapy%20Australia.pdf>

National Code of Conduct for health care workers

[National-Code-of-Conduct-for-health-care-workers.pdf \(hta.org.au\)](#)

Relevant Contact details:

Massage and Myotherapy Association:

Phone: (03) 9602 7300

Website: <https://www.massagemyotherapy.com.au/Home>

Medibank (health insurance)

Website: [Medibank Private Health Insurance | Medibank](#)

Phone: [1300 576 282](tel:1300576282)

HBF (health insurance)

Website: [HBF Private Health Cover | Cover To Suit Your Needs](#)

Phone: 133 423

hif (health insurance)

Website: [Claims Enquiry - Got a Question about Claiming? Ask HIF](#)

Phone: 1300 134 060

AON (Remedial Whole Me Insurance company)

Website: [Aon Australia | Risk Management, Reinsurance, Human Capital Consulting](#)

Level 33

201 Kent Street

Sydney NSW 2000

Switchboard: +61 2 9253 7000

Fax: +61 2 9253 7001

Relevant policies in this policy booklet:

Working within Scope of Practice Policy: page 18

Clients Complaint Policy: page 6

Maintaining Health Fund Provider Status Policy: page 21

Working within Scope of Practice Policy

Purpose: The therapist will remain within their scope of practice when providing treatment to ensure the treatment safety and therapeutic nature. This policy outlines the requirements of a therapist to stay within their scope of practice.

Working within Scope of practice includes the following:

1. Taking a comprehensive client health history to determine and assess client massage needs
2. Recording all relevant health details accurately on client intake form to industry standard
3. Updating the client history prior to treatment to assess whether the client can be treated or needs to be referred immediately
4. Performing postural assessments, range of motion testing and specials tests for the purpose of providing appropriate, beneficial, and safe massage treatment
5. Massage therapists must not diagnose a client's condition at any time
6. Discussing and negotiating the treatment plan with the client and seeking informed consent from the client prior to commencing treatment as per Informed Consent Policy **Pg. (30)**
7. Provide professional and appropriate treatment to all clients within qualification level and experience. The following treatments are within scope of practice:
 - a. Swedish relaxation
 - b. Deep Tissue
 - c. Trigger Point
 - d. Integrative Remedial
 - e. MET
 - f. Manual Lymph Drainage
 - g. Myofascial Release
 - h. Pregnancy Massage
 - i. Sports Massage
8. Apply techniques learnt through qualifications which are current, and therapist is confident to perform
9. Provide beneficial treatment to clients based on individual needs and health care information as well as client's goals and expectations
10. Ensuring that a client is referred to an alternate health professional if their condition is not improving after 3-4 treatments, providing the consent of the client has been obtained
11. Ensuring the clients wellbeing, modesty and privacy are always maintained through appropriate draping techniques as per Draping Policy **Pg. (27)**
12. Maintaining up-to-date and current qualifications as deemed necessary by professional associations, like *Massage and Myotherapy Australia* association
13. Maintaining insurance currency as per insurance policy and requirement of Health Funds and Association
14. Always maintaining a safe and hygienic clinic and treatment environment and providing adequate Workplace health and safety conditions. **See WHS documentation**
15. Adherence and compliance with goods and products
16. Referring to another health practitioner when outside of scope, or a condition worsens
17. Always providing a professional duty of care
18. Hold a current first aid certificate and apply for first aid as is required with the client's consent.

19. Not misrepresenting their level of competency and skill as determined by training and qualifications
20. Advise clients about self-care post massage including appropriate home stretching techniques etc
21. Only treating physical symptoms not psychological symptoms which must be referred on to a specialised health care practitioner
22. Taking and recording, storing client's health information for the purpose of treatment abiding by the Privacy Act and relevant legislation
23. Empowering clients to take responsibility for their health care and needs
24. Providing first aid when and as required with client's consent
25. To maintain professional boundaries and always provide high level of duty of care
26. Ensure the workplace is fitted with appropriate and updated policies and procedures manuals.
27. Only advertising services based on Fair Trade Act

Remedial Massage Therapists by law are not able to do the following;

- Therapist must not make diagnosis clients condition
- Therapist must not claim to cure any disease at any point in time
- Therapist must not provide counselling to clients
- Therapist must not perform joint manipulate to clients even when prompted
- Therapist must not prescribe drugs or medications, or advice on herbs or mineral supplements
- Therapist must not give exercises using props or equipment without appropriate, industry recognised training

Useful links:

Massage & Myotherapy Code of Ethics;

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Association%20Code%20of%20Ethics%20-%20July%202018.pdf>

Massage and Myotherapy Australia Private Health Fund Guide

[M&MA Private Health Funds Guide\(1\).pdf \(massagemyotherapy.com.au\)](#)

National Code of Conduct for health care workers

[National-Code-of-Conduct-for-health-care-workers.pdf \(hta.org.au\)](#)

Fair Trade Act

[Fair trading laws | business.gov.au](#)

Relevant Contact details:

AON (Remedial Whole Me Insurance company)

Website: [Aon Australia | Risk Management, Reinsurance, Human Capital Consulting](#)
Level 33

201 Kent Street

Sydney NSW 2000

Switchboard: +61 2 9253 7000

Fax: +61 2 9253 7001

Fair Trade Act

Website: [Fair trading laws | business.gov.au](#)

Phone: 13 28 46

Massage and Myotherapy Association:

Phone:(03) 9602 7300

Website: <https://www.massagemyotherapy.com.au/Home>

Department of Communities -Child Protection and Family Support

Website: [https://www.wa.gov.au/organisation/departments-of-communities/child-protection](https://www.wa.gov.au/organisation/departments/departments-of-communities/child-protection)

Phone: (08) 6277 4666

Australian Competition & Consumer Commission (ACCC)

Website: <https://www.accc.gov.au/consumers/complaints-problems/make-a-consumer-complaint>

Phone: 1300 302 502

National Code of Conduct for Health Care Workers WA

Website: [Health and Disability Services Complaints Office - National Code *hadsco.wa.gov.au*](https://www.healthanddisability.com.au/national-code)

Phone: [\(08\) 6551 760](tel:086551760)

Relevant policies in this policy booklet:

Informed Consent Policy: page 30

Draping Policy: page 27

See **WHS Policy** (separate documentation)

Maintaining Health Fund Provider Status Policy

Purpose: Whole Me Remedial Massage will meet the obligations of private health funds to issue receipts with provider numbers for clients. Therapists are not to share their provider number.

This clinic will ensure that all health fund provider numbers will be kept safe, and any breach of this condition will be taken seriously. Any misuse of health fund provider numbers is the therapist's responsibility as outlined below.

As a member of Massage and Myotherapy Australia Association, all therapists must abide by the following;

1. Therapists will have a membership with a professional massage association
2. Staff will keep up to date with health fund requirements and respond appropriately
3. The therapist will have relevant qualifications in remedial massage
4. The therapist will undertake continuing professional development as outlined by Massage and Myotherapy Australia association
5. The therapist will maintain public indemnity and liability insurance at the appropriate level
6. The therapist will maintain a current first aid certification
7. The therapist will issue appropriate receipts with details of services provided as per Cancellations and No-Show Policy **Pg. (33)** and Informed Consent Policy **Pg. (30)**
8. Staff will maintain all relevant documentation
9. Have a certificate of Currency (insurance), Professional indemnity, malpractice (a minimum of \$2 million) and Public and Product Liability (a minimum of \$20 million)
10. Achieve the minimum level of continued professional education as set by the Massage and Myotherapy Australia association Board to maintain their membership (30 points for Massage Therapists, 40 for Remedial Massage Therapists and 50 for Advanced Members must always be current). Refer to Maintaining Currency in Massage Industry **Pg. (16)**
11. Always abide by the Association Code of Ethics and Standards of Practice
12. Not at any times under any circumstance use another person's provider number or misuse their health fund provider number
13. Receipt appropriately and provide all relevant details for services provided
14. Maintain relevant documentation to support a claim to a health fund provider
15. Keep health fund provider numbers in a secure and safe place
16. Register all places of business with the health fund provider
17. Obtain a statutory declaration from management to ensure health fund provider numbers will be kept secure and only used for the relevant registered Therapist
18. Report any misuse of the health fund provider immediately to the Association
19. Keep up to date with policy changes and changes within the industry that affect health fund providers numbers and respond appropriately
20. Report any fraudulent activity to the Health Fund and Association

Useful links:

Massage & Myotherapy Code of Ethics;

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Association%20Code%20of%20Ethics%20-%20July%202018.pdf>

Private Health Fund Guide;

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/v2%20Private%20Health%20Funds%20Guide%202021%20Massage%20Myotherapy%20Australia.pdf>

Provider Requirements - Terms and Conditions

<https://www.massagemyotherapy.com.au/Home/Health-Funds/Health-Funds-Requirements-Terms-and-Conditions>

National Code of Conduct for health care workers

[National-Code-of-Conduct-for-health-care-workers.pdf \(hta.org.au\)](#)

Relevant Contact details:

Massage and Myotherapy Association:

Phone:(03) 9602 7300

Website: <https://www.massagemyotherapy.com.au/Home>

Medibank (health insurance)

Website: [Medibank Private Health Insurance | Medibank](#)

Phone: [1300 576 282](tel:1300576282)

HBF (health insurance)

Website: [HBF Private Health Cover | Cover To Suit Your Needs](#)

Phone: 133 423

hif (health insurance)

Website: [Claims Enquiry - Got a Question about Claiming? Ask HIF](#)

Phone: 1300 134 060

AON (Remedial Whole Me Insurance company)

Website: [Aon Australia | Risk Management, Reinsurance, Human Capital Consulting](#)

Level 33

201 Kent Street

Sydney NSW 2000

Switchboard: +61 2 9253 7000

Fax: +61 2 9253 7001

Relevant policies in this policy booklet:

Maintaining Currency in Massage Industry Policy: page 16

Cancellation and No-Show Policy: page 33

Informed Consent Policy: page 30

Boundaries and Sexual misconduct Policy

Purpose: Whole Me Remedial Massage aims to ensure a safe environment for clients and therapists. This policy outlines the expected standard conduct of both client and therapist, supporting legal and ethical principles.

It ensures all therapists have a clear and sound understanding of what constitutes professional boundaries and sexual misconduct in accordance with professional Massage Association Policies and Standards. Therapists must abide by the standards and Code of Ethics set by their *Association*, which clearly outlines the rules of behaviour in the therapeutic setting. These policies aim to protect both clients and therapists from inappropriate behaviour during the treatment and ensure professional boundaries are always maintained.

Therapists are to establish and manage the client relationship with appropriate professional boundaries and integrity by ensuring the following:

1. Therapists must establish and manage professional boundaries within their profession and act accordingly.
2. Therapists must record client gifts if it exceeds the value of \$50
3. Therapists are to maintain professional conduct with clients at all times, providing them with equal treatment as per Clients Rights Policy **Pg. (3)**
4. Therapists are to not engage in an intimate relationship with clients, carers, and clinical supervisors
5. Therapists are not to engage in, nor propose sexual contact with any client for any reason
6. Any inappropriate conduct from the therapist or client will be dealt with in accordance with the disciplinary guidelines of the Association and referred to any relevant third party, including government agencies, to address the matter. Refer to Clients Complaints Policy **Pg. (6)**, and Working with Minors and Mandatory Reporting **Pg. (13)**
7. Inappropriate disrobing or inadequate draping can be determined as sexual exploitation of the client. Refer to Draping Policy **Pg. (27)**
8. Therapists are not to touch the client's genitalia or breast area (unless for legitimate treatment with informed consent being written and verbally given. See Informed Consent **Pg. (30)** and Working within Scope of Practice **Pg. (18)**)
9. Therapists are to immediately cease treatment in the event a client acts inappropriately. This includes:
 - Disclosing sexual information
 - Flirting
 - Touching the therapist unnecessarily
 - Exposing oneself
 - Making sexual references
 - Behaviour is aggressive or abusive
10. If a therapist and consenting client of legal age (18yrs+) wish to conduct an intimate relationship, then the therapist must immediately cease treating the client for 3 months. The therapist can refer them to another appropriate therapist for treatment in the meantime
11. The therapist is to maintain the client's privacy when disrobing and dressing or it will be considered a breach of sexual misconduct boundary
12. The therapists are expected to wear professional, clean and modest attire always and it is advisable to wear a clinic uniform

13. Therapists must be aware and respect the power difference inherent within the therapeutic relationship
14. The therapists must ensure all health information gathered is current and only relevant to the treatment and service provided.
15. The therapist must clearly explain (using language the client can understand) rationale and purpose for any assessment and treatment.
16. The therapist must obtain client consent prior to any assessment and treatment. Any modification or changes to treatment plan should be discussed and approved by client, if the treatment changes
17. The therapist must provide information to the client about the treatment plan, their qualifications and treatment goals.
18. Therapist or client should and will not tolerate any sexually suggestive behaviour.
19. Personal conversation is limited to formalities with emphasis relative to clinical circumstances and therapist must avoid conversations of a personal, intimate or sexual nature
20. The therapist must refrain from engaging in gossip or irrelevant chatter, or any communication which could be perceived as inappropriate.
21. The therapist should not flirt or use sexually suggestive language at any time with a client
22. It is the responsibility for therapists to identify and respond appropriately to clients who display emotional distress, become over dependent, or over vulnerable and refer on to an appropriate health professional as per Scope of Practice Policy **Pg. (18)**
23. The therapist is to only contact clients about treatments and appointments using a business number and in business hours and only with prior consent and arrangement of the client.
24. Therapist disclosure is limited to only that which is necessary to offer comfort and support to the client but excludes personal details or expression of feelings
25. Therapist must avoid becoming romantically involved with clients, co-workers, cares, or contractors
26. Therapists must ensure they are fit to practice emotionally and physically. If they are ill or infectious, or in a period of COVID quarantine, the therapist must not under any circumstance provide massage service
27. The therapist must not treat clients while under the influence of substances, e.g. drugs and alcohol
28. Therapists must not counsel or provide any advice on medications or herbs as this is outside the scope of a massage therapist as per Scope of Practice **Pg. (18)**
29. Therapists have the right to refuse to treat if a client is under the influence of substances or is ill
30. The client has the right to refuse treatment at any point prior or during the treatment without any explanation whatsoever.
31. Clients must be informed of the complaints process in this clinic and refer to Clients Complaints Policy **Pg. (6)**
32. Therapist must always collect a remuneration for clinical services provided
33. Therapist must have established business hours and must not work outside of given time frame
34. All clients must be treated within the legislative provisions of the Privacy and Discrimination Acts
35. Client information is to remain confidential and protected as per Confidentiality and Privacy Policy **Pg. (10)** and only disclosed to another health practitioner with consent from client as per Informed Consent **Pg. (30)**
36. Therapists must abide by the National Code of Conduct for Unregistered Health Practitioners and their Associations Code of Ethics and Standards of Practice. Breaches of any of these policies will be reported to the appropriate body for investigation. See Clients Complaints Policy **Pg. (6)**

Useful links:

Massage & Myotherapy Code of Ethics:

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Association%20Code%20of%20Ethics%20-%20July%202018.pdf>

Draping Policy Massage and Myotherapy:

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Draping%20Essentials%20-%20November%202018.pdf>

National Code of Conduct for Health Care Workers WA

[Health and Disability Services Complaints Office - National Code hadsco.wa.gov.au](http://hadsco.wa.gov.au)

WHO Policy on Preventing and Addressing Sexual Misconduct

[WHO Policy on Preventing and Addressing Sexual Misconduct](#)

Government of Western Australia: Child protection

Child protection (www.wa.gov.au)

Health and Disability Services Complaints Office

[Health and Disability Services Complaints Office \(hadsco.wa.gov.au\)](http://hadsco.wa.gov.au)

Massage and Myotherapy Australia Association: Guide for the Prevention and Management of Sexual Misconduct

[Prevention and Management of Sexual Misconduct - Guidelines.pdf \(massagemyotherapy.com.au\)](#)

Relevant Contact details:

Massage and Myotherapy Association:

Website: <https://www.massagemyotherapy.com.au/Home>

Phone: (03) 9602 7300

Western Australian Police Force

Website: <https://www.police.wa.gov.au/>

Emergency phone: 000

Police Assistance phone: 131 444

Department of Communities Child Protection and Family Support

Website: [Child protection \(www.wa.gov.au\)](http://www.wa.gov.au/Child_protection)

Phone: (08) 9621 76888

Department of Western Australian Police - Sexual Assault Squad - (08) 9428 1600

Health and Disability Services Complaints Office

[Health and Disability Services Complaints Office \(hadsco.wa.gov.au\)](http://hadsco.wa.gov.au)

Address: PO Box B61, PERTH WA 6838

Telephone: 1800 813 583

Fax: 61 8 6551 7630

Email: mail@hadsco.wa.gov.au

Lifeline

Website: [Lifeline WA - You Are Not Alone, Get Help](http://www.lifeline.org.au)

Phone: 13 11 14

Relevant policies in this policy booklet:

Informed Consent Policy: page 30

Clients Complaints Policy: page 6

Clients Rights Policy: page 3

Working with Minors and Mandatory Reporting: page 13

Draping Policy: page 27

Working within Scop of Practice: page 18

Confidentiality and Privacy Policy: page 10

Draping Policy

Purpose: Whole Me Remedial Massage will use this policy booklet to ensure the clients' dignity, sense of security, privacy, modesty, and warmth are maintained during the massage treatment. Massage therapists are to recognise and respect the right for clients to choose whether to decline treatment based on draping or body positions during assessment and or treatment. All therapists in this clinic must abide by Draping Guidelines and Policies of the Association

To maintain professional boundaries during the treatment of a client, all therapists must comply with the following:

1. Therapists must treat every client with respect, dignity, and inclusiveness as per Clients Rights Policy **Pg. (3)**
2. If a minor struggles to stay under the draping they are to keep their clothes on to reduce the risk of exposing themselves
3. Therapists are to apply the M&MA Code of Ethics and Standards of Practice
4. Therapist must leave the treatment room before the client undresses and before the client gets off the table. The client must be allowed to get undressed and dressed in private. If assistance is requested by the client, only remain in the clinic room to assist the client on and off the table
5. The therapist must ask for permission to enter the treatment room once the client is ready on the table to ensure the client is covered
6. Clients must wear underwear as per Association Draping Policy and Guidelines and will be refused treatment if not worn
7. Therapist must provide adequate reasons and rationale why you insist on draping and explain to client reason and purpose of draping and why body is exposed
8. Ensure client consents to the treatment plan and is aware of draping procedure. See Informed Consent Policy **Pg. (30)**
9. No computer screens or phones are to be open in the treatment room at any time
10. Draping techniques must be precise with minimal readjusting.
11. Only massage to the edge of the draping and do not go underneath the drape.
12. Therapists are to drape men and women the same way, ensuring breasts and genitalia are always covered as per Boundaries and Sexual Misconduct Policy **Pg. (23)**, and per *Association* policy and guidelines
13. The therapist may uncover the feet and arms if the client is feeling hot, but they must gain verbal consent beforehand. This adjustment must be recorded in the documentation afterwards
14. Only expose the area of the body being treated. Unnecessary exposure of any body part is unacceptable during the treatment
15. Check that the client is warm enough and comfortable with the drapes provided throughout the treatment
16. Ask clients if they feel comfortable at regular intervals and inform clients when you are about to alter draping
17. Ask the client to hold the drape during some positions to protect their modesty and dignity
18. Clients have the right to remain clothed, and massage can be adapted if the client wants to remain clothed.
19. Draping will be always used even if client requests for it to be removed.
20. Clients have the right to leave the bra on and permission must be obtained to undo the bra for treatment.

21. Ensure all drapes are clean, laundered, appropriately sized, and not transparent. Clean linen must be used for each client (and not turned over) as per **WHS policy**
22. Comfort, modesty, and privacy of the client will be professionally managed and maintained.
23. Client has the right to complain about the draping protocol at any time
24. Ensure adequate bolsters, pillows are used to make sure the client is comfortable and safe.
25. Before the therapist works on the gluteal area, anterior chest and or pelvis the client must give consent. Treatment to these areas must have relevance to the treatment plan discussed and agreed on.
26. Always work within client's comfort levels particularly in sensate areas as the anterior chest, groin, stomach, and gluteal region
27. Ensure appropriate drapes are used to reflect seasonal changes and temperature as in towels, sheets, sarongs
28. Drapes are to be appropriate for the client's body type to ensure the body is not exposed unnecessarily
29. Ensure client remains covered when requiring assistance getting on and off the table
30. Adjust draping if client indicates discomfort at any time
31. Have clear instructions in relation to draping, table position and client moving between supine, prone and lateral positions
32. Linen will be cleaned after each use and comply with the WHS policy. All linen will be stored in closed cupboard or lid

Useful links:

Massage & Myotherapy Code of Ethics:

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Association%20Code%20of%20Ethics%20-%20July%202018.pdf>

Draping Policy Massage and Myotherapy:

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Draping%20Essentials%20-%20November%202018.pdf>

Privacy Act 1988: <https://www.oaic.gov.au/privacy/the-privacy-act>

Compliant Line: <http://www.complaintline.com.au/tips-for-complaining.html>

National Code of Conduct for health care workers

[National-Code-of-Conduct-for-health-care-workers.pdf \(hta.org.au\)](#)

Relevant Contact details:

Massage and Myotherapy Association: (03) 9602 7300 <https://www.massagemyotherapy.com.au/Home>

Western Australian Police Force <https://www.police.wa.gov.au/>

Emergency, 000

Police Assistance 131 444

Department of Communities -Child Protection and Family Support

Website: <https://www.wa.gov.au/organisation/departments-of-communities/child-protection>

Phone: (08) 6277 4666

Health and Disability Services Complaints Office (HaDSCO)

Website: <https://www.hadsco.wa.gov.au/Make-a-Complaint>

Phone: 1800 813 583

Email: mail@hadsco.wa.gov.au

National Code of Conduct for Health Care Workers WA

Website: [Health and Disability Services Complaints Office - National Code *hadsco.wa.gov.au*](https://www.hadsco.wa.gov.au/national-code-of-conduct-for-health-care-workers-wa)

Phone: (08) 6551 760

Department of Western Australian Police - Sexual Assault Squad - (08) 9428 1600

Mandatory Report Service

24 hours a day, seven days a week.

Phone: 1800 708 704

Website: mrs@dcp.wa.gov.a

Relevant policies in this policy booklet:

Clients Rights Policy: page 3

See **WHS Policy** (separate document)

Boundaries and Sexual Misconduct Policy: page 23

Informed Consent Policy: page 30

Informed Consent Policy

Purpose: This policy is to ensure that all therapists understand their responsibility to supply clients with adequate health related information and treatment processes so that clients can make informed decisions about their health and to obtain the clients consent for the proposed treatment techniques and protocols. Therapists must first explain the treatment plan, techniques and protocols of treatment and obtain the clients written consent prior to commencing treatment.

Informed consent requires the following:

1. The client must be legally capable to give consent to the proposed treatment. Refer to Working with Minors and Mandatory Reporting **Pg. (13)**
2. The client must have received sufficient information to make informed decisions concerning their health and have a broad understanding of the proposed treatment, including its risks and side-effects. Refer to Clients Rights Policy **Pg. (3)**
3. Consent must relate to the specific treatment to be undertaken
4. Client consent must be voluntarily given without the client being coerced, pressured or forced into making the decision. Refer to Clients Rights Policy **Pg. (3)**
5. The therapist is to gain written consent from the client regarding the proposed treatment plan before the massage session begins. If the plan is modified during the massage, verbal consent is necessary and should be included in the clinical notes for the session as per Informed Consent Policy **Pg. (30)**
6. Consent must be reviewed if, the client's circumstances (including treatment options and risks) have changed. Refer to Working within Scope of Practice **Pg. (18)**
7. The client has the right to refuse or withdraw their consent at any time prior or during treatment as per Clients Rights Policy **Pg. (3)**
8. Treatment expenses and duration will be discussed with the client prior to the treatment to ensure they are aware of the cost and obtain verbal consent as per Late, Cancellation and No-Show Policy **Pg. (33)** and Clients Rights Policy **Pg. (3)**
9. Clients are to be advised who their therapist will be and the qualifications of that Therapist
10. All health details and consent forms will be kept confidential and secure, and this will be explained to the client
11. Ensure you explain reason and purpose for performing any assessment prior to gaining consent
12. Clients should not be asked to do any unnecessary assessments
13. Care must be taken when working with vulnerable clients or minors. Information provided to clients must be in a language and manner the client understands
14. Therapists must ensure they speak in a language the client understands to be able to gain informed consent
15. Therapist must ensure consent for assessment or treatment is voluntary and not imposed, induced, or coerced
16. Parent, guardian, or carer must provide consent if the client is under 18 (minor)
17. Written consent must be legible, accurate, signed and dated prior to treatment
18. Client is not able to provide informed consent if under the influence of alcohol or substances so treatment will not be provided
19. Consent must be given voluntarily and freely
20. Clients have the right to remove their consent for treatment at any time
21. Consent to treatment must be negotiated if treatment plan changes or is modified during treatment and clinic notes must reflect the changes

22. Therapists have the right to refuse to treat a client at any time
23. Clients must be of appropriate age and have adequate mental capacity to understand treatment to be able provide consent
24. Therapist must respect the clients right to withdraw consent to the massage or types of treatment at any time
25. Therapist must request feedback throughout treatment regarding pain, comfort or adjustments to treatment and gain consent to proceed if client indicates pain or discomfort
26. Consent by the client must be documented in the client records and stored accordingly
27. Therapist must use the appropriate language so that the client can understand the treatment protocols
28. Verbal and written consent must be provided prior to treatment commencing
29. Explanation and rationale for treatment and verbal consent must be given by the client prior to therapist providing treatment on gluteal, groin area or pec region.
30. All information recorded on the informed consent form must be accurate, factual, and used for the purpose of massage treatment only
31. Fees, times, cancelation policy and type and duration of treatment must be provided prior to booking
32. All health records and disclaimers can be requested by the client
33. Consent must be received to referral client information to other health practitioners
34. Implied or verbal consent must be obtained for any products to be used
35. Inform clients of post treatment risks and side effects at all time

Useful links:

Massage & Myotherapy Code of Ethics:

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Association%20Code%20of%20Ethics%20-%20July%202018.pdf>

Draping Policy Massage and Myotherapy:

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Draping%20Essentials%20-%20November%202018.pdf>

Privacy Act 1988: <https://www.oaic.gov.au/privacy/the-privacy-act>

Compliant Line: <http://www.complaintline.com.au/tips-for-complaining.html>

The Australian Human Rights Commission (AHRC)

<https://peo.gov.au/understand-our-parliament/how-parliament-works/system-of-government/rights-in-australia>

National Code of Conduct for health care workers

[National-Code-of-Conduct-for-health-care-workers.pdf \(hta.org.au\)](#)

Relevant Contact details:

Massage and Myotherapy Association: (03) 9602 7300

Website: <https://www.massagemyotherapy.com.au/Home>

Department of Communities Child Protection and Family Support

Website: <https://www.wa.gov.au/organisation/departments-of-communities/child-protection>

Phone: (08) 6277 4666

Western Australian Government: Privacy Complaints

Website: [Privacy complaints | OAIC](#)

Phone: 1300 363 992

Health and Disability Services Complaints

Website: [Health and Disability Services Complaints Office \(hadsco.wa.gov.au\)](http://hadsco.wa.gov.au)

Phone: 1800 813 583

Email: mail@hadsco.wa.gov.au

National Code of Conduct for Health Care Workers WA

Website: [Health and Disability Services Complaints Office - National Code hadscow.wa.gov.au](http://hadsco.wa.gov.au)

Phone: (08) 6551 760

Australian Human Rights Commission

Website: [Complaints | Australian Human Rights Commission](#)

Phone: 1300 656 419

Email: infoservice@humanrights.gov.au

Relevant policies in this policy booklet:

Cancellation and No-Show Policy: page 33

Clients Rights Policy: page 3

Working with Minors and Mandatory Reporting: page 13

Working within Scope of Practice: page 18

Informed Consent Policy: page 30

Late, Cancellation and No-Show Policy

Purpose: At Whole Me Remedial Massage, it is our aim to provide the best services to our clients, including an easy-to-use booking system and a 24 hour no fee cancellation policy. The fee does apply however if the client is late to their appointment. A disclaimer explaining this is sent to the client when they are making a booking. By commencing the booking, they are agreeing to the terms and conditions of this Late, Cancellation and No-Show Policy. The purpose of this policy to ensure clients are aware of and understand the process and implications of arriving, late or cancelling.

Terms and Conditions of this policy include:

When booking:

1. Clients will be sent a receipt of the booking along with the policy documentation
2. Clients will be sent a reminder of their appointment 24 hours before their treatment
3. If there are any double bookings, the clinic will give a full refund to the inconvenienced client with a 10% discount for a future appointment.

Late cancellations:

1. Clients will be informed that this cancellation policy exist upon booking
2. A client has the right to cancel at any time with a full refund
3. Clients must contact us during clinic hours

Late arrivals:

1. A full fee will be charged for late clients
2. No additional treatment time will be provided if you fail to attend your appointment on time
3. If clients arrive late on an ongoing basis, they will be refused treatment
4. If possible, it is preferred for the smooth and professional running of this clinic please arrive 5 minutes early

Treatment termination:

1. The therapist has the right to terminate the treatment if the client breaches the Boundaries and Sexual Misconduct Policy and the client is expected to pay in full. Refer to Boundaries and Sexual Misconduct Policy **Pg. (23)**
2. If the therapist recognises that the client's condition is outside of their scope of practice, the client will be charged \$10 for the consultation and will be given an appropriate referral. Refer to Working within Scope of Practice **Pg. (18)**
3. Clients have the right to stop the treatment at any time without explanation but will be required to pay the full amount of the treatment. See Clients Rights Policy **Pg. (3)**

It is the policy of this clinic to send an appointment confirmation email or text message to clients 48 hours before to remind and give them an opportunity to contact the clinic to amend, cancel or reschedule their appointment. Clients are refunded in full if they cancel 24 hrs prior treatment.

All clients are to be made aware of this policy on booking their first appointment and must acknowledge that they have been informed of the policy by agreeing and signing the booking register.

Late Arrival

We know that sometimes things don't go according to plan, like traffic, last minute phone calls, family matters, things at work etc. However, we have reserved this time for you and have other people scheduled immediately after your appointment. Your late arrival will require that we charge you the full rate but will need to end the session at the scheduled time, meaning your session will unfortunately be shorter today.

Cancellation

If you wish to cancel or amend an appointment, please inform us 24hrs prior to treatment during clinic hours. A cancellation fee will not be applied. Cancellations will only be accepted from the person making the appointment. Should we need to cancel your appointment, we will provide you with as much notice as possible and provide you with an alternate date and time for your treatment.

No Show

Failure to show on two occasions will result in any future bookings only being taken on an up-front payment basis.

Treatment termination

Any treatment terminations will not be taken lightly and will only be taken when it is in the therapist's and client's best interest. This ensures the safety of those in the clinic. If the client breaches any boundaries or policies, the therapist has the right to terminate the massage to protect themselves and have the client pay the full amount of the planned treatment. If the therapist recognises that the client's condition is outside of their scope of practice, the client will only be charged the consultation fee of \$10.

Useful Links

Massage & Myotherapy Code of Ethics:

<https://www.massagemyotherapy.com.au/Tenant/C0000012/00000003/PDF/Polices%20and%20Procedures/Association%20Code%20of%20Ethics%20-%20July%202018.pdf>

Compliant Line:

<http://www.complaintline.com.au/tips-for-complaining.html>

Department of Energy, Mines, Industry Regulation and Safety: Cancelling a supply / service:

[Cancelling a supply / service | Department of Energy, Mines, Industry Regulation and Safety \(commerce.wa.gov.au\)](#)

Department of Energy, Mines, Industry Regulation and Safety: No refunds

[No refunds | Department of Energy, Mines, Industry Regulation and Safety \(commerce.wa.gov.au\)](#)

Department of Energy, Mines, Industry Regulation and Safety: Receipts and proof of purchases

[Receipts and proof of purchases | Department of Energy, Mines, Industry Regulation and Safety \(commerce.wa.gov.au\)](#)

Relevant Contact details:

Whole Me Remedial Massage Clinic

Phone: 0435424202

Email: wholeme@gmail.com

Massage and Myotherapy Association: (03) 9602 7300 <https://www.massagemyotherapy.com.au/Home>

Relevant Polices in this policy booklet:

Client Rights Policy: page 3

Working within Scope of Practice Policy: page 18

Boundaries and Sexual Misconduct Policy: page 23

