



# **REFLEXOLOGY ASSOCIATION OF AUSTRALIA LIMITED**

## **CODE OF ETHICS**

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## **1. INTRODUCTION**

- 1.1. This code has been compiled by the Reflexology Association of Australia Limited, RAoA, and relates to the standards of practice of all RAoA Members of the Reflexology Association of Australia Limited (the Association).
- 1.2. This Code of Ethics describes the professional standard of conduct expected of all RAoA Members so as to preserve and enhance the reputation of the Association, the practice of Reflexology and to protect the general public.
- 1.3. This Code applies to all Members of the Reflexology Association of Australia.
- 1.4. The Board reserves the right to amend the Code of Ethics as and when it is deemed necessary.
- 1.5. This Code of Ethics must be made available to all clients.

## **2. DUTY OF CARE**

- 2.1. The primary professional duty of a Practitioner is to competently assist the client to optimum health within the circumstances of the client's condition.
- 2.2. The Practitioner shall always maintain the highest standards of professional conduct and duty of care to the client.
- 2.3. Under no circumstances shall a Practitioner knowingly undertake any action or treatment that would adversely affect the health of a client or fellow human being.

## **3. PROFESSIONAL CONDUCT**

- 3.1 A Practitioner shall have respect for the religious, spiritual, political and social views of any individual irrespective of race, age, sex, colour, ethnic origin, differing abilities, sexuality, creed, marital status, culture, political views or social standing.
- 3.2 Proper conduct must always be paramount in a Practitioner's relationship with clients. Practitioners must behave with courtesy, respect, dignity and discretion. Their attitude must be competent and sympathetic, hopeful and positive, thus encouraging and uplifting the mental outlook of the client and a belief in a progression towards good health practices.
- 3.3 A Practitioner shall not enter into an intimate or sexual relationship with a client whilst the client is under his/her care.
- 3.4 A Practitioner should recognise a responsibility to give the generally held opinions of the relevant discipline when interpreting and conveying knowledge to clients or to the general public and where one presents any personal opinion which is contrary to the generally held opinion of the discipline to clearly indicate that this is so.

- 3.5 A Practitioner shall not provide false information for rebates from health funds or compensation authorities.
- 3.6 A Practitioner must not be motivated by self interest and provide services to the client only as long as a beneficial response is received.
- 3.7 The client has the right to be protected from over servicing.
- 3.8 Where a Practitioner identifies that a condition is outside his/her knowledge and/or skill, he/she is required to seek advice from a qualified colleague and where applicable make the necessary referral to a more qualified professional through the treating medical practitioner.
- 3.9 Practitioners must never claim to “cure”. The possible therapeutic benefits may be described as “recovery”, but this must never be guaranteed.
- 3.10 A RAoA Member shall at no time take part in or promote any activity, verbal or otherwise, which will reflect improperly or denigrate the standing of Reflexology or the Association within the general community or in any professional circles.
- 3.11 Practitioners should ensure that they are medically, physically and psychologically fit to practise.
- 3.12 A Practitioner shall not attend to a client or clinic whilst under the influence of alcohol, drugs or other substance that would impair his/her judgment.
- 3.13 It would be considered inappropriate for a Practitioner to smoke or consume a tobacco product in the clinical setting.
- 3.14 A Practitioner shall not use their professional connections or affiliations in an unconscionable manner.
- 3.15 A Practitioner shall not knowingly breach the *Commonwealth Therapeutic Goods Act and Regulations* or the equivalent state legislation.
- 3.16 A Practitioner shall be aware of notifiable diseases pertinent to his/her state or territory legislation.
- 3.17 The behaviour of all RAoA Members in public is to be of a high standard as representatives of the Association.

#### 4. **CONFIDENTIALITY**

- 4.1 A Practitioner shall not disclose information obtained in confidence from or about a client unless consent has been given.
- 4.2 Client records are to be kept confidential at all times and access restricted to the Practitioner or assistant, except:

4.2.1 in an emergency or other urgent situation where the information may prevent possible injury to the client or other person;

4.2.2 where required to do so by the law.

## **5. CLIENT RECORDS**

5.1 The public are entitled to expect that a Practitioner will maintain a good standard of practice with full records. This includes:

5.1.1 name, address, telephone number and date of birth;

5.1.2 details of health history pertaining to condition being treated;

5.1.3 dates of treatment;

5.1.4 details of treatment and results;

5.1.5 details of review dates for communication with treating medical Practitioner and claims administrator if the client so desires.

5.2 Client records are to be kept for a minimum period of 5 years in a safe and secure storage.

5.3 Disclosure of information:

5.3.1 Client records will be limited in access to the Practitioner providing treatment.

5.3.2 Clients will be provided with access to records on request.

5.3.3 The review of details of health history by way of legal report will be limited to the compensable condition treated.

5.4 All discussions in relation to a client's condition will be documented on a progress sheet, e.g. treating doctor, rehabilitation counsellor or employer contact.

## **6. ADVERTISING**

6.1 A Practitioner shall not advertise or lay claim to secret or exclusive methods of treatment.

6.2 In the advertising of a Practitioner's skills and services, due regard should be paid to the following:

6.2.1 Practitioners shall not use titles or descriptions which give the impression of medical or other qualification to which they are not entitled.

6.2.2 A Practitioner shall only advertise in a proper and professional manner for the purpose of informing members of the general public as to their location details and areas of specialised practice.

## **7. STATIONERY**

- 7.1 A Practitioner is responsible for the issue of his/her own receipts and his/her own personal receipt books.
- 7.2 A Practitioner shall not allow their receipt books to be shared or used by other Practitioners (including unqualified Practitioners).
- 7.3 Under no circumstances shall a Practitioner allow his/her provider numbers to be quoted or used by another Practitioner (including unqualified Practitioners).
- 7.4 Receipt books should be kept in a safe and secure manner.
- 7.5 Any alleged evidence of fraudulent use of receipt books will be investigated by the Association and the appropriate disciplinary action taken.
- 7.6 It is not acceptable for a Practitioner to plead ignorance regarding the above guidelines for issuing of personal receipts.

## **8. BREACH OF CODE OF ETHICS**

A breach of any aspect of this Code of Ethics will make the RAoA Member subject to disciplinary action in accordance with the mechanism described in the Complaints Procedures of the Reflexology Association of Australia.

## **9. PROFESSIONAL INDEMNITY INSURANCE**

It is a condition of membership of the Reflexology Association of Australia that all professional members have adequate Professional Indemnity Insurance cover.