

# FootPrints

The Journal of the Reflexology Association of Australia

*Introduce a new member Bonus—See inside for details*



[www.reflexology.org.au](http://www.reflexology.org.au)

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# "REFER A MEMBER ADVANTAGE" PROMOTION

If you've recently read the "21 BENEFITS OF MEMBERSHIP WITH RAoA" fact sheet, we think you will agree that Membership with the RAoA truly does have benefits. This year we have made some special offers for membership renewals.



The 'Refer a member' advantage will include *previous* members too! The promotion is valid June – August 2018 inclusive, therefore if you know of someone who may like to become a Member\* of the RAoA (whether they are a totally new member OR *have been* a member in the past) we have a special bonus gift for YOU!

How does this work? If you refer a member, even if that member was previously a member with us, **YOU** will receive a \$50 Merchandise Voucher\*\* and **THEY** will receive their membership Administration fee free, as a small thank-you for re-joining the Association. That's a savings of \$55.00. **PLUS** a double offer to members to take advantage of the AJG Insurance offer (Insurance offer details below).

**BE QUICK** as \$0.00 administration fee\*\* (refer a previous member only) offer is valid for three (3) months of June, July and August 2018 only.

**Double Offer!** Our member benefit insurance partner, Arthur J Gallagher, is also providing the 'switch and save' Insurance offer with a bonus 15 months cover for the price of 12 months. This offer is for May, June and July 2018 inclusive – making the months of JUNE and JULY very rewarding months to refer, join, re-join and renew membership to the Reflexology Association of Australia.

What can you do? Simply refer a new member (*previous member included*) and YOU will receive a \$50 merchandise voucher\*\* for use on RAoA merchandise.

Please forward a copy of the '21 Benefits of Membership with RAoA' brochure to someone you know, or contact us and we will be happy to send a copy and/or Membership enquiry information.

**The Reflexology Association of Australia is the only Association in Australia 100% dedicated to Reflexologists.** We would like to explore new promotions, concepts and activities to strengthen our unique Association and therefore it's important that Membership continues to grow. As always, you, our members have every access to the National Office and Directors, and your ideas and feedback are important to us (see FootPrints for full contact details of National Office staff and Directors).

\*Membership status conditions apply.

\*\*Conditions apply – refer below.



**Important Conditions of Use**

- Your credit is only redeemable for RAoA Merchandise (items permissible to your Membership type) and is non-transferable nor redeemable for cash.
- To redeem your credit, orders must be placed via the National Office direct – 07 3396 9001 or via email/completed current merchandise order form and send to [merchandise@reflexology.org.au](mailto:merchandise@reflexology.org.au)
- Not valid for shopping cart merchandise orders.
- Not valid for Postage/Package/Handling fees.
- This voucher is to be used in one transaction only, no partial credits.
- Existing Merchandise Terms and Conditions apply (see RAoA website for details).
- Offer valid to referrals from private individual members only (not from schools or colleges).
- Valid for 6 months from date of issue.





## From the President's desk

Annual Branch Meetings have been held. Taa Daa. South Australian ABM was in late May and required an 8 to 9 hour drive to Adelaide; it just blew my mind as to how many different shades of green there are when looking at the trees and vegetation. All of course could do with a couple of inches of rain. Left home in the dark, watched the sunrise with a splash of colours (pink, grey and blue), no wind, and just the right temperature. A lovely day for a long drive. Zipping past trees like Mallee scrub, Myall trees, tall gums in the areas that have a good water source, and passed through flat areas of salt bush and freshly sown paddocks. You could smell the freshly turned earth. The long mountain range of the Flinders Ranges welcomes and farewells anyone travelling east or west through the Spencer Gulf.

My Reflexology commitments at the time of the South Australian ABM saw me in the Adelaide Hills at Strathalbyn, the leafy suburb of Mitcham, and the Adelaide Botanical Gardens where autumn was in full swing. Each morning the car was covered with a layer of fallen leaves. Winter will be here soon. At the time of writing this, each Branch has had their ABM and elected their new Branch Committee. I say 'well done' to all who organised and attended. Presenters, thank you for sharing your skill/s with our members. Attendees, you must feel a sense of achievement participating in the workshops, learning new skills and feel joy at having spent quality time with your colleagues old and new. It is always rewarding on a personal level to partake in training. Looking forward to hearing about your events.

You will find in this issue the latest news on the National Conference along with information on several more of our presenters. You could be LUCKY, so buy a ticket. Show your support to the Host Branch, South Australia, for the Reflexology Association of Australia National Conference October 2018: <https://www.peopleschoicecu.com.au/reflexology-association-of-australia>. When in Adelaide for the National Conference visit the favourites: Adelaide Zoo, Port Adelaide Maritime Museum, Art Gallery, and State Museum. Check what is on at the Adelaide Festival Theatre and spend some time on the beach at Glenelg, accessible by tram from the city. Trams are free within the CBD.

Also in this issue is a short report from the Directors Board meeting held in Adelaide, March 24–25. Directors have been busy reviewing many documents. The Members' Policy is one and Branch Policy is another; please familiarise yourself with the new documents. Education and CPT

documents have also been looked at and made current to the new accepted Constitution. A special 'Thank You' to Vera for your extra volunteered time, over and above your normal role of duties. Thank you to the members stepping down from Branch and/or Sub Committees; your contribution to the RAOA has been much appreciated. Thank you and welcome to all new members who have taken on the challenge and responsibilities to be on Branch and/or Sub Committees. In Education, we say hello to Louise Denison; and in Finance, we say hello to Eb Smith and Ingrid Turner. We also have a couple of new administrators working with the Facebook pages. Thank you Evelyn and Louise for sharing your skills and volunteering your time.

An awesome project by Jill Jones, Western Australia Committee and members. By thinking outside the square, they have organised outdoor advertising on (10) ten metro public buses in Perth. Woo Hoo! Look for these buses from late May. Well Done.

Blessed with living in Streaky Bay, it is an honour to refer travellers going through heading west or east to qualified practitioners for a treatment. Most tourists have a device and data to access the Internet. Educating the public on how to find a practitioner on-line gives travellers hope and encourages them to continue on their way knowing relief is at the other end. [www.reflexology.org.au](http://www.reflexology.org.au) then click on 'Find a practitioner' and click on the area you are staying in. When attending a function south of Adelaide in April, I overheard a conversation where a lady was asked how her Arthritis was going? Smiling, the reply was 'never felt better. Have regular Reflexology.' (Me being me, when I found a window asked who she was seeing. 'No one, a group of us get together over coffee and work each other's feet.') Mmmm, well here is the Reflexology Association of Australia's web address: [www.reflexology.org.au](http://www.reflexology.org.au). Check it out. South Australia is host to the National Conference 2018 – October. I am always looking for an opportunity to advertise the RAOA.

Michele, our Membership Officer, did a great job of letting members know CPT points were due on 30 June. Guessing many appreciate the reminder, as I sure did. Well July came around very quickly, I have to say. The beginning of the next financial year. Tax time ☺ are you prepared for your accountant? Time to review your profit and/or loss. And time to draft a New Budget for 2018/2019, along with planning and mapping your continual professional training, life and living. Only five (5) months to Christmas from this issue. The perfect time to order Gift Vouchers for Christmas Gifts.

Susan Jean Ramsey, President

July 2018

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Front cover – "Ancient outback footprint". Kata Tjuta (the Olgas), Northern Territory, Australia. Photo by Emma Pavey.

# Reproductive Reflexology

by Barbara Scott, Founder of Seren Natural Fertility

[www.serenaturalfertility.co.uk](http://www.serenaturalfertility.co.uk); [www.reproductivereflexologists.co.uk](http://www.reproductivereflexologists.co.uk)

One in six couples in the UK are now experiencing difficulties in conceiving. In addition to this, male fertility has declined by 50% over a 25 year period and this trend is continuing. This pattern appears to be replicated not only across Europe, but in Australia, New Zealand, the Americas and even in developing countries not normally associated with fertility issues, couples are finding that they are having difficulties getting pregnant.

There are, of course, many complex factors involved in the causal factors for both male and female fertility. Male fertility is still marginalised by fertility clinics who very much focus on the female, when what we know is that fertility issues are attributable proportionately: a third male, a third female and a third joint. This means that males are involved in approximately 50% of all cases of infertility and repeated miscarriage, and yet very little is done to explore these issues further. Many couples are now being offered IVF/ICSI with very little in the way of tests that might help them to understand what these might be, and allow them to conceive naturally. Interestingly, IVF/ICSI success rates have not increased since the birth of the first IVF baby, Louise Brown, 40 years ago this year and remain at a staggeringly low 25%. Many couples believe that IVF/ICSI is the panacea for their fertility difficulties and that they will end up with a baby at the end of their treatment. However, if you look at the live birth rates for most fertility clinics you will find that they are incredibly low and many quote their statistics for 25–29 year olds in their advertising, as this is likely to be the most fertile group with the highest success rates.

## Reproflexology™ and success rates

Reproflexology™ provides a structured and prescriptive approach to fertility issues using medical testing to support evidence of its outcomes, alongside the majority of couples having a baby at the end of their treatment. In a recent study carried out by the Association of Reproductive Reflexologists, 68% of clients conceived whilst having reflexology, using these prescriptive treatment protocols. The study looked at 180 clients, of whom 122 conceived whilst receiving reflexology. 100 conceived naturally, and a further 22 were being supported during IVF. Although the IVF group was small, the success rates more than doubled from 25% to 52% using the supportive techniques of Reproflexology™.

## Client information

When treating couples it is important to ensure that we see both of them for initial consultation as, without this, one will only have half of the information needed to make an informed basis for treatment. Some of the most important things to consider are their age, weight and height, what forms of contraception they have used, previous gynaecological history, any current or previous urinary tract or sexually transmitted infections. We know

that all of these can have an effect upon fertility and the smallest anomaly can be the key to a solution.

Additionally, many prescribed medications, can have a detrimental effect upon fertility and pregnancy, so making a note of these and researching any effects upon fertility for both men and women will be an important part of building a picture of what might be causing a problem. We cannot suggest that our clients stop taking any medication, however, we can suggest that they see their medical practitioners for further advice.

Detailed information on any forms of assisted conception they have undertaken with their current or previous partner, which for IVF should include the number of cycles undertaken, and results for each cycle i.e. number of eggs harvested, number fertilised, grades of the embryos, how many were replaced and how many were frozen. This allows practitioners to identify patterns within treatment and also monitor the effects of reproductive reflexology during treatment.

Alcohol, smoking and drugs all have an affect on fertility for both men and women and there is much research to support this.

The current guidelines issued by The Royal College of Obstetricians and Gynaecologists states no alcohol for women in the first 12 weeks of pregnancy, as they believe there is no safe limit for alcohol consumption at this time. As it is difficult to predict when conception will take place, it makes sense to recommend

abstinence whilst trying to conceive.

For men, it is suggested that 4 units (not glasses!) of good quality (preferably organic) red wine a week would be acceptable, but not beer or spirits as both can be responsible for elevated levels of free radicals which can cause damage to sperm DNA, morphology and motility.

Both smoking and drugs should be avoided due to their high levels of toxicity and, in the case of drugs, the addition of unknown toxic substances. If clients are struggling with this then it would make sense to refer them on for additional support for addictions.

## Medical testing

Current NICE guidelines for couples trying to conceive suggest that if they have been trying to conceive for over 12 months (6 months if they are over 35) they can ask their GP for a basic semen analysis for the male and a basic hormone profile for the female. This provides invaluable information for practitioners, not only in terms of what might be affecting a client's fertility, but as a measure of the efficacy of reproductive reflexology.

A basic **semen analysis** will look at **volume** of seminal fluid, **count** in millions per ml of sperm, **motility** (how well they are moving) and **morphology** (formation). This provides us with some idea of male fertility and can also

*Reproflexology™ (Reproductive Reflexology) is the study and treatment of male and female reproductive conditions and fertility issues using reflexology.*

there is no safe limit for alcohol consumption at this time. As it is difficult to predict when conception will take place, it makes sense to recommend

be repeated once they have been treated for 8-12 weeks to assess their progress.

For women the main hormones for testing would be **FSH** (Follicle Stimulating Hormone), **LH** (Luteinising Hormone), **Oestradiol** (Oestrogen), **Prolactin** and **Thyroid Function Tests** (TSH, T3 and T4). These tests should all be taken on days 1-3 of the menstrual cycle for the most accurate results (other than the Thyroid Function tests, which can be taken at any time) and provide information on ovarian reserve and functionality of the menstrual cycle. Progesterone should also be tested at 7 days post-ovulation to provide evidence of ovulation taking place and the levels of progesterone being produced to support implantation and pregnancy.

### Basal body temperature charting

Charting the menstrual cycle by taking the Basal Body Temperature at the same time each day is an excellent way of looking at the cycle in detail and also monitoring for improvements whilst using reflexology, please see the female case study included with this article.

For accuracy, the temperature needs to be taken orally (under the tongue) at the same time each day on waking, and before getting out of bed, eating drinking or speaking. This provides the BBT at its lowest and most accurately measurable level, and means that a chart can be plotted to show the temperatures during the follicular and luteal phases of the menstrual cycle. It should show a lower temperature during the follicular phase, a dip at ovulation and temperatures at a higher level post-ovulation (when progesterone is being produced).

This means that we can accurately measure when ovulation is taking place, whether the right cervical mucous is being produced at the right time and whether the temperature (and therefore progesterone) is remaining high enough for long enough in the luteal phase of the cycle. It also means that if there are issues with ovulation or progesterone we use the Reproflexology™ protocols to remedy these issues, then we can monitor their progress using the charts provided by clients. It is an invaluable tool.

### Considerations when working with reproductive couples

- ◆ How do you feel about working with couples, discussing what, at times, will be intimate details of their private lives.
- ◆ Keep safe – if working with a member of the opposite sex make sure that you are not on your own and there is someone else in the building, certainly until you feel you have built a mutually respectful working relationship with them.
- ◆ Be forensic in your approach to gathering information, sometimes it is the smallest thing that can make all the difference.
- ◆ Ensure that your clients feel safe and respected at all times. And ensure confidentiality both during their treatment sessions and with any medical notes.
- ◆ If your clients have been told to stop treatment or are

asked not to have treatment by their fertility clinic you must abide by this. Your insurance will be invalidated if you don't.

- ◆ When working with clients using assisted conception, make sure that you have a copy of their drug and treatment protocol. You will need to know what drugs they are taking, at what dosage and when they are taking them.
- ◆ When working alongside assisted conception you are using reflexology to promote the efficacy of the drugs that are being taken.
- ◆ Always consider the emotional, physical, mental and practical affects of treatment upon your clients.

### Female case study

#### Consultation

Nia had been trying to conceive for 18 months without success and had been diagnosed with Poly Cystic Ovarian Syndrome and had a very irregular menstrual cycle, with no clear pattern of ovulation, and progesterone deficiency. She had been referred for treatment to her local fertility clinic and was awaiting an appointment.

#### Treatment

We asked her to begin basal body temperature charting immediately and began treating her on a weekly basis. The weekly protocols aim to support each stage of the menstrual cycle, working during the bleed, the follicular and luteal phases to ensure that each stage was functioning as it should.

Using temp charting to monitor progress we could see that ovulation occurred more regularly, the luteal phase lengthened and progesterone levels rose.

Eight months later she was pregnant and after a straightforward and healthy pregnancy, gave birth to a little girl.

#### Relevant reflex points

Hypothalamus, Pituitary, Thyroid, Ovaries, Uterus, Fallopian Tubes, Pelvic Lymph Nodes. These points are stimulated, balanced or manipulated according to whether a client is in the follicular or luteal phases of the menstrual cycle. Or sedated during the bleed.

### Male case study

#### Consultation

Peter presented with a highly abnormal Semen Analysis result and elevated levels of Sperm DNA fragmentation. He and his wife had been trying to conceive for over 2 years and had a history of repeated miscarriage related to the elevated Sperm DNA fragmentation. He was referred for further testing to an Andrologist to ensure that we had current results. These confirmed his history.

#### Treatment and reflex points

Treatment was weekly for 12 weeks using a protocol that focused on the following reflex points:

Hypothalamus, Pituitary, Testes, Prostate, Vas deferens, Pelvic Lymph Nodes. And additionally reflex points to reduce stress levels.

These points are stimulated to encourage the production of greater quantities of sperm. Some of the

Continued on page 15

reflex points are worked in combination to improve hormone communication between the relevant organs.

## Result

Repeat Semen Analysis showed improved numbers of sperm, increased sperm morphology and motility. The levels of Sperm DNA fragmentation had improved.

Six months later this couple fell pregnant and delivered a healthy baby boy.

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## Barbara Scott

**Founder** – Seren Natural Fertility

**Chair** – Association of Reproductive Reflexologists, MARR, MAR, MFHT, Author 'Reflexology for Fertility' Watkins 2016

**Winner** – FHT Complementary Therapist of the Year 2017

I trained over 25 years ago with the Bayley School in London and after many years of research and development, in 2007, I began teaching these protocols to other practitioners and in 2011 formed The Association of Reproductive Reflexologists. The ARR now has approximately 170 members from around the UK, Europe, Australia, Canada and America. This has allowed us to carry out the data collection as previously mentioned.

As an organisation, we promote and help our practitioners to develop an integrative based practice so that they are able to provide the best possible care for their clients.

Barbara Scott is a Keynote Speaker at the RAoA National conference in Adelaide in October.

## “Reflexology and Oncology Care”



**1 day workshop with Gretel Spiegel**

**Sunday 19<sup>th</sup> August 2018**

**9.30am–5.00pm in Sydney.**

**Location—Club Willoughby, Penshurst Room,  
26 Crabbes Avenue, Willoughby NSW 2068**

*Approved for RAoA CPT Points*



During this seven (7) hour theory and practical workshop Gretel will cover:

- Integrative medicine and Reflexology's role in oncology care;
- Conventional medical methods of treating various cancers and the side effects;
- Symptom management of various cancers with integrated reflexology techniques;
- Holistic healing of the body, mind and soul (emotions).

In this hands on workshop you will learn techniques and gain the knowledge and confidence to give a more comprehensive reflexology treatment when working with cancer patients, at all stages of oncology care.

**Bookings open now – contact Gretel via email [gretel.spiegel@bigpond.com](mailto:gretel.spiegel@bigpond.com)  
or 0408 633 624**

Early bird fee—\$140.00 until 31 July 2018, Standard fee—\$155.00, Late fee—\$175.00.

Non-members welcome—additional \$30 on each pricing tier.

Includes morning and afternoon tea. BYO lunch or purchase from cafés nearby.

*There are only 20 positions available for this workshop and you can earn 7 CPT points.  
Upon request, a Workshop Registration form will be emailed to you.*

*A position in this workshop is only confirmed by full payment.*

## Applications are open: Research Grant Program

The Endeavour College of Natural Health, Office of Research, is committed to expanding knowledge and understanding of complementary medicine (CM) through rigorous, critical research. The Research Grant Program aims to support independent research undertaken by experienced researchers in alignment with the College's research priorities. The Research Grant Program is open to internal and external researchers in the CM field for projects involving a collaborator who is affiliated with Endeavour.

This announcement serves as a call for applications for the 2018 Research Grant Program. As part of our annual Research Grant Program, this year we are offering competitively awarded Seed and Project Grants.

**Endeavour Research Seed Grants** will provide a maximum of \$3,000 over a 12 month period to fund quality research projects to gather preliminary data in an underdeveloped field of research.

**Endeavour Research Project Grants** will provide a maximum of \$7,000 per year for up to 3 years with the ability to support the creation of new knowledge by funding research projects in any area relevant to complementary medicine (CM).

**Applications will close 16 July 2018, 5 pm AEST.**

For more information, please visit the website, [www.endeavour.edu.au/research/funding-opportunities](http://www.endeavour.edu.au/research/funding-opportunities) or contact the Office of Research at [research@endeavour.edu.au](mailto:research@endeavour.edu.au)



# Perspectives on Reflexology: A qualitative approach

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## Abstract

### Introduction

Reflexology is the systematic practice of applying some pressure to particular points on the feet and hands to impact on health of related parts of the body.

### Objective

To explore the practitioners' perspectives of reflexology in Malaysia.

### Methods

Data was collected using face-to-face semi-structured interviews with practitioners in Malaysia. The interviews were conducted in the Malay language and recorded. Interview conversations were translated and transcribed verbatim. Responses relating to different themes were identified in each of the interviews and a coding frame was developed. For each theme, the relevant data enabled a description of the range of views and experiences. Data collection and analysis were conducted concurrently and recruitment was stopped when saturation had been reached. All respondents gave written consent for their participation.

### Results

The findings show that reflexology treatment nowadays has been accepted as one of the ways to maintain general health. Practitioners believe that reflexology is able to detect some problems in the body, which can make patients aware of a health condition and seek further treatment. However, if reflexology is not performed correctly, it may cause negative effects such as pain and bruises. Some practitioners voiced concern that illegal activities are taking place in unethical reflexology centers.

### Conclusions

Empowering the practitioner as a professional would help gain the public's trust and confidence in their treatment. Strict enforcement of regulation related to illegal conduct in reflexology centers will improve people's perception of the practice.

**Keywords:** Complementary and alternative medicine, Treatment effect, Foot massage, Reflexology, Pain management, Professionalism

*Continued on page 6*

## Graphical abstract

### QUALIFICATION

Practitioners have great qualification certification from various institutions.

*"I was trained in the arts of reflexology at a local massage parlor for the blind located in Brickfields. I studied for 2½ years."* (Practitioner 1)

*"I used to study diploma in complementary medicine at Aimst, I was the first batch for this course. I learnt the origins of foot massage, Malay massage, and general health-care management. And then I pursued in reflexology at a community college."* (Practitioner 3)

Practitioners also have great experience and already practice reflexology for many years back:

*"It's a long time ago I started to work with his premises and also conducted my own reflexology session when I have extra time."* (Practitioner 3)

*"I have been practicing reflexology for 7 years."* (Practitioner 4)

Knowledge is not limited into theory and practical of reflexology only, also mastered about the human body anatomy:

*"I studied a lot including anatomy & physiology of the human body."* (Practitioner 1)

### HEALTH CARE MAINTENANCE

With all experiences that practitioner faced along they in this field, they agreed to conclude that reflexology treatment is a part of body health care.

*"Yes because it help our body relax after we over used it. It also helps to reduce stress and as we know stress may lead to many other health problems."* (Practitioner 1)

Reflexology treatment is helpful to patient's condition instead of detrimental.

*"As far as I've been in this line of work, I've never had a patient returned to complain they suffer more pain but feel better after that."* (Practitioner 1)

### DISEASE HANDLING

They have ability to diagnose the customer's body health problems.

*"Yes because usually I can detect the patient's problem due to the pain suffered when specific point is applied with suitable pressure to."* (Practitioner 3)

*"When I massaged, I found out there are problems with his body system."* (Practitioner 3)

Customers having chronic disease will suggested for seeking further treatment and see the doctor.

*"Yes. Once I detect the problems I will advise for the patient to seek a doctor's treatment."* (Practitioner 1)

### PROFESSIONALISM

Practitioners claimed they are professional

*"I believe that reflexology is a professional line of work because we follow all the steps and procedure."* (Practitioner 1)

*"Reflexology is actually a professional line of work because we are not just any masseuse, we are trained reflexologists and we focus on massage."* (Practitioner 4)

### SUMMARY OF THE THEMES IDENTIFIED

### REGULATION

Premises misuse title reflexology centers for covers immoral activities. Strict regulation and higher authorities should involve preventing this problem. Certification and license is the most important factors:

*"(I work for this premise as a reflexology practitioner but) owner of this premise also have certification on reflexology treatment and (have another premise run in the Kuala Lumpur area.) But both of these premises have their own licenses. It is important because many people or premise misuse the title of reflexology center."* (Practitioner 3)

Implementation of patients assessment form before having reflexology session can help practitioner monitor customers' health condition after each session.

*"I agree that the authorities should implement the form-filling procedure to ease our job and so that we can take extra measures. But for sometime we usually need to rush, no time to fill in any forms but it is a good implementation."* (Practitioner 4)

## 1. Introduction

Reflexology is the systematic practice of applying some pressure to particular points on the feet and hands to impact the health of related parts of the body.<sup>1</sup> Each pressure point acts as a sensor on the feet and hands and is linked with specific parts of the body.<sup>2,3</sup> These sensors will be stimulated by applying the reflexology technique in order to improve the blood and energy circulation, giving a sense of relaxation and maintaining homeostasis.<sup>4,5</sup> Reflexology sessions can be improved with other elements such as aromatherapy, peaceful music, and good environment settings.<sup>6</sup> There is a term in reflexology called reflex zone therapy. Reflex zone therapy is where the body is divided into ten longitudinal zones, from the top of the head down to the feet. In reflex zone therapy, there are five zones on each side of the body. Each zone diverges off down the arm and circumscribes one digit on the hand, and also continuing straight down the body and down the leg to line up with a toe on the respective foot. Practitioners choose a suitable technique to be applied to reflex zone therapy to gain optimized efficiency and impact.

Instead of an alternative therapy, reflexology is a complementary therapy, linked to other treatments that a patient has already had based on reflexology maps.<sup>4,5</sup> Complementary therapies are nowadays widely used in palliative care or to alleviate a problem without dealing with the underlying cause in order to improve a patient's emotional, physiological and spiritual health and increase the value of their life.<sup>7</sup>

Two methods of reflexology that are accepted internationally are the Ingham method and Rwo Shur method. The first method does not use any tools in its practice whereas the second method utilizes tools such as wooden sticks.<sup>4,5</sup>

There are five theories that explain how reflexology actually has impacts on health.<sup>8</sup> The first and second basic theories are related to energy. Energy theory advocates that body parts can communicate using electromagnetic fields,<sup>9</sup> and the communication can be blocked based on the surrounding fields.<sup>10</sup> The third theory indicates that energy flow can be restored, and the fourth is about a blocked pathway which can be opened.<sup>9</sup> The last theory proposes that reflexology can break up the lactic acid crystals that are usually deposited in the feet and allow energy to flow efficiently.<sup>8</sup>

Modern reflexology techniques have been used for the last 60 years and now more scientific and clinical research has been conducted because of its positive effects in reducing and alleviating symptoms, especially those associated with chronic conditions such as diabetes mellitus, hypertension and muscular diseases. Reflexology generally does not cause any harmful effects as long as necessary precautions are taken with patients with special medical conditions such as blood clot disorder, cancer and heart failure.

Each person has a different body system so results from reflexology treatment could vary from one person to another.<sup>11,12</sup> Based on the latest research conducted,

reflexology seems to be effective in helping body systems return to their natural state.<sup>1</sup> One of the most significant current discussions in reflexology is its effectiveness in helping to tackle several symptoms of disease.<sup>1</sup> Level of disease conditions and pain are reduced as the patients receive reflexology. It has been suggested by a Swiss study that patients having reflexology sessions show significant decrease in the amount of medication they require.<sup>1</sup> As a complementary therapy, reflexology seems to work better together with conventional treatment to treat chronic diseases that alter the normal physiological functions of the body.<sup>11,12</sup>

One of the most significant current discussions in reflexology practice is around aspects of health, safety and hygiene. Other than that, the principles and practice of reflexology as a complementary therapy is important to ensure the application of this therapy is reliable.

Until now, no study has been conducted to understand practitioners' perception of reflexology. This study serves to provide insight from reflexology practitioners on the development and regulation of reflexology practice in Malaysia.

The outcome of this study will reveal the perspective of practitioners on reflexology and its treatment in Malaysia for the first time. We can understand socio-cultural influences on help-seeking behaviour and reasons for delaying seeking help among symptomatic patients with reflexology. The findings of this novel study will provide the healthcare authorities with an overview on the extent, barriers to and facilitators of reflexology among healthcare professionals in Malaysia. Research in this area is very important so that policymakers can formulate strategies and implement activities that can monitor the development of reflexology.

## 2. Methodology

Data was collected in face-to-face semi-structured interviews with practitioners in Malaysia. There is no comprehensive list of practitioners in Malaysia that could serve as a sampling frame to obtain a sample including different specialization and position. The interview focused on development of reflexology, perceptions of effectiveness of reflexology, experiences and use of health services (modern and traditional practices) and respondents' perception.

Interviews were conducted at a time and location convenient for the respondents. The interviews were conducted in the Malay language and audiotaped. Voice recording were translated, transcribed verbatim and anonymized to ensure confidentiality. In order to ensure consistency, one researcher (NHE) conducted the whole interviews and then the transcripts were analyzed individually by all four researchers. The themes and the corresponding codes were then presented by each researcher. Discussions and reconciliation of the ideas were done before the final concepts and themes were confirmed.

Responses relating to different themes were located in each of the interviews and a coding frame was developed.

For each theme, the relevant data enabled a description of the range of views and experiences.

Data collection and analysis were conducted concurrently and recruitment was stopped when saturation was reached. All respondents provided written consent to participation.

Data was coded and analyzed to identify common descriptive themes, which were grouped into clusters. Thematic analysis was used to identify themes and subthemes. Ethical approval was obtained from the Universiti Teknologi MARA Research Ethics Committee [600-RMI(5/1/6) 19-12-2014].

### 3. Results

The interview session was stopped at five practitioners, as it had already reached the saturation point where all practitioners gave quite similar answers. The mean age for all respondents involved was 34. The demographic summary for all respondents is shown in Table 1.

Table 1: Demographic summary for all respondents

Practitioner	Gender	Age	Education	Marital status	Occupation
1	Male	29	Training centre for disabled	Single	Reflexology practitioner
2	Female	36	University	Married	Traditional health care services practitioner
3	Female	31	–	Single	Spa Worker
4	Male	33	–	Single	Reflexology practitioner
5	Male	42	University	Married	Reflexology practitioner

The outcomes identified were categorized under specific themes.

#### 3.1. Credentials and training received

All of the practitioners had good qualifications in reflexology treatment and have certification from various institutions. None of them are practicing reflexology because of inherited knowledge from their family but one of them learnt it from senior staff at her spa. The following answers are typical from the interview session:

*I was trained in the arts of reflexology at a local massage parlor for the blind located in Brickfields. I studied for 2½ years. (Practitioner 1)*

*I studied for a diploma in complementary medicine at Aimst. I was the first batch for this course. I learnt the origins of foot massage, Malay massage, and general healthcare management. And then I pursued reflexology at a community college. (Practitioner 3)*

*Some people conduct classes so we have to attend the class for 18 months. For the whole period of studying, they will teach the theories and the practice. We will receive a certificate but before that we must undergo a test to see whether we pass or fail. (Practitioner 4)*

In addition, the practitioners also have great experience in practicing reflexology. They have already practiced reflexology for many years:

*It was a long time ago when I started to work in this premises and conducting my own reflexology session when I have extra time. (Practitioner 3)*

*I have been practicing reflexology for 7 years. (Practitioner 4)*

*I've been practicing this for many years. Last year I was asked to teach reflexology to the inmates in prisons, organized by the prison administration of Malaysia. (Practitioner 5)*

Their knowledge is not limited to theory and practice about reflexology, as they also understand about human anatomy:

*I studied a lot including anatomy and physiology of the human body. (Practitioner 1)*

*The feet have multiple pressure points and the same goes to our body. (Practitioner 2)*

*There I met a lecturer who specialized in this field; a specialist who was an expert about nerves and taught me about body systems. (Practitioner 3)*

What is clear from all the data is that most reflexology practitioners are qualified to practice on their clients due to their knowledge and already gained qualifications.

#### 3.2. Keeping clients well

Practicing reflexology treatment in our life is one of the ways for us to maintain a good level of health. With all the experiences that the practitioners had in this field, they agreed that reflexology treatment is a part of body health care. Here are some of the statements from the interview session:

*[Reflexology] helps our body relax after we over-use it. It also helps to reduce stress and as we know stress may lead to many other health problems. (Practitioner 1)*

*[I wholly agree that foot massage] can act as a healthcare practice because for example the veins of our heart and liver have their own specific pressure points on the feet. So putting some pressure on the heart vein's pressure point, with the correct techniques, helps the blood to flow efficiently in the vein. When there is no problem with our blood flow, many diseases related to our body can be avoided, or at least can be reduced. (Practitioner 2)*

*[Reflexology is a complementary treatment but] it helps a lot in the management and cure of many diseases. [In my opinion,] reflexology is a way of maintaining general health and wellbeing, and should] be practiced routinely. (Practitioner 3)*

Based on their experiences and knowledge, they stated that reflexology treatment is helpful to a patient's condition instead of detrimental:

*As long as I've been in this line of work, I've never had a patient return to complain they are suffering more pain; all of them feel better after treatment. (Practitioner 1)*

*[This treatment is] not detrimental to a patient's condition. But maybe it also depends on customer's condition itself. (Practitioner 3)*

*If a patient sometimes gets worse after a massage, it is usually nothing serious. But it normally does not happen. Usually patients feel better after a session. They feel lighter and more comfortable. (Practitioner 4)*

### 3.3. Diagnostic purpose

When the practitioners discussed how they would know if there was any problem in the body system, most of them stated that they are able to diagnose a client's health problems, though two said they did not:

*Usually I can detect a patient's problem due to the pain suffered when suitable pressure is applied to a specific point.* (Practitioner 1)

*When I massaged [a client], I found out there were problems with his body system.* (Practitioner 3)

*We can detect if a patient has any abnormalities while doing this reflexology. Sometimes, we do not have to touch the affected area but we can detect the abnormalities just by looking at the expression of the patient. This is called the knowledge of diagnostic.* (Practitioner 5)

*We only massage specific points but we cannot predict accurately where the affected area of the body system is.* (Practitioner 2)

*If there are problems, those are just theories. We can't predict if a patient has a headache or heart problems. Some people were coincidentally predicted correctly.* (Practitioner 4)

The practitioners suggest clients with chronic disease to seek further treatment with a doctor but do not recommend modern medicine:

*Once I detect the problems I will advise for the patient to consult a doctor.* (Practitioner 1)

*Usually if patients have problems, we will recommend for treatment to be done, but if the condition is too serious, we will definitely recommend they seek treatment from a specialist.* (Practitioner 4)

*I'll suggested them to see the doctor if their disease is chronic. We as masseuses have no right to condemn any other practitioners.* (Practitioner 5)

Different clients have different body health conditions and the practitioners must know how to handle such conditions. Based on the interview session conducted, most of practitioners know how to handle special conditions:

*[I personally think that] if you have fever, you should try massage first but if it still does not heal overnight then it would be advisable to consult a doctor the following day.* (Practitioner 4)

*There are certain patients for which we can't perform reflexology, for example those with heart problems. Because when we do reflexology, the heart will beat faster. It may cause a more serious problem. This also occurs in patients whose blood sugar level is too high and pregnant women under 5 months gestation.* (Practitioner 4)

*For hypertensive patients we can't massage upwards. This will make the blood pressure shoot up and exacerbate the condition.* (Practitioner 5)

### 3.4. Regulation and enforcement

Many premises misuse the title 'reflexology center' as a cover for their immoral activities. Practitioners have their own opinion regarding this matter and mostly agree that stricter regulation is required and higher authorities

should be involved to stop the problem getting worse. Certifications and licenses are the most important factors:

*I admit that there are parties who misuse this license. I think that the higher authorities need to be stricter in handling this issue.* (Practitioner 1)

*[I work for this premise as a reflexology practitioner but the] owner of this premises also has certification for reflexology treatment and [runs another premise in the Kuala Lumpur area.] But both of these premises have their own licenses. It is important because many people or premises misuse the title of reflexology center.* (Practitioner 3)

*Here, every practitioner has their own certificate [but the techniques might be different. Before initiating a massage we must first ask them about their conditions]. So if the practitioners don't have a qualification, they might not know about this and put the customer at risk.* (Practitioner 4)

*I have negative views on individuals who use reflexology as means of conducting immoral acts. I find that it is very inappropriate and it gives a bad image to certified reflexology practitioners like me. It took a long time to get this certificate. I asked an officer at the Klang municipalities if I can get a license for my reflexology and hijama (cupping therapy) business. A local council officer and another local council committee member were involved to endorse the license. Both officer and committee member said that they will not endorse or give approval because too many reflexology centers have been involved in illegal businesses. Due to that, all the application has been put on hold.* (Practitioner 5)

Practitioners seem to agree with the implementation of a form about a client's background, existing diseases and much more. But they found it difficult and did not have enough time to do it.

*As for this form, I admit that it will be difficult for us to fill in the forms since we're blind.* (Practitioner 1)

*Previously, I filled in the forms and put them in a proper file, but I do not have enough assistance to do this any more so I have stopped doing it, but personally I really agree that it would be a good approach to improve reflexology treatments.* (Practitioner 3)

*I agree that the authorities should implement the form-filling procedure to ease our job and so that we can take extra measures. Sometimes we need to rush, and there is no time to fill in any forms, but it is nevertheless a good implementation.* (Practitioner 4)

Creating a reflexology association in Malaysia may help reflexology therapy to become acknowledged, so that people are aware of it and will take the opportunity to take charge of their health. It is also the safest way to manage any problems that happen related to reflexology as it is easier for customers or enforcement can trace the practitioner. This is reflected in the dialogue from several practitioners:

*Maybe it can help us to be recognized as professional practitioners.* (Practitioner 2)

*It is actually necessary because in case anything happens related to reflexology treatment, we can refer to the responsible person. Don't forget that the government*

needs to make sure all practitioners register under this association before treating customers, so if anything goes wrong, it is easier for customers or enforcement to trace the practitioner. (Practitioner 1)

### 3.5. Professionalism

Regarding professionalism, practitioners stated they are professional. When asked about it, they gave different personal opinions about why:

*I believe that reflexology is a professional line of work because we follow all the steps and procedures. (Practitioner 1)*

*Yes [we are professional] because we do not practice anything against the regulation, and we have the certificates and a license to run this type of practice. All the practitioners that offer this treatment in our premises have this qualification and this treatment has become more important in health care nowadays. (Practitioner 3)*

*Reflexology is actually a professional line of work because we are not just any masseuse; we are trained reflexologists and we focus on massage. (Practitioner 4)*

*Yes [we are professional] because many studies have shown that reflexology can actually give many benefits to our health. (Practitioner 5)*

## 4. Discussion

An exploratory qualitative approach was used because no previous study had been conducted in this area. A qualitative content analysis elicited beliefs and values from the respondent that are not normally conveyed in quantitative survey study.

Based on all the data gathered from the interview sessions, reflexologists generally consider that reflexology treatment nowadays has been accepted as one of the ways to maintain general health.

### 4.1. Credentials and training received

All practitioners have qualified certification, great knowledge and experience regarding reflexology, human anatomy, physiology and related problems. This enables people to put trust and confidence in their treatment. However, reflexology is not recognized by law and so does not require formal training. Practitioners who took part in the interview were not only proficient in massaging techniques on points of reflex but also knowledgeable in term of human physiology and anatomy. There are many education courses available related to reflexology and practiced by many massage therapists. Such courses do not teach any medical practice, and nor do they replace existing treatment.<sup>13</sup> Practitioners have qualified certification from various institutions and many years' experiences practicing reflexology. They also have expertise in doing reflexology treatment using various types of apparatus such as stone, horn and wooden sticks, based on the patients' conditions.

### 4.2. Diagnostic purpose

Reflexology involves differential diagnosis where practitioners are able to diagnose a patient's body

condition. It is impossible to name the medical condition in simple words, but it is actually the condition where the practitioners manage to identify any imbalances in the body system.<sup>14</sup> They are able to explain and relate causes why some problems could happen with our body. This helps clients be aware of health conditions and so they can seek further treatment if necessary. Detection of patient's medical conditions in reflexology involves observation, asking, listening and palpation. Practitioners observe each patient's eyes, skin, hair and facial expressions, which indirectly shows their physical discomfort and level of stress.<sup>15</sup> Practitioners can ask about and listen to clients' general health level, which can be affected by various factors such as psychological and emotional aspects. It is crucial to build empathy so that patients can put more trust in the reflexologists, leading to meaningful therapeutic relationships.<sup>15,16</sup>

### 4.3. Keeping clients well

The practitioners also believed that reflexology will reduce risk and help to handle some diseases if synergized with modern treatment methods.

The collaboration between this complementary therapy, with correct techniques and procedures, and modern medicine seems the best way to maintain general health. As reflexology is a complement to existing modern medicines, it is a good way to improve the well-being of patients.<sup>17,18</sup> Based on practitioners' experience, most clients believed that having routine reflexology treatment (with the correct technique) will enhance their body health and indirectly increase their quality of life. Routine reflexology could help reduce stress levels, and as we know stress may trigger many diseases.<sup>19,20</sup> The reflexologists did not have any clients complaining that their general health had become worse. They also think that good practitioners can help the client, based on their level of body health.

### 4.4. Regulation and enforcement

Implementation of patients' assessment forms before reflexology sessions can help practitioners monitor customers' health condition after each session. Some people such as pregnant women in their first trimester cannot have this treatment. Moreover, if reflexology is not performed correctly it may have adverse effects.

Setting up an association for reflexology treatment in Malaysia, to which all practitioners should register if they want to practice reflexology professionally, would help patients or responsible authorities trace practitioners if they are not practicing correctly according to right techniques and procedures. Some practitioners voiced concern that some irresponsible reflexology centers are being used for illegal conduct. This can affect other practitioners' business and make a bad impression about reflexology. Responsible authorities should be stricter, with more frequent monitoring of the premises that offer reflexology treatment. Involvement from responsible authorities to set up more regulation is crucial to prevent these problems from getting worse.

#### 4.5. Professionalism

Practicing reflexology and doing diagnoses would be illegal for someone that claims they are a practitioner but does not have any license related. So it is compulsory for each practitioner to have their own license.

Professional are actually the people who are qualified in the position. In our study, the practitioners, all of whom have qualified certification and licenses, considered themselves as professional since they focus on reflexology treatment and practicing it professionally with correct techniques and procedures. With worldwide recognition of Malaysian reflexologists, reflexology treatment could increase in scale concomitant with modern medical development.<sup>21,22</sup>

#### 4.6. Limitations of the study

This study was conducted in a small group. For more meaningful interpretations of practitioners' subjective perceptions, future studies should be conducted with larger samples and involve more beneficial themes. Furthermore, the interviews should be conducted in a more relaxed environment so that practitioners can express their opinions more freely. The gap that exists between facilitator and practitioners can affect each opinion. Spontaneous interview sessions would facilitate an exploration of practitioners' perception of their superiors in term of problem diagnosis, the way they handling customers with different health conditions and the involvement of responsible authorities in order to focus on their efforts to maintain people's quality of life.

### 5. Conclusion and implications for further research

The collaboration between this complementary therapy, with correct techniques and procedures, and modern medicine seems the best way to maintain general body health. Involvement of responsible authorities and strict regulation related to illegal conduct in reflexology centers, which can give a bad name to practitioners, will improve people's perception of reflexology. Empowering practitioners as professionals can help to improve people's perception of and confidence in reflexology treatment.

#### Conflict of interest

None.

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### Footnotes

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# Board Meeting Report from 24–25 March 2018

from the Board and Company Secretary

The Board would like to share with you some of the latest things happening within the Association.

On 24 and 25 March 2018, the Directors met in Adelaide for our usual two day Board Meeting. Our Company Secretary, James Flaxman, also joined us. The venue was the Regal Park Motor Inn, North Adelaide: a good venue that supplied cost effective facilities needed for the meeting, very close access to meals in O'Connell Street and free parking. The small Board Room overlooked the pool area which was a pleasant and welcoming environment for morning and afternoon tea breaks. Great to get out of the Board room to some fresh air and sunshine, gather our thoughts and recharge our batteries for the next session.

Agenda items included topics and tasks currently being undertaken plus topics and tasks for the future of the RAoA. These were all discussed and acted upon. The current directive is to maintain a focus on our Mission while concentrating on the long term vision of the Association. Updating documents is an ongoing requirement of any Company and RAoA is no exception. Directors delivered reports for their respective portfolio, along with Branch reports, and these were noted and accepted at the Board Meeting. Items requiring action from these reports are also completed.

The Research Committee is currently a working party and report to Director, Susan Ramsey. Heather Edwards has retired from this committee after many years of devotion. I am sure Heather still has the passion for research but now is the time for enjoying other things. Thank you Heather for all you have achieved. Promotions has become operational, reporting to Director, Vera Emmi.

The RAoA received a donation from the National Federation of Healers Inc. to the sum of \$1400 after the winding up of their Association.

RAoA Committees are working well for the benefit of all our members and to promote Reflexology to the public and the community.

Education, CPT, Finance, Promotions and National

Conference have been very busy with timelines and tasks. The Board would like to thank all committee members—we appreciate you volunteering your skills and valuable time.

Branch committees have been active with the promotion of Professional Reflexology via mediums such as Mind Body Spirit (NSW & QLD), Conscious Living Expo (WA), Reflexology in the Park (QLD), Seniors Festival (VIC) and other volunteering opportunities around the country.

The Board decided to re-introduce the former A5 note pad with images of the feet. Great for client note keeping, to monitor improvements or changing patterns as a result of the client having reflexology. The current A5 note pad will also remain.

Criteria and guidelines for Awards given by the RAoA have been written. These are for Appreciation, Special and Outstanding Awards. Awards are presented at Annual Branch Meetings. More information on these awards are in the Branch Policy.

The new RAoA slogan is "*Professional Reflexology ... better health naturally*".

AGM 2019 will be in Tasmania. The Tasmanian committee are working on a date and venue and we will inform members soon in order for you to plan ahead and attend the AGM 2019 in beautiful Tasmania. You might like to take some extra time to enjoy the Tasmanian Wilderness☺.

Directors had a training session on topics required in the role of Director. Discussion was had around a new business model for the RAoA as a single modality. Michele from our National Office has attended a one day Privacy Training and Data Breach workshop to ensure the RAoA Board and National Office are operating under the most up to date government and industry requirements.

There is a slight increase to Membership fees for the 2018/2019 renewals, after a nil increase the previous year. While expenses continue to rise, all efforts have been made to keep the membership increase to a minimum, and it is below the CPI.



## Do you make a Lotion, Potion, Cream, Soap or other items and wish to share the news with others? Or maybe a special treatment tool that you sell!

We are aware that many of our reflexology members are also specialists in products which can be used either with reflexology treatments, homecare, clinic use or just personal use. These products that you produce/formulate/make address very unique benefits to reflexology and massage clients.



We would love for you to share your special products – be it lotions, potions, soaps, oils, soaks, foot scrubs, bed chair covers, candles, reflexology tools – and other things suitable/appropriate items by using our various advertising and promotional mediums such as Facebook, monthly e-newsletter, website and FootPrints Journal. Prices start from \$38.50.

If you are interested in sharing your product/s with others (you don't have to be a RAoA member) please contact RAoA Promotions co-ordinator on [promotions@reflexology.org.au](mailto:promotions@reflexology.org.au)

We would love to hear from you.





## It takes less than **21 MINUTES** to discover **21 BENEFITS** of **RAoA MEMBERSHIP!**

**YES, THAT'S RIGHT, 21 BENEFITS! – YOUR INVESTMENT @ UNDER \*\$4.50 PER WEEK IS EQUIVALENT TO THE COST OF ONE COFFEE A WEEK**

\*BASED ON PROFESSIONAL MEMBERSHIP RENEWAL FEES

### **21 Benefits of Membership with the Reflexology Association of Australia** **The ONLY Association in Australia 100% dedicated to Reflexologists**

#### **1. MEMBER SUPPORT HELPLINE**

✓ Professional    ✓ Intermediate    ✓ Associate    ✓ Student

The special circumstances of membership-based and cause-driven bodies mean that having a reliable and knowledgeable source of support is a must. The Reflexology Association of Australia Limited has a team of professionals who, with their many years of practical knowledge and experience, are able to assist with most queries. The helpline is accessible Monday to Thursday on 07 3396 9001. Directors are also available, should you require, with direct access to Directors via email or phone.

#### **2. 'FIND A PRACTITIONER' REFERRAL SYSTEM**

✓ Professional    ✓ Intermediate (conditional)

Listing on our 'Find a Practitioner' database, either via the website or by the public contacting the National Office. The National Office regularly receive telephone enquiries for Professional Reflexologists. This member benefit results in increased business and referrals to you as it distinguishes you as a Professional Reflexologist to the public.

The "Find a Practitioner" referral system is available to all Professional members and those Intermediate members who have Insurance and First Aid.

#### **3. DISCOUNTED INSURANCE PREMIUMS**

✓ Professional    ✓ Intermediate    ✓ Student

Arthur J Gallagher, our Insurance partner, offer special insurance premiums to Professional, Intermediate and Student RAoA members. Additionally, due to our partnership agreement, the RAoA receive a small commission which is then used for the benefit of all members. <https://www.reflexology.org.au/insurance-policies-details>.

#### **4. MERCHANDISE**

✓ Professional    ✓ Intermediate    ✓ Associate    ✓ Student

Promotional items such as RAoA branded Polo shirts, RAoA branded name badges, brochures, gift vouchers, receipt books and educational resources (charts, DVD/CD's) are all part of raising both your professional image and the awareness that you belong to a professional organisation. Access to the RAoA merchandise does reduce individual promotional costs as we can order in bulk and create a consistent professional image.

Some items are limited to Professional Members and those Intermediate Members with Insurance and First Aid. Check on our on-line shopping cart or on the PDF Merchandise Order form for the details of those items.

#### **5. ADVOCATING REFLEXOLOGY AS A VIABLE and VALUABLE COMPLEMENTARY THERAPY TO ALLOPATHIC MEDICINE**

✓ Professional    ✓ Intermediate    ✓ Associate    ✓ Student

RAoA has established an excellent relationship with many Health Funds ensuring that they regard RAoA and 'its standards

of recognition as high quality practice' and are therefore eligible for patients to claim refunds.

**Political Advocates: The RAoA will actively support its members in the political arena if and when required at a National level.**

RAoA is constantly monitoring current government and medical trends and sends submissions on member behalf promoting the benefits of reflexology, particularly in relation to its potential as a viable supplement within the health care system. When there is negative publicity against natural therapies, RAoA responds to down play the negativity.

RAoA has a Memorandum of Understanding (MOU) with the Network of Researchers in the Public Health of Complementary and Alternative Medicine (NorphCAM) and is a support partner with the Practitioner Research and Collaboration Initiative (PRACI).

**NorphCAM** focuses on examining the role of CAM in Health Care, linking researchers and practitioners to promote and advance public health and health services research and research capacity building relating to CAM.

**PRACI** is the world's largest complementary healthcare practice-based research network and is committed to:

- ◆ Strengthening the development of meaningful and practice relevant research in complementary healthcare
- ◆ Supporting productive communication and engagement between complementary healthcare practitioners and researchers
- ◆ Stimulating and developing a sustainable research culture within complementary healthcare in Australia
- ◆ Facilitating the development of research networks in a range of complementary healthcare fields across Australia and internationally
- ◆ Progressing broad rigorous scientific investigation to information complementary healthcare

The PRACI network includes over 750 practitioners from 14 health professions of which Reflexology is one.

#### **6. WEBSITE MEMBER ONLY PORTAL**

✓ Professional    ✓ Intermediate    ✓ Associate    ✓ Student

This gives access to a wide database of articles and research available **only** to members. This is a great tool to use in marketing your business at clinic level. In addition, RAoA forms, electronic issues of *FootPrints* and our on-line Merchandise shopping cart ordering makes interaction with the RAoA simple and convenient. You can register for National Workshops and some Branch workshops, along with shopping for your Merchandise, all with a flick of the keyboard 24 hours a day.

*Continued on page 14*

## 7. RAoA ORGANISED WORKSHOPS – National and Branch

✓ Professional    ✓ Intermediate    ✓ Associate    ✓ Student

Educational Workshops and Seminars are at the core of the RAoA. Workshops, seminars and study days deliver knowledge, networking and inspiration to members and are a valuable investment with many benefits to members and the wider community. RAoA Professional, Intermediate and Student Members receive discounts to National and Branch Workshops – all listed in the comprehensive RAoA event calendar, National e-newsletter, Events page on the RAoA website and local branch newsletters. In addition, face-to-face sharing of information and knowledge occurs at the many local Branch Meetings, Educational Practicum Exchange (EPE) Groups, networking events and the National Conference. These are held all over Australia. An affordable way to increase your knowledge base!

To find a workshop or EPE near you, please see the RAoA website [www.reflexology.org.au](http://www.reflexology.org.au), Branch Newsletter or contact your Branch Chairperson, a Director or National Office.

## 8. NATIONAL CONFERENCE

✓ Professional    ✓ Intermediate    ✓ Associate    ✓ Student

The Association's own National Conference provides the opportunity to attend and network with fellow reflexologists as well as gain valuable information from seminars and presenters. Speakers cover a variety of topics and are leaders in their field. Members have access to discounts for delegate registration, including early bird member discounts. Held in a different state every 2 years, this is a great opportunity to listen to international speakers and attend pre and post Conference Workshops.

## 9. FOOTPRINTS JOURNAL

✓ Professional    ✓ Intermediate    ✓ Associate    ✓ Student

The RAoA print magazine, *FOOTPRINTS*, is the Association's quarterly magazine. *FOOTPRINTS* is dedicated to all things REFLEXOLOGY and contains relevant and leading-edge sector news and information specifically dedicated to the modality of Reflexology. Each issue shares articles and case studies, tips for client growth, research and updated abstracts from around the world. Choose to receive your copy of *FOOTPRINTS* in hard copy or electronically to your inbox!

## 10. RAoA MONTHLY E-NEWSLETTER (KEEPING YOU UP TO DATE AND INFORMED)

✓ Professional    ✓ Intermediate    ✓ Associate    ✓ Student

The four issues of *FOOTPRINTS Journal* are supplemented by monthly e-newsletters, which contain news, updates, forthcoming member events, member benefit notices and member support queries. Between the four issues of our *FootPrints Journal* **AND** monthly e-newsletters we've got you covered with up to date information and news. Both *FOOTPRINTS* and the monthly e-newsletter are a vehicle for sponsors and supporters to advertise as well as a valuable marketing resource at clinic level.

## 11. PARTICIPATE AT COMMUNITY EVENTS such as HEALTH AND WELLNESS EXPOS

✓ Professional    ✓ Intermediate (conditions apply)  
✓ Associate (conditions apply)    ✓ Student (conditions apply)

RAoA participate in various Health and Wellness Expos around Australia, e.g. Mind Body Spirit (MBS), Women's Health Expo, Conscious Living Expo and various other community events. This is a great opportunity for our members to showcase "professional reflexology" to the public. These events are supported by the RAoA and organised by our Branch Committees or Regional representatives.

## 12. ACCESS TO INDUSTRY DISCOUNTS FOR RAoA MEMBERS

✓ Professional    ✓ Intermediate    ✓ Student (Associate members please contact our National Office for your applicable benefits)

RAoA are dedicated to increasing the benefits of membership and have been successful in building relationships with suppliers and supporters to offer exclusive member ONLY advantages. Presently, offers include insurance incentives with **AJG discounted premiums**, as well as the **AJG Access First** (specially selected services for members) program •Free ad hoc legal advice •Web development and digital marketing •Discounted travel and accommodation •Graphic design •HR and business consultancy •Business attire •Business energy rates •Professional indemnity and public liability insurance •Ethical gift boxes •Roadside assistance •And much more...!

### MOVE muscle, bone and joint health

Member prices for registration at all events, workshops and webinars. When registering, you must quote the RAoA Health Professional Membership Number for the discount to be applied (contact RAoA Office for number). Discount cannot be applied AFTER registration. <https://www.move.org.au/> Includes access to information and resources about Arthritis and Musculoskeletal conditions.

### CPR First Aid (NSW and Victoria)

RAoA members in NSW and Victoria can complete their HLTAID003 First Aid Course at a discounted price. Contact National Office for pertinent information and discount code to be used when booking. Further offers will be announced as finalised.

## 13. ADVOCATING REFLEXOLOGY AS A CAREER NATIONALLY with APPROVED TRAINING ORGANISATIONS

✓ Professional    ✓ Intermediate    ✓ Associate    ✓ Student

RAoA are in regular contact with Registered Training Organisations nationally. Did you know that the RAoA has its own Certificate of Clinical Reflexology taught by several providers around the country, ensuring a high standard of education in Australia?

<https://www.reflexology.org.au/better-practice/schools-and-colleges>

## 14. OPPORTUNITY TO BECOME A CERTIFICATE OF CLINICAL REFLEXOLOGY SCHOOL

✓ Professional

Are you interested in becoming a Certificate of Clinical Reflexology School? Those graduating with this Certificate are eligible to become professional Members with the RAoA. Find our more at <https://www.reflexology.org.au/better-practice/certificate-of-clinical-reflexology>

## 15. LOCAL NETWORKS AND INTERNATIONAL CONNECTIONS

✓ Professional    ✓ Intermediate    ✓ Associate    ✓ Student

Sharing and networking in Australia happens at Branch Meetings at various venues, Branch Study days/workshops and National workshops, Seminars and our RAoA National Conference and National AGM day.

RAoA has a reciprocal membership arrangement with the Association of Reflexologists (AOR), UK and The South African Reflexology Society (TSARS). This means that members wishing to relocate to, or register with, these two Reflexology Associations have valid qualifications and will be recognised at the equivalent membership level to their Australian membership category. If an AOR or TSARS member wishes to join RAoA the same validation exists.

Joining an overseas association gives ready access to a much greater range of information and research.

TSARS and Reflexology New Zealand will be some of the Association Newsletters available on the RAoA website in the near future. These can then be accessed by all RAoA members.

## 16. COMMITTEE OPPORTUNITIES – National and Branch

✓ Professional    ✓ Intermediate    ✓ Associate

The RAoA is a not-for-profit organisation and built on volunteering members. Let's keep this legacy going and join a National or Branch Committee. CPT points can be gained.

Committees and Working Parties such as CPT, Education, Finance and Research provide the opportunity to discuss key issues or particular areas of interest with peers. Contribute your ideas, experience and knowledge and shape the future of your Association for the good of all and our wonderful modality. 'Have your say, do your bit, make it happen!'

At a branch level we have Branch Meetings and Branch Committee Meetings, either as part of Study/Workshop days or at separate arranged times. There is also the opportunity for members to volunteer for Committee positions such as Chairperson, Secretary, Branch Cashier, Events Co-ordinator/Events team, CPT/Education organiser, Welcome Mentor and Newsletter Editor. Share your knowledge or gain additional knowledge by volunteering for a role on a Branch Committee. Alternatively, attend your Branch meetings and contribute your ideas to the future of the RAoA.

## 17. ASSOCIATION SURVEYS

✓ Professional    ✓ Intermediate    ✓ Associate    ✓ Student

RAoA member surveys aim to find the opinions of members on issues that affect, or may affect, the ability to be a successful reflexologist while adding detail to the limited available data for the Reflexology profession in Australia. The survey results are used by the Association to make considered decisions and responses to member feedback and to advocate/campaign better on member behalf to government, medicos and the public. These

surveys are important tools because of the detailed information they provide for the Board, Branch Committees and National Office staff.

## 18. RAoA PRIVATE FACEBOOK GROUP

✓ Professional    ✓ Intermediate    ✓ Associate    ✓ Student

Members have access to our Private **Facebook Group**. Members can post questions to both the RAoA and to fellow members for guidance and support on anything related to Reflexology and Reflexology practice. Likewise, members can also post replies to other members' enquiries. This acts as a 'support group' between reflexologists and student reflexologists.

## 19. USE OF THE RAoA LOGO

✓ Professional

Professional Members are eligible to use the RAoA logo in their marketing material. This helps add further Professionalism to you and your brand and most importantly highlights the DIFFERENTIATION to the public that you do have insurance and current first aid certificate and that you are participating in current ongoing education practices. Using the RAoA logo provides assurance to the public that your professional services are compliant with the RAoA approved and recommended standards and the National Code of Conduct for Healthcare workers requirements.

## 20. MENTORING

✓ Professional    ✓ Intermediate    ✓ Associate    ✓ Student

This is a valuable resource within our membership. We are thankful for the many years' experience of our longstanding members, as well as the reflexologists who have undertaken detailed training in specific areas of health such as cancer care, maternity and other speciality reflexology techniques. Our own resources offer the ability to assist new graduates with mentoring at events, local branch meetings or workshop days. You may even contact a mentor via email for that one-to-one assistance.

## 21. THE ONLY ASSOCIATION 100% DEDICATED to REFLEXOLOGISTS – investing in your future

Personalised service – the RAoA has a membership base of approximately 750 members. Being not as large as some other Associations, this means we take the time to listen and assist our members. At the RAoA we live and breathe Reflexology. This includes promoting Professional Reflexology to increase awareness of the individual health benefits, (thereby increasing your client base), and we also work to ensure that awareness is increased to identify you as a Professional Reflexologist. Your membership fees support these ongoing campaigns and dedication.

### Affordable benefits VS equivalent cost!

Annual Professional Membership – less than \$4.50 a week =  
1 × coffee/tea a week

Annual Intermediate Membership – \$4.33 per week =  
1 × coffee/tea a week

Annual Associate Membership – \$1.77 per week =  
less than 1 × coffee/tea a fortnight





RAoA 2018 Conference presenter—Adelaide SA October 2018

# “Self-care for shoulder pain and shoulder injuries—Proven, simple and effective”

Presented by Vera Emmi

Conventional treatment for shoulder pain includes a variety of methods such as ice or heat, rest, physio, massage, anti-inflammatories, cortisone injection/s and surgery.

While rest, ice and heat are the first things most people generally try, they only provide temporary relief. Non-steroidal anti-inflammatories have been known to have negative effects on stomachs; cortisone injections are not something we would want to do too often, and naturally most of us would do anything to avoid surgery. This leaves us with “what do we do?”

In this session Vera will demonstrate self-care techniques for you the practitioner as our occupation isn't always kind to our own shoulders. These ‘self-care’ techniques can also be shared with family members and clients.

These self-care techniques will also assist other ailments/concerns caused by shoulders. For example, many causes of neck pain and headaches are caused from Shoulder issues, as are some digestive problems and vice versa.

This is a ‘hands-on’ session. Attendees will be applying these techniques on themselves during the session, while the techniques are being demonstrated on self and/or a volunteer. This reinforces how easily it can be done on oneself and how easy it is to teach to others.

The conference presentation is aimed at self-care only and not the many more acupoints or reflexology techniques that can be used by the practitioner on the client in an actual treatment session.

Areas demonstrated will include: direct acupressure points easily reached by one self, ear points/areas, face points/areas, hand areas and feet areas.

The information in this session is based on personal experience and Vera’s journey to avoid surgery after having only 1% range-of-motion to now having 99.5% ROM, and the subsequent success in assisting many clients with shoulder pain, post shoulder surgery, headaches, migraines and more ...

The conference presentation is aimed at self-care.

## About Vera Emmi

Vera has been in the Healthcare and Skincare industry since 1988 having previously spent 11 years in Finance and Lending. She owned and managed her own business, building it up to a staff of eight, while at the same time being a full time practitioner within the business, and devoting time to continue her studies in various other modalities.

Vera has been a certified trainer for 30+ years. She has formulated her own workshops and over the years has delivered them both privately and at 2 x TAFE institutions. She travelled around Australia on a working holiday for 3.5 years while still performing reflexology and conducting workshops. Vera is a Professional Member of the RAoA and is a current active Board Director and on various RAoA Committees. Over the years Vera has received 14 industry awards – local, state and national – and was this year nominated for the Qld Volunteer of the Year Award.



Conference goers will be privileged to be able to attend the closing ceremony conducted by Irene Allan:

## Closing Drumming Circle



My Name is Irene Allan (nee Ahang).

I am a well-known Aboriginal Elder in the South Australian community, I was born in Kingston South East in 1941.

My Clan Group is called Tanganekald, I am an Artist and paint on Canvas, paint Healing Stones, Healing Seed Necklaces, and Emu Eggs, I do Smoking Ceremonies, Yarning Circles and Drumming Circles, I work with building energy and bonding among people that come in to the Circles, I have produced a Healing CD for when people are going through stress, this takes them away on a journey to beautiful places, all to do with healing the body and making yourself feel good. I seek to help others overcome difficulties in their lives through spiritual connections with the land and their Ancestors.

I talk to people that are finding it hard to see clear, and put them on a positive path.

Last year I was awarded Elder of the year. And this year was one of seven Strong Aboriginal Woman chosen to be on a poster of the theme “Because of her we can”.



# “The Scented Emu Bush—Number one medicinal plant”

Presented by Edmund Gooden

To many, the Scented Emu Bush is a complete unknown. Like much of the natural World, medicinal plants have often been missed by the mainstream. It has been the life work of Edmund from *Sacred Grove* to live in environments in which Australian Native Plants are recognised and used in customs before Colonialization. In this process, knowledge has been acquired first hand by living with Australian Indigenous people who shared their knowledge and understanding of, in particular, the Scented Emu Bush. Edmund then has created the opportunity to share his knowledge by creating *Sacred Grove* which is entirely organic and now has thousands of Australian native Medicinal Plants.

He has also grown the rare and unknown Australian Native Pine and the Australian Sandalwood which is very well known in particular cosmetics, essential oils or incense sticks. Growing plants is one thing, but then what is required is to place these plants in front of people – and allow the plants to talk to the person through their compounds. This may appear a little strange, however the plants have no voice and must have a person as their advocate until other people receive the medicinal benefits that can be derived from the compounds.

So *Sacred Grove* set out to create a variety of different products which would give people the choice and methods to use the plants in such ways as: Body Rubs, Massage Oils, Luxury Body Muds (topical), Essential Oils (aromatic), Bush

Oils (topical/internal) and a tea which is consumed. Various combinations of the plants are placed into various products which when applied may give the body some benefit.

In order to know what the plants may do for you, they have all had a certificate of analysis which has delivered a comprehensive evaluation of exactly what compounds exist so there is no guess work. For many of us, not being chemists, it is very difficult to decipher what the compounds may do. Here in Australia there is no service or business which will provide an interpretation.

Edmund was very fortunate to have met Pamela Nish, who is a Qualified Aromatherapist, Professional Reflexologist and Massage Therapist, and she has created the first interpretation of these extraordinary plants. We are now fully armed with a spectacular range of plants growing at Sacred Grove. They are all handcrafted and made into unique products which, with time, people find the benefits derived and the potential applications of the products.

This is a journey of discovery and in Edmund’s talk he will take you on a personal journey of how he became influenced by these unique plants: how they helped him in extreme times, and his obligation to Elders now gone to pass on this knowledge to you.

So come along to the very special and much anticipated Australian National Conference on the 19–22 of October and hear him talk to you.

## About Edmund Gooden

Edmund Gooden has spent several years in the Anangu Pitjantjatjara Yankunytjatjara Lands in remote North West South Australia, gaining knowledge about the deep and rich culture. With his Bachelor of Applied Science in Agriculture, and anthropological background, he took an interest in the massive role the Irmangka Irmangka (Scented Emu Bush) plays in their culture as the aptly named “number one medicinal plant”.



## Association Awards

	Life Membership	Outstanding Achievements		
<b>NSW</b>	Sue Ehinger	Ronda Mackay		
	Graeme Murray	Judee Hawkins	2009	
	Cherel-Sue Waters	Ann Jooste Jacobs	2009	
	Judee Hawkins	Misha Frankel	2010	
		Joan Harwood	2010	
<b>QLD</b>		Jan Cullen	2014	
		Stephen O'Rourke	2017	
		Sarita Atkins	2017	
	Heather Edwards	Don Stretton	Claire Siertsema	2009
	Sharon Stathis	Julie Bidwell	Jan Kiss	2009
	Tissa Hennig	Jan Williams	John Zurfluh	2010
	Dianne Yaxley	Glenda Hodge	Sonia Bailey	2011
	Joan Boardman Smith (deceased)	Ian Gilbert	Kate McKnight	2011
<b>SA</b>	Joyce Lockett	Miranda Mann	Sue Brooking	2013
	Rosemary Urban (deceased)	Irene Bull	Catherine Lee	2014
	James Flaxman	Patricia Maclean	Helen Adendorff	2015
	Susan Ramsay	Margaret Coventy	Kate McKnight	2015
		Catherine Lee	Vera Emmi	2016
		David Wong		

	Life Membership	Outstanding Achievements		
<b>TAS</b>	Pamela Skeggs	Lorna Menzies	2010	
		(posthumously)		
		Gaylene Webb	2011	
		Vicki Delpero	2011	
		Shirley Lawson	2012	
		Sarah Blain	2013	
		Lynda Kidd	2018	
<b>VIC</b>	Dee Leamon Carol McBain Josie Magazzu (deceased) Marion Bond Trevor Steele (posthumously) Emma Gierschick	Natalie Baker	2006	Lyn Fava
		Marion Bond	2008	Yve Frankcombe
		Samantha Langridge	2010	Anne Hilarius-Ford
		Karen Fothergill	2010	
		Helen McCallum	2010	
		Dani Singer	2010	
		Anne Cooper	2010	
			2013	
<b>WA</b>	Keith Solomon Brigitte Johnson Lynn Hatswell	Patrica Bell	2006	Mairead Spooner
		Flora Toft	2006	Catherine Chandler
		Gladys Duncan	2006	Judy Moyes
		Chris Aubrey	2007	Dot Neems
		Des Bradley	2007	Carol Lee
		Lis Anderson	2007	

## “Paws and more”

Presented by Jackie Segers

I commonly get asked about how to introduce reflexology to our companion animals. Although starting at a very early age is good, you can gradually introduce reflexology to older animals as well. Most touch therapies are a cognitive learning process that can take time to develop. My practical workshop at the upcoming conference will focus a bit on deepening our connection with animals before we share reflexology.

OFFER (Open-Friendly-Focused-Empathetic-Respectful) is a great way to approach giving reflexology to animals but can also apply to humans as well.

Mary Ann C. Simonds developed this concept over 20 years. She observed and recorded data relating to animal-animal and animal-human interactions. She also interviewed other wildlife biologists and behaviourists to obtain a better understanding. Since every animal is as unique as every person, these techniques work best with animals and people that are aware and open.

1. *Be Open*—Often our belief systems, expectations and ego prevent us from being open and allowing a healing connection to develop. Catching your thoughts, and examining where they come from, will help your mind be more open.

2. *Be Friendly*—Maintain a joyous and friendly heart connection with the animal. Animals are sensitive to the energy we project.

3. *Be Focused*—The average person can only focus on one thing for approximately 4 seconds (people that meditate can sustain concentration for much longer). If thoughts appear, watch them like clouds passing by. Focus your attention on your heart centre and the healing exchange happening with the animal.

4. *Be Empathetic*—Empathy implies compassionate feeling “with”, not “at”, another animal. The more we can adopt this, the more understanding of the animal we will gain. Knowledge about the animal’s behaviour, physiology and needs in life is helpful when we share reflexology.

5. *Be Respectful*—Humans have been programmed from an early age to believe that we are responsible for caring for animals. Although we feel close to them, they are “below “ humans intellectually. Respect implies honest feelings of dignity, worth and esteem for another. When a person understands the value of the presence of another “being” it becomes easier to truly respect another animal.

### About Jackie Segers

Jackie Segers is a certified reflexologist who trained with Bill Flocco and Lisa Chan at the American Academy of Reflexology in Los Angeles. She is the author of *Reflexology for Cats*—the first published book on ear, face and paw reflexology for felines. Jackie was a guest speaker at the Reflexology Association of Canada conferences in Montreal and Winnipeg, She will be teaching a post conference animal reflexology workshop at the RAoA Conference in Adelaide in October 2018.



## Report from Conference Committee Convener

by Marie Steinke

Well, only three months to go to the conference, and things are happening at a much faster rate now.

The program is almost complete and you are able to see the draft on the website.

In regards to presentations, we still have 60 minutes left to fill. The speaker’s biography is now on the web page, and it certainly appears that what will be delivered will provide us with a wealth of information.

Susan has been busy preparing a format for the Conference Book which in itself is a mammoth task. We are still chasing information from the speakers to put in the book. Our cut off point is July 1st.

The workshops to be presented are by Lisa Chan, Barbara Scott and Jackie Segers.

The venue, and equipment needed for these workshops, has now been finalized.

Lisa Chan has advised me of six registrations for her workshop.

Pamela Nish has been sourcing people and businesses to take the opportunity to advertise their wares on Trade Tables.

Susan, Pamela in particular, and the rest of the committee have been asking businesses for Sponsorship. As we receive a sponsorship, their logo and classification of Sponsorship is added to the Conference webpage.

I have now received the paper lottery booklets from People’s Choice for us to sell in SA to raise funds. For a while now we have been able to purchase online and thus far have raised \$554. Thank you to everyone who has helped in this process.

We have received many donations to be used for door prizes, raffle prizes and products to give to each delegate, all of which we are very grateful for.

There is still much work to be done and, as the Convener of the Conference, I appreciate all the help that I have received from the committee and members.



# WA Certificate of Appreciation Awards 2018

by Jill Jones

This year it was a pleasure to present two of our members with a Certificate of Appreciation award.

## Monique Van den Ing (left)

Monique is our South West branch representative and is always passionate and motivated in her quest for promoting reflexology. She is constantly involved in organising meetings and study opportunities in the South West and regularly participates in Reflexology Week, never missing an opportunity to educate the public about the benefits of reflexology. Monique takes the time to travel to attend Perth study days and always connects to our committee meetings via Skype. Monique, thank you and congratulations.



## Carol Anne Brand (right)

Carol Anne has been a long standing member of the Reflexology Association. She has always been one of the first members to put her hand up to help out and has been a constant on the WA committee for as long as I can remember. This year she has been a quiet, solid presence during our study days and meetings. She always arrives early and stays late to help set up and pack away during our study days and she makes amazing cakes for morning tea ☺ Carol Anne was a great help with our return to the Expo last year and her advice was very much appreciated. Carol Anne, thank you and congratulations.



## CPT Education and World-Wide Conferences Calendar of Events

Inclusion in the CPT Calendar of Events is a further bonus for advertisers and includes one free listing for each advertisement placed. Place your advertisement with the RAOA Marketing Manager—[marketing@reflexology.org.au](mailto:marketing@reflexology.org.au)



2018	PRESENTER	TITLE	LOCATION/CONTACT
July 21–22 August 25–26	Lyndall Mollart	Part 1 Maternity Reflexology Part 2 Maternity Reflexology	Brisbane, Qld. Inquiries and registrations contact Lyndall <a href="http://www.maternity-reflexology.net">www.maternity-reflexology.net</a> or email <a href="mailto:lmollart@gmail.com">lmollart@gmail.com</a>
August 10–13	Australian School of Reflexology	"Japanese Cosmo Face Lift" with Sue Ehinger	Sydney, NSW Enquiries Irene Tasho 02 9449 6161 <a href="http://www.reflexologyaustralia.com">www.reflexologyaustralia.com</a>
August 19	Gretel Spiegel	"Reflexology and Oncology Care"	Sydney, NSW Enquiries Gretel Spiegel <a href="mailto:Gretel.spiegel@bigpond.com">Gretel.spiegel@bigpond.com</a> 0408 633 624

## RAoA NATIONAL CONFERENCE 2018—Adelaide SA

2018	PRESENTER	TITLE	LOCATION/CONTACT
October 19–21	Keynote Speakers: Lisa Chan Barbara Scott	"Synergy in Reflexology" 2018 National Conference "Priority Reflexology using Hand/Foot/Ear Reflex Points" "An Integrative Approach to Fertility Issues using Hand/Foot/Ear Reflex Points"	Stamford Plaza 150 North Terrace Adelaide, SA Further details and bookings available online. Join RAOA Conference 2018 on Facebook <a href="http://www.raoaconference.com">www.raoaconference.com</a>

## RAoA NATIONAL WORKSHOP 2019—2 Day workshop

Full details in October FootPrints and upcoming RAOA e-newsletters

2019	PRESENTER	TITLE	LOCATION/CONTACT
March 16–17 March 23–24 August 17–18 August 24–25	Louise Dennison Louise Dennison Louise Dennison Louise Dennison	"Zen Reflexology" "Zen Reflexology" "Zen Reflexology" "Zen Reflexology"	Melbourne VIC Perth WA Sydney NSW Brisbane QLD Enquiries: <a href="mailto:cpt@reflexology.org.au">cpt@reflexology.org.au</a>

# CPT News—July 2018

by Jacqui Baldwin, Director CPT  
[cpt@reflexology.org.au](mailto:cpt@reflexology.org.au)

## Are you ready to 'kick off' your new CPT year?

It's easy, and don't be daunted by the new RAoA website appearance. With a little planning you can get off to a flying start!

Locating the CPT Summary Tracker on the RAoA webpage:

- ◆ Login into the Members Home page
- ◆ Click on the blue tab 'Track Your CPT On-line'
- ◆ Scroll down on the next page to locate the Tracker document
- ◆ Scroll to the Activity you wish to update and click the red 'Edit' button
- ◆ Complete details in the Activity Detail, Private Note, Date and Point boxes and click red 'Add' button to save
- ◆ To return to the Summary page, click on the blue 'Back to Summary' notation top right of the page
- ◆ Now you're ready to complete details for another Activity
- ◆ To print the document, click the red 'Print' tab at the top left of the Summary document above Activity 1



Familiarise yourself with the requirements of the CPT Program:

- ◆ Professional members (PMs) must accrue a minimum 20 CPT points per year, 1 July – 30 June
- ◆ The current program has 17 Activities which can accumulate CPT points
- ◆ PMs must accrue 10 points between Activities 1 – 10
- ◆ The other 10 points can be accrued between Activities 11 – 17
- ◆ The electronic CPT Tracker Summary must be fully completed as soon as possible after 30 June
- ◆ Print off a hardcopy or save an electronic copy of your completed summary for future reference
- ◆ A new CPT Tracker Summary will start within the first week of July each year

**Helpful Hint:** For easy reference, save the CPT Summary Tracker document somewhere on your electronic device so that it is accessible even when you don't have WIFI access.

## Key calendar dates to start your CPT point estimation and planning:

- |                    |  |
|--------------------|--|
| October 2018       | RAoA 2018 AGM/National Conference<br>Adelaide – Activity 2 |
| December 2018      | FootPrints Quiz commences – Activity 9                     |
| March 16 & 17 2019 | 2 day National Workshop – Melbourne<br>– Activity 1        |
| March 23 & 24 2019 | 2 day National Workshop – Perth<br>– Activity 1            |
| May 2019           | Annual Branch Meetings – Activity 3                        |

After this, fill in the gaps with Branch Committee role participation, Branch General Meetings attendance, Reflexology workshops, educational practicum exchange

participation, Reflexology volunteer activities, contribution of publications for FootPrints or Branch Newsletters, First Aid Certificate renewal, ongoing studies and self-directed learning, and professional subscriptions.

## What's new in the 2018–2019 CPT Program?

Keeping the program contemporary, cost efficient and meeting the compliance requirements of State and Federal laws is always a challenge for the CPT Committee and RAoA Board. The following enhancements have been included:



- Activity 8 – 900 word article now 5 points, 500 word article now 3 points, activity maximum increased to 10 points
  - Activity 9 – now includes You Tube videos
  - Activity 14 – now includes Certificate III level studies, 5 points
  - Activity 17 – now includes the purchase of Reflexology wall size charts (A1, A2, A3, A4), 1 point per chart
- Please read the CPT Program for specific Activity requirements and evidence to be kept.

## FootPrints Quiz Results

We had a fantastic response to our FootPrints Quiz which closed on 31 March, achieving the highest number of entries ever received – 137, beating last years result of 133!

Congratulations to all members who participated in the quiz, we are sure you have enjoyed this year's simplified format and we've welcomed the positive feedback about this. The Quiz will be available again this year in the same format and it remains a cost effective way to achieve a maximum number of 5 CPT points where all answers are correct.

Please keep your FootPrints Journals. The Office had a number of last minute frantic calls for electronic copies to be sent out. Once the quiz is over, feel free to donate your journals to other associations or your GP waiting room, but don't be caught short at the time!

## Foot Notes

It's an opportune time to mention that the Office has introduced a number of Wall Charts on the merchandise list, so take time to check these out.

The CPT Committee is in the process of finalising the 2019 National CPT Event details. Keep an eye out for future advertisements with all the information.

If you have any questions regarding CPT, I can be contacted by phone: 0415 696 058 or [cpt@reflexology.org.au](mailto:cpt@reflexology.org.au)

CPT Committee: Jacqui Baldwin, Vera Emmi, Susan Ramsey and Karen Riley

# Welcome New Members

March–May 2018

First Name	Surname	Suburb	State
Kuniko	Baba	Macquarie Park	NSW
Marilyn	Beard	Albany	WA
Amanda	Beckett	Winmalee	NSW
Neil	Brazendale	Liffey	TAS
Karen	Brettner	Backmede	NSW
Jenny	Brindle	Pipers River	TAS
Jo-Anne	Cooper	Launceston	TAS
Sally	Davidson	Sandgate	QLD
Carolyn	Dennis	Bridport	TAS
Kinga	Kielar-Coe	Launceston	TAS
Vendula	Mottlova	Kings Meadows	TAS
Gabriela	Seredenco	Alexander Heights	WA
Lenore	Sims	Cairns	QLD
Alison	Tillack	Elizabeth Town	TAS
Jessica	Walker	Launceston	TAS



*You're not going to see your dreams come true if you don't put wings, legs, arms, hands and feet on 'em.*

*Dolly Parton*



## Maternity Reflexology Course and Workshops

facilitated by Lyndall Mollart  
Brisbane, Qld

**Part 1: 21 & 22 July 2018**  
**Part 2: 25 & 26 August 2018**

**Maternity Reflexology** is designed to provide reflexologists with a basic understanding of women's fertility and pregnancy, childbirth and postnatal care with a mixture of theory, discussion and practical work. *The first 2 day workshop* covers the basics of the female pelvis, infertility and hormones of pregnancy, and pregnancy. *The second 2 day workshop* covers the incoming soul and pregnant feet, birthing and the postnatal period, including newborn baby care.



Participants can choose to attend workshops or work towards the *Maternity Reflexology Post-Graduate Certificate of Competency*.

**Incredible price** includes workshop, morning tea, CD resources, and handouts. Also includes marking of assignments and support from Lyndall if undertaking Post-graduate certificate.

For flyer and more details, visit:  
[www.maternity-reflexology.net](http://www.maternity-reflexology.net)  
Enquiries: [lmollart@gmail.com](mailto:lmollart@gmail.com)

## POST GRADUATE & CERTIFICATE COURSES IN 2018



“ I am totally committed to excellence in Reflexology and provide a very personal approach to your training in a passionate and nurturing environment. ”

*Irene Tasho, New Principal, Australian School of Reflexology*



### Reflexology Basics

In this two day workshop you will learn the basics of reflexology. Learn various techniques to relax and re-energise and treat your family and friends.

### Certificate Course

- Qualification accredited by RAOA
- 11 weekends of inspired learning

### Facial Reflexology: 1 & 2

August 10 – 13 (Friday to Monday)



FOR MORE INFORMATION CALL (02) 9449 6161 & [www.reflexologyaustralia.com](http://www.reflexologyaustralia.com)

# BRANCH NEWS

It was so amazing to see so many of our NSW members attend the ABM in May - such an uplifting energy all day with our speakers and stalls, plus our workshops on the Sunday. The return of the ABM always brings up the deadly silence of the election roles; it is always a struggle in any committee to encourage new people to step up. I currently have a great committee that mostly wanted to carry on in their existing roles, however we still managed to welcome a few new committee members onto the team, which always makes me happy. I think the main thing we face is people not understanding the roles of the committee. That's why we did a great article in our NSW Feet Speak newsletter about "committee life" - which allowed members to understand why people volunteer and what it involves. Many hands make light work after all.

I wanted to formally say goodbye to Ann Jooste-Jacobs as she leaves our committee this year after volunteering

## NEW SOUTH WALES



for 20 years in the NSW branch - an amazing contribution of her time and dedication and I know she will be missed.

Committee life seems to speed up at this time of year as we are straight into winter workshop days, and before we know it we will be back at Mind Body Spirit Festival in October. Please contact Natasha Randell if you would like to volunteer at our stand - tashreflexology@hotmail.com.

We also have a branch workshop day coming up on Sunday 22 July hosted by Misha Frankel, "Connecting Energy Reflex Therapy - Exploring our Hidden Potential". Please see online registrations at RAOA webpage for more details. This will be an amazing workshop allowing you to connect to your intuition, and blending energy work and Reflexology.

I look forward to seeing you all at our next meetings in July and September.

*Karen Riley*

Greetings again from Western Australia. The days are turning cooler and we have finally had some much needed rain. Winter is coming to the West!

Our ABM and study day on the 20th May went well and we finished the day with all positions on the new committee filled. This year we have a mix of "old and new" faces and we are looking forward to our first committee meeting in early June. Our year ahead, at this stage, is very much an unknown. I am looking forward to brainstorming some fresh ideas with the new committee, as we plan our study days and explore possible future projects.

We have little pockets of "amazingness" throughout our beautiful state. Our WA Reflexology community is made up of amazing individuals. We have Reflexologists working in aged care, in private clinics, from home based clinics, in volunteer positions, with maternity clients, with cancer patients, with unwell and stressed clients; and that is amazing. We have Reflexologists teaching classes, running

## WESTERN AUSTRALIA



workshops, organising coffee clubs, practicum exchanges and volunteer opportunities; and that is amazing. We have Reflexologists who put their hands up to take on positions on committees and in working parties; and that is amazing. I believe it is important to keep these little pockets of amazingness linked and connected together, and by keeping the RAOA alive and thriving in WA we can go a long way to achieving this - together.

Two of our amazing members were presented with Certificates of Appreciation during our ABM, and you can read a little about them inside this magazine.

Quite a few of our WA members are planning on attending the National Conference in Adelaide later this year. We look forward to networking with the rest of Australia and would love to see you there.

Until then, happy reflexing from WA.☺

*Jill Jones*

We have had a busy time volunteering our reflexology time over the past 5 months.

We provided our annual reflexology day for the nurses and midwives of the Royal Melbourne Hospital followed by teacher pampering at two primary schools, one in the country and one in the suburbs.

On the back of those successes we had a Seniors day organized by one of our municipal councils who provided the venue. We charged a small sum for a treatment and we were inundated with local seniors who were still lining up at the door at the end of the day. The council was very happy with the successful day and they have offered us the same opportunity next year.

Our ABM/Study Day was held on 27th May and the day was concentrated around the digestion system. Our First Speaker was Christie Bennett a Dietician and Nutritionist



## VICTORIA

a PhD student from Monash University who runs a training program called 'Food as Medicine'. Christie's passion is assisting women with a good diet during pregnancy and recommending a food program to assist infertility. It was good information for those of us who are providing reflexology for the same purpose. Our Second Speaker was Linda Williams who spoke about the deficiencies in our digestion system created by pharmaceutical products and how we can use reflexology to assist with these problems. We finished off the day with a yoga session for the digestion tract with Chris Potter a Yoga Teacher.

The members of the Victorian Committee are standing down this time and we are delighted that we have an enthusiastic new Victorian Committee to start off the new year.

*Kate Madigan*

Hello from Qld/NT branch,  
Since last writing, our branch has enjoyed a number of successful events. At the MBS in February our reflexology stand drew many customers, some of whom look forward to visiting us each year.



## QUEENSLAND

Brisbane City Council has given the green light for 'Reflexology in the Park' to continue for another 12 months. This allows us to promote reflexology to the public in the peaceful surroundings of Woolcock Park, Redhill, until 2019.

I am pleased to say that our ABM held on 27th May has also been very successful. The theme of self-care for the therapist was well received and comprehensively covered by our three presenters who spoke on topics ranging from self-respect, confidence and mental health to potential physical injuries of hands, wrists and shoulders, how to recognise these, treat them and, more importantly, how to prevent them developing in the first place.

Now, as the year continues to unfold before us, our

efforts to bring reflexology into the public eye continue. On 28th June we are attending 'Homeless Connect', where we will be joining other

allied health professionals and offering free reflexology treatments to those less fortunate members of the community.

In August, as part of a continued push to encourage regional members to have greater involvement, our intrepid Sunshine Coast members will be hosting the branch workshop and meeting day in Caloundra. Then, continuing along these lines, in November we are attending the Gold Coast Women's Expo.

The work of promoting reflexology in the community is constant and I am proud to be part of a branch committee that enthusiastically seeks out new opportunities to do so and tirelessly does what needs to be done to get the word out there.

Until next time, look after the tools of your trade.

Wendy Dalzell

Winter is slow to take off in South Australia, however, our busy National Conference Committee is moving ahead with great enthusiasm in organising and coordinating the National Conference here in Adelaide from 19 to 21 October.

Sunday, 27 May, was the day for our Conference Committee Meeting, SA Branch ABM and SA Branch Committee Meeting. Our SA ABM was well attended. Reports were presented by Chairperson, Bookkeeper and State Director. Certificates of Appreciation were presented to Pamela Nish – training, Mark Parsons – Footnotes Editor and Marie Steinke – Conference Committee, for their commitment and contribution to Reflexology.

Our 2018/2019 SA RAoA Branch Committee was elected: Chairperson – Pamela Nish, Vice Chairperson – Gemma Green, Secretary – Jo Booth, Treasurer – James Flaxman, State Director – Susan Ramsey, Committee Members – Marie Steinke, Elaine Tscharke, Mark Parsons, Christine

## SOUTH AUSTRALIA



Clayton-Clark, Pauline Trent. Our next Practicum Exchange is on 12th August, topic 'Central Nervous System', based on Nerve Reflexology techniques and practice, and will be presented by James Flaxman,

Pamela Nish, Marie Steinke and Susan Ramsey.

Following the SA Branch ABM, Susan Ramsey presented a session on Reflexology for our Young, based on her workshop presented at the Perth RAoA National Conference in October 2016. We had a practicum exchange to help us learn and understand the procedure. Sue also gave us each a golf ball and shared with us the benefits of a Golf Ball as a Reflexology tool. Carrying it with us 24/7, anywhere in the world, we can work reflex points on feet and hands and give ourselves a reflexology treatment. We were then treated to a Yoga and Meditation session by qualified Dru Yoga and Dru Meditation Teacher, Elaine Tscharke. Everyone felt totally relaxed and renewed at the end of a busy day.

Elaine Tscharke

## TASMANIA

We had a good turnout for our ABM and workshop day on 20<sup>th</sup> May. This time we were back to our normal venue at the Campbelltown Bowls club and we were welcomed on our arrival by a lovely wood fire to warm us on the chilly Autumn morning.

Our ABM included formal recognition of the contributions to Tasmanian Branch from the following members: Sally Stubs (Certificate of Appreciation), Bessie De Groot (Special Achievement Award) and Lynda Kidd (Outstanding Achievement Award). The new committee for 2018–2019 was voted in, with the only change being that Lynda K has taken on the role of Secretary. Once again, we welcomed a new member to Tasmanian Branch, Beth F, who has relocated from Qld.

Our workshop on *Reflexology and Pain* was presented by Lynda K and Sarah B and included an overview of different types of pain, the anatomical and physiological



mechanisms of the pain response, the effects of persistent and ongoing pain on a person's life, the link between stress and pain and the physiological

changes that occur in the body when pain becomes chronic. The hands-on segments before and after lunch gave participants an opportunity to practice and experience a range of reflexology techniques/approaches that can be used to assist and support our clients who are in pain.

We are pursuing various ideas for our future workshops and any suggestions are welcome. If there is something you would like to see on offer, please put your idea forward by emailing me at [sdblain@bigpond.net.au](mailto:sdblain@bigpond.net.au).

Please put this date in your diary: **Sunday 19th August 2018**. This will be our next workshop day at Campbelltown so watch your inbox for the announcement of our next topic.

Sarah Blain

# FootPrints Journal

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## SUBSCRIPTIONS AND ADVERTISING

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## Copy deadlines

April issue: Mar 1      October issue: Sept 1  
July issue: Jun 1      January issue: Dec 1

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### Attention contributors to FootPrints

The Guide to Authors of articles for FootPrints has been removed from the quarterly magazine and relocated onto the website [www.reflexology.org.au/fp-contributors](http://www.reflexology.org.au/fp-contributors). If you would like to contribute an article or advertisement to appear in a future issue of the Australian quarterly magazine ‘FootPrints’, please take time to read the ‘Guide to Authors’ and ‘Advertising Policy’.

If you need more information on contributing to FootPrints, please don’t hesitate to email the current Editor of Footprints: [footprints.articles@reflexology.org.au](mailto:footprints.articles@reflexology.org.au)

The Reflexology Association of Australia is committed to the belief that reflexology can be of great benefit to the health of all Australians. It publishes a referral register on its website ([www.reflexology.org.au](http://www.reflexology.org.au)) and has a referral phone service (1300 733 711) for members of the public who wish to consult a qualified practitioner.

## Reflexology Association of Australia Limited

The Reflexology Association of Australia Limited was incorporated in 2002 as a company limited by guarantee (ACN: 101 412 319)

### State Branches

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<b>QLD</b>	Chairperson: Wendy Dalzell Phone: 0419 735 766 Email: <a href="mailto:wendy@tranquilsole.com.au">wendy@tranquilsole.com.au</a> Secretary: Diana Dryer Phone: 0414 833 648 Email: <a href="mailto:diana@reflexologybrisbane.net.au">diana@reflexologybrisbane.net.au</a>	
<b>SA</b>	Chairperson: Pamela Nish Phone: 0421 648 790 Email: <a href="mailto:pamelanish@hotmail.com">pamelanish@hotmail.com</a> Secretary: Jo Booth Phone: 0419 804 949 Email: <a href="mailto:jobooth@bigpond.com">jobooth@bigpond.com</a>	
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<b>VIC</b>	Chairperson: TBA Phone: Email: Secretary: TBA Phone: Email:	
<b>WA</b>	Chairperson: Jill Jones Phone: 0403 320 731 Email: <a href="mailto:solebalance@westnet.com.au">solebalance@westnet.com.au</a> Secretary: Karen Bishop Phone: 0420 387 752 Email: <a href="mailto:feelgoodtherapies@iinet.net.au">feelgoodtherapies@iinet.net.au</a>	

### State Branches

If there has been a change in the above directory, kindly email Cecily Rose, [footprints.articles@reflexology.org.au](mailto:footprints.articles@reflexology.org.au)

## Board of Directors 2017–2018

Please know that Directors can be contacted to clarify concerns

**President:** Susan Ramsey (SA)  
[president@reflexology.org.au](mailto:president@reflexology.org.au)  
0417 855 931

**Treasurer:** Vera Emmi (Qld)  
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Vacant

### Promotions Director:

Vacant

(Non-Director position):

**Governance, Company Secretary, and Webmaster** James Flaxman (SA)  
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## Reflexology Association of Australia National Conference

Adelaide—Stamford Plaza

19–21 October 2018

### Introducing some more of the Program Speakers



#### **Uncle Lewis O'Brien Kurna Elder – Adelaide – Welcome to Country**

Has provided three decades of cultural and pastoral support to Aboriginal children, families and inmates. His face-to-face work has been complemented by substantial contributions to scholarly and creative domains, particularly with respect to the maintenance and promotion of Kurna language and culture. His tertiary-level contributions have involved Kurna language support at the University of Adelaide, research support at the University of South Australia and student support, as a visiting Elder, at Flinders University. At the University of South Australia, he consulted on integrating Indigenous knowledge into science and engineering programmes, an Australian first.



#### **Julie Marchetti – Western Australia**

Reflexologist, Holistic Counsellor and Complementary Therapist for over 10 years who is continually learning, researching and upskilling her knowledge: looking at ways to support clients who are undergoing infertility challenges. She has a special interest in working with couples to uncover the physical, mental and emotional barriers and support them with her fertility coaching program as they journey through the maze of infertility.

A current Board member of the Reflexology Association of Australia.



#### **Sarah Hoey – Western Australia**

Clinical Reflexologist for 5 years and a Registered Nurse for 23 years. Trained as an RN in the UK. Has worked in high pressure areas like ICU and Emergency in the UK, Ireland and Australia. Sarah's clinical experience has driven her to create a busy clinic which is focussed on assisting clients to gain body repair, function and balance while maintaining and improving their physical mobility and confidence. Specialising in using Reflexology to relieve pain and maintain mobility. Sarah's clients have included WAFL Players, Professional Triathletes and Ironman Competitors.



#### **Vera Emmi – Queensland**

Vera has a Dip Reflexology, is a Paramedical Skin Therapist, and has Cert IV's in Allied Health – Occupational Therapy and Nutrition and Dietetics - along with other health and well-being modalities. Her background is 11 years in Finance and Lending, 30 years' Business Management; currently in the final stages of completing Cert IV in Accounting and Cert IV in Bookkeeping. Vera has been a certified trainer (TAFE, workplace and private workshops) since the 1990's. Currently on the RAOA Board and has various roles. Author of 'Acupressure for Shoulder Pain and Shoulder Injuries' based on a personal journey which lead to assisting others.

**The South Australia Branch is hosting the 12<sup>th</sup> National Conference – we cordially invite you to attend the conference and enjoy the hospitality of our State.**

**To register – [www.raoaconference.com](http://www.raoaconference.com) <http://www.raoaconference.com/home/registration>  
For more information, contact – [marie.steinke@internode.on.net](mailto:marie.steinke@internode.on.net)**

# Reflexology Association of Australia

**VISION for Reflexology:** Reflexology is to be recognised as a major component of an integrated health care system.

**VISION for the Association:** The Reflexology Association of Australia is a leader in integrated health care systems.

**MISSION:** Develop and promote the quality of our practitioners and advance the safe and beneficial contribution of Reflexology to the health of the community.

**We will achieve our mission by:**

- Maintaining a viable and sustainable association.
- Maintaining high levels of training and qualifications.
- Promoting awareness, understanding and usage of reflexology in the general community and the health sector.
- Providing a professional support structure for members.
- Representing and advocating for members in the public, government and health arenas.
- Facilitating, supporting and engaging in research.
- Increasing membership and retaining existing members.

<p>22 July 2018 SYDNEY          “Connecting Energy Reflex Therapy – Exploring our Hidden Potential” with Misha Frankel  <a href="http://www.reflexology.org.au">www.reflexology.org.au</a></p> <p>◆</p> <p>19-21 October 2018 ADELAIDE          2018 Australian Reflexology Conference  <a href="http://www.raoaconference.com">www.raoaconference.com</a></p> <p>◆</p> <p>“Zen Reflexology”          2019 National Workshops          16–17 March Melbourne          23–24 March Perth          17–18 August Sydney          24–25 August Brisbane          (Further details inside)</p> <p>◆</p>	 <p>2018 RAOA National Reflexology Conference          Members and non-members invited          19–21 October 2018          Stamford Plaza          150 North Terrace, Adelaide,          South Australia</p>
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