

# Oberon Remedial Massage

(Kinnohara Enterprise)

ABN : 69 812 848 408

## Code of Conduct 2018

### Preamble

Remedial Massage Therapy is a holistic approach to the prevention, diagnosis and therapeutic management of a musculoskeletal disorders in the community. Remedial Massage Therapy practice is founded on the development of a therapeutic relationship and the implementation of therapeutic strategies based on holistic principles. Remedial Massage encompasses a diversity of practices to improve the health status of the individual and community for the common good. The aim of the Code of Conduct is to make it easier for Oberon Remedial Massage Therapists to understand the conduct which is acceptable to Oberon Remedial Massage, the Remedial Massage Therapy profession, to the larger community and to identify unacceptable behaviour. The Ethical Principles underpin the standards of professional conduct as set out in the Code of Conduct. The intention of the Code of Conduct is to identify ethical dilemmas and assist Oberon Remedial Massage Therapists in resolving them. Oberon Remedial Massage Therapists are accountable for their clinical decision making and have moral and legal obligations for the provision of safe and competent practice. Where an Oberon Remedial Massage Therapists encounters an ethical quandary, it is advisable to seek appropriate advice. If this action does not solve the matter, the advice of Oberon Remedial Massage should be sought. The purpose of the Code of Conduct is to:

- identify the minimum requirements for practice in the Remedial Massage Therapy profession
- identify the fundamental professional commitments of Oberon Remedial Massage Therapists
- act as a guide for ethical and proper practice
- clarify what constitutes unprofessional conduct, and
- indicate to the community the values which are expected of Oberon Remedial Massage Therapists

Therefore, the Code of Conduct was established as the basis for ethical and professional conduct in order to meet community expectations and justify community trust in the judgment and integrity of Oberon Remedial Massage Therapists. While the Code of Conduct is not underpinned in statute, adoption and adherence to it by Oberon Remedial Massage Therapists is a condition of Oberon Remedial Massage. A breach of the Code of Conduct may render Oberon Remedial Massage Therapists liable for removal from the employment.

## **1. Ethical Principles**

- 1.1 Practitioners conduct themselves ethically and professionally at all times.
- 1.2 Practitioners render their professional services in accordance with holistic principles for the benefit and wellbeing of clients.
- 1.3 Practitioners do no harm to clients.
- 1.4 Practitioners have a commitment to continuing professional education to maintain and improve their professional knowledge, skills and attitudes.
- 1.5 Practitioners respect an individual's autonomy, needs, values, culture and vulnerability in the provision of Remedial Massage treatment.
- 1.6 Practitioners accept the rights of individuals and encourage them to make informed choices in relation to their healthcare, and support patients in their search for solutions to their health problems.
- 1.7 Practitioners recognise their limitations and the competence of other healthcare professionals, and when indicated, recommend that additional opinions and services be sought.
- 1.8 Practitioners treat all clients with respect, and do not engage in any form of exploitation for personal advantage whether financial, physical, sexual, emotional, religious or for any other reason.

## **2. Duty of Care**

- 2.1 The highest level of professional and ethical care shall be given to clients.
- 2.2 The practitioner will exercise utmost care to avoid unconscionable behaviour.
- 2.3 The client has the right to receive treatment that is provided with skill, competence, diligence and care.
- 2.4 In the exercise of care of the client, the practitioner shall not misrepresent or misuse their skill, ability or qualification.

## **3. Professional Conduct**

- 3.1 Practitioner staff must adhere to all of the requirements of this Code of Conduct and State, Territory and Federal law within the scope of their practice.
- 3.2 The title of Doctor or Dr will not be used, unless registered with an Australian medical registration board.
- 3.3 Under no circumstances may a staff member or another practitioner use someone else's Association membership number or tax invoice book for purposes of issuing a health fund rebate tax invoice. The staff member is responsible for the issue of their own tax invoices.
- 3.4 The practitioner shall not provide false, misleading or incorrect information regarding health fund rebates, WorkCover or any other documents.
- 3.5 The practitioner shall not advertise under the Oberon Remedial Massage or Kinnohara Enterprise logo any discipline/s for which they are not employed by Oberon Remedial Massage.
- 3.6 The practitioner shall not denigrate other members of the healthcare profession.
- 3.7 The practitioner shall be responsible for the actions of all persons under their employ, whether under contract or not.
- 3.8 The practitioner shall not engage in activity, whether written or verbal, that will reflect improperly on the profession of Oberon Remedial Massage.
- 3.9 In the conveying of scientific or empirical knowledge to a client, the practitioner shall act responsibly, and all personal opinions shall be highlighted as such.
- 3.10 Students shall not engage in clinical practise other than as part of supervised training. In all other student obligations, students must identify themselves as such and not charge a fee.

- 3.11 In the clinical setting, the practitioner shall not be under the influence of any substance capable of impairing professional judgement.
- 3.12 The medicines and medical devices used by the practitioner must be in accordance with therapeutic goods law.
- 3.13 Telephone or Internet consultations, without a prior face-to-face consultation, must not be conducted.
- 3.14 The fee for service charged by the practitioner must be reasonable, avoiding any excess or exploitation.

#### **4. Relationship Between Practitioner and Client**

- 4.1 The practitioner shall not discriminate on the basis of race, age, religion, gender, ethnicity, sexual preference, political views, medical condition, socioeconomic status, culture, marital status, physical or mental disability.
- 4.2 The practitioner must behave with courtesy, respect, dignity and discretion towards the patient, at all times respecting the diversity of individuals and honouring the trust in the therapeutic relationship.
- 4.3 The practitioner should assist the client find another healthcare professional if required.
- 4.4 Should a conflict of interest or bias arise, the practitioner shall declare it to the patient, whether the conflict or bias is actual or potential, financial or personal.

#### **5. Professional Boundary**

- 5.1 The practitioner will not enter into an intimate or sexual relationship with a client.
- 5.2 The practitioner will not engage in contact or gestures of a sexual nature to a client.
- 5.3 Mammary glands and genitalia of a client will not be touched or massaged and only professional techniques applied to surrounding tissue.
- 5.4 Any internal examination of a client, even with the consent of the client, is regarded as indecent assault which is a criminal offence.
- 5.5 Any approaches of a sexual nature by a client must be declined and a note made in the client's record.

#### **6. Personal Information and Confidentiality**

- 6.1 The practitioner will abide by the requirements of State, Territory and Federal privacy and patient record law.
- 6.2 The practitioner shall honour the information given by a patient in the therapeutic relationship.
- 6.3 The practitioner shall ensure that there will be no wrongful disclosure, either directly or indirectly, of a client's personal information.
- 6.4 Client records must be securely stored, archived, passed on or disposed of in accordance with State, Territory and Federal patient record law.
- 6.5 Appropriate measures shall be in place to ensure that client information provided by facsimile, email, mobile telephone or other media shall be secure.
- 6.6 The client has a right to be adequately informed as to their treatment plan and medicines, and access to their information as far as the law permits.
- 6.7 The practitioner must act with due care and obtain consent when conveying a patient's information to another healthcare professional.
- 6.8 Patient records must be properly maintained with adequate information of a professional standard.

## **7. Advertising**

7.1 Advertisements, whether printed or electronic, must not:

- a. Be false, misleading or deceptive
- b. Abuse the trust or exploit the lack of knowledge of consumers
- c. Make claims of treatment that cannot be substantiated
- d. Make claims of cure
- e. Use the title of Doctor, unless registered with an Australian medical registration board
- f. Encourage excessive or inappropriate use of medicines or services
- g. List therapies for which the practitioner does not have qualification if the Oberon Remedial Massage or Kinnohara Enterprise logo or name is used.