

ASSOCIATION OF REMEDIAL MASSEURS INC

CODE OF PRACTICE

TABLE OF CONTENTS

1. INTRODUCTION
2. OBJECTIVES
3. DEFINITIONS
4. DUTY OF CARE
5. PROFESSIONAL CONDUCT
6. PERSONAL HYGIENE
7. PRACTICE HYGIENE
8. ADVERTISING
9. MOBILE SERVICE
10. STATEMENTS
11. INSURANCE
12. FIRST AID
13. SANCTIONS

ASSOCIATION OF REMEDIAL MASSEURS INC. CODE OF PRACTICE

1. INTRODUCTION

This Code of Practice is to be read in conjunction with the Code of Ethics.

This Code sets out standards of conduct and training for Practitioners in the Association. Acceptance and observance of this Code is a condition of membership of the Association.

A breach of this Code will be dealt with in accordance with Section 13. Sanctions of the Code. The procedures are set out in the Complaints Protocol of the Association.

Adherence of this Code in no way reduces the responsibility of Practitioners to comply with the Commonwealth, State and Local Governments legislation such as the Trade Practices Act, Therapeutic Goods Act or any other requirements.

Practitioners are expected to comply with both the letter and the spirit of this Code.

2. OBJECTIVES

The objectives of this Code are:

- to maintain the integrity of the Association
- to provide clients/patients/carers with the highest standard of service and protection
- to ensure Practitioners behave in a professional and ethical manner

3. DEFINITIONS

Association means the Association of Remedial Masseurs Inc.

Codes means the Code of Ethics and Code of Practice of the Association

Practitioner means an individual practising modalities as recognised by ARM who is registered and a financial member of the Association

Client/Patient means a person and/or carer attending a practice conducted by a Practitioner for the purpose of a massage

4. DUTY OF CARE The Practitioner will:

- act with honesty, integrity and responsibility at all times
- treat the client/patient with the utmost respect and care
- competently assist the client/patient to optimum health within the restrictions of their condition
- never knowingly undertake any action or treatment that would adversely affect the health of the client/patient
- uphold the Codes of the Association

5. PROFESSIONAL CONDUCT

At all times the Practitioner will

- 5.1 conduct themselves in a professional manner so as to comply with acceptable codes of behaviour and decency
- 5.2 use only the skills in which they are competently trained and certified
- 5.3 ensure they are medically, physically and psychologically fit to practice their discipline
- 5.4 maintain a high standard of personal and practice hygiene
- 5.5 not enter into an inappropriate intimate or sexual relationship with the client/patient under their care
- 5.6 take a complete case history and ensure the client/patient/carer understands and consents to all aspects of their treatment prior to commencement of that treatment (informed consent)
- 5.7 maintain strict confidentiality of all client/patient documentation unless
 - obliged by law to release the records
 - written consent has been provided and only to the extent of the agreed disclosure
- 5.8 grant the client/patient the right to view their documentation in the presence of a health practitioner according to the Freedom of Information Act of the State Government
- 5.9 concede that the client/patient/carer has the ultimate right to accept or refuse any treatment.
- 5.10 ensure the client/patient/carer is aware of any inherent risks and/or side affects involved in the treatment prior to commencement of that treatment
- 5.11 ensure the personal comfort of the client/patient by providing sufficient towels and/or gowns
- 5.12 ensure the personal privacy of the client/patient when they are undressing or dressing
- 5.13 refuse to treat the client/patient if, in their professional opinion, the procedure requested is inappropriate for their condition
- 5.14 provide treatment to a minor (under the age of 16 years) with:
 - 5.14.1 the parent/guardian present during the treatment or
 - 5.14.2 the written consent of the parent/guardian
- 5.15 refer a client/patient when their condition requires treatment beyond their qualifications
- 5.16 never criticise a Practitioner or health practitioner in the presence of the client/patient

5.17 not use any products without appropriate training

5.18 display the fees charged in their practice and/or bring them to the attention of the client/patient/carer prior to the commencement of any treatment plus disclose any conditions attached to the fees

5.19 display the Code of Ethics in their practice (or a copy of the Code if practising at more than one location) so as to be clearly visible to all clients/patients/carers

5.20 ensure that the practice and furnishings will be kept in a good state of repair, be comfortably warm, well ventilated and appropriately lit

6. PERSONAL HYGIENE

The practitioner will at all times:

- dress in a professional manner so as not to cause offence to the client/patient
- have clean hands and finger nails
- cover any broken skin on their hands or arms with an appropriate dressing

7. PRACTICE HYGIENE

7.1 All practice areas and equipment must be kept clean at all times

7.2 The client/patient and Practitioner must have access to a clean toilet and hand basin 7.3 All towels, gowns and linen to be appropriately stored

7.4 All soiled/used towels, gowns and linen to be laundered or disposed of in an appropriate manner

7.5 Oils, ointments, creams and gels must be dispensed in such a way as to minimise the possibility of cross infection

8. ADVERTISING

At all times the Practitioner will advertise:
their name

- the practice and/or business name (optional)
- their service honestly, accurately and truthfully and not use any misleading descriptions or titles
- only the disciplines in which they are completely qualified

9. MOBILE SERVICE

At all times the Practitioner will:

- advise the client/patient/carer of the fees charged and any conditions attached to the fees when arranging the first appointment
- be able to produce a copy of the:
 - Code of Ethics
 - Code of Practice
 - Diploma of modalities as recognised by ARM

for presentation to the client/patient/carer on request **10**.

10. STATEMENTS

When making any public statement concerning the merits and/or uniqueness of any massage therapy or product, the Practitioner will make it clear that they are voicing their personal opinion and not that of the Association.

11. INSURANCE

All Accredited Members Level 2 and Accredited Teachers must hold Public Liability and Professional Indemnity insurance for a minimum of \$1,000,000.

12. FIRST AID

All Practitioners graduating in January 1997 and thereafter, must hold a First Aid Certificate (Level 2 or Senior) or national equivalent.

13. SANCTIONS

A Practitioner found to be in breach of this Code will be dealt with in accordance with the procedures set out in the Complaints Protocol of the Association.