

# FootPrints

The Journal of the Reflexology Association of Australia



April 2019

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

Volume 23 No. 2



# SAVE THE DATE

REFLEXOLOGY ASSOCIATION OF AUSTRALIA NATIONAL CONFERENCE  
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# From the President's desk



**W**ell where did the first quarter of the year GO! Amazingly Easter is just around the corner in April. Along with Annual Branch Meetings (ABM) in May-June and a change of weather in June back to winter. After the many days of hot weather in the high 40's I am looking forward to cooler weather.

The past few months have been tough times for some of our members' personal lives. The Universe sends some curly situations but never enough that cannot be handled. Business and life is forever changing. I feel that is the lesson in living, accepting change whatever that may be.

Speaking of change, we all know the change ahead with private health insurance from 1 April 2019. To ensure that private health insurance policies remain compliant with the Australian Government's requirements for private health insurance, there will be no benefits payable for the service of reflexology. Having worked in the natural therapies industry since 1981, in the early days in the 1980's there were no rebates for natural health modalities.

We have now seen reflexology rebates come and go. Who knows there might be another rebate scheme down the track? I have heard Medibank Private is introducing a reward system for their long-term members in the near future – it will be interesting to see what is offered. For the now we need to focus on all the positives and benefits that we know so well about reflexology and of your Reflexology Association of Australia membership.

Your benefits include:

- ◆ Web site support, promotion, knowledge, guidance.
- ◆ Facebook member-only page offers support, news, sharing of information or requests.
- ◆ CPT opportunities to update or review skills not only as a reflexologist in private practice but also for the reflexologist employed in another environment like aged care, corporate health, child care and lecturing to name some. Volunteering requires skill updates also.
- ◆ Business, Indemnity and Public Insurance ask which association you are affiliated with.
- ◆ Your association is there for all kinds of support, knowledge and guidance.
- ◆ Mentoring and opportunities to be involved with the business side of the RAOA by being on a committee, branch or sub-committee, and there is a listing of employment opportunities.

Post National Conference 2018 *Synergy in Reflexology*, the final tasks have been completed. Estimated profit \$3,500. Watch for news from host New South Wales for the 2020 National Conference to be held in Sydney 17–18 October.

There are a few new faces on the Board of Directors. We welcome Catherine McIver, Alison Torre both from Western Australia, and Maxine Blanchard from New South Wales. The new Board met for the first time 23–24 February in Adelaide. Our Company Secretary, James Flaxman, was available to attend the Board Meeting. There were a few topics for discussion including risk management, international presenters and new directors' portfolios.

April is a busy month this year for everyone with school holidays, Easter and Anzac Day. **SEA** for short as a client was wondering how to remember the order of holidays in April. Enjoy your April.

I wish all branches a successful annual branch meeting (ABM) this May–June 2019. Organising your event early will give ample time for promotion and registrations with positive outcomes. Members reading this please take the time to evaluate your skills and your time available to assist with RAOA committees, your branch committee, and/or future mentoring to be a Director.

Many skills and ideas are required to bring training, learning and revision workshops to our members. Comradeship and fun are a big part of working as a team. Contact myself, your branch Chair or a Director for more information if you are interested.

Change, acceptance and grief – like the three amigos or three Musketeers, we must keep moving forward. Get through each day smiling and happy. Glitches with the RAOA web site are still being worked on. The loss of private health insurance is out of our control. Directors stepping down and Directors stepping up. All these ring bells in each and every one of us. We carry on working as reflexologists knowing that reflexology has great benefits for all people and our animals.

I ask our members to keep supporting each other. Keep up the awesome work you all do with reflexology.

Blessings,

Susan Jean Ramsey

April 2019

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Front cover – Photo courtesy Gina Stewart, 2019.

# Hobart to host this year's AGM and workshops

By 2019 AGM sub-committee: Lynda Kidd, Sarah Blain, Sally Stubs and Susan Archer



## 19 & 20 October 2019, Hobart, Tasmania

A fun weekend has been organised by the Tasmanian branch to entice you to attend the RAOA's Annual General Meeting (AGM) this year.

We have structured workshops to allow members to travel to Hobart on Saturday morning and home again on Sunday afternoon, unless they wish to stay longer in picturesque Hobart.

Saturday begins with an optional Tai Chi session at 9am for those arriving early, with morning tea and registrations at 10am. The first two workshops will commence at 10.30am. The workshops will be practical sessions so that you can practice as you learn. Sunday morning will be the AGM followed by two more workshops; some different choices to Saturday but still practical and hands-on. Sunday will conclude by 4.30pm to allow those who need to depart Hobart time to travel home. As Tasmania has reasonably priced venue costs, this event is provided at an attractive rate.

The workshops include Ruth Casper presenting *Chakras and reflexology*, Bill Pearson presenting *Medical Qigong workshop: gathering and releasing Chi*, and Phil Boyd presenting a *Wrist and forearm workshop* repeated both days. A brief introduction of these presenters and their workshops follow.

### Ruth Casper

Ruth Casper has a natural therapies practice in Tasmania and enjoys integrating the benefits of reflexology, aromatherapy and remedial massage into her sessions. In 2014, her knowledge and experience of Chakra energies



was deepened by becoming an accredited Chakradance® facilitator. Ruth believes that our body and mind possesses natural self-healing wisdom; but the body can only do this if we let it. She has found that Chakra work through reflexology is a direct and powerful way to help clients re-balance and re-align their subtle energies. She is delighted to have the opportunity to share and explore these beautiful synergies with you at the AGM workshop to be held in Tasmania in October this year.

Ruth's workshop will explore the subtle energies of the seven main Chakras. In particular, how balances, imbalances and interactions may manifest in our behavioural patterns and our physical and metaphysical selves. Workshop participants will then be guided to develop their own unique and intuitive way/s to re-balance and re-align Chakras through reflexology. There will be time for hands-on experience to put into practice these deepened reflexology treatments straight away!

### Bill Pearson

Bill Pearson has been studying, teaching and practicing Medical Qigong for over 20 years. He has been a TCM practitioner registered with the Chinese Medicine Registration Board and is the Principal of Jian Shen Tai Chi – Qigong School in Glenorchy, Tasmania.



He has taught workshops throughout Australia, Tokyo and Osaka and the Minzu University in Beijing.

Some of the workshops have been with people living with Parkinson's, The MS society, government departments, hospitals and performing arts schools and centres. Bill is a man of many talents and also studied and graduated from NIDA, acting and writing for stage and television in Australia and England.

Bill has led three groups of practitioners to Beijing and signed a Memorandum of Understanding between the Australian Traditional Medicine Society and the Chinese Academy of Chinese Medical Sciences.

In 2017 he was invited by the Beijing Peoples Association to participate in an International Tai Chi exchange and was presented with the Excellent Performance Award.

Bill is a former National President of the Australian Traditional Medicine Society and was made a life member in 2009.

Bill will be conducting a Tai Chi session on Saturday morning to kick off the weekend's events. This **Tai Chi class** will be an opportunity for participants to learn a section of 108 Yang Style Tai Chi, one of the oldest forms of Tai Chi.

Certainly, we all have an understanding that Tai Chi is great for physical balance but this class introduces us to the emotional and spiritual aspects of the form as well as reasons behind the movements so we have an understanding of what is behind them. It is said that "where the mind goes the Chi goes" and this is an important aspect of this class: that we use the mind to harness the Chi and direct it to where we want it to go.

After morning tea Bill will be presenting his **Medical Qigong workshop on gathering and releasing Qi**. This concentrated four hour workshop looks at the organ systems of our bodies, gathers Qi from around us, brings it into our bodies and distributes it along the meridians of Traditional Chinese Medicine; thus restoring, harmonising and balancing.

If imbalance, illness etc. is a direct result of stagnation (body, mind and spirit or a combination of all of these) Medical Qigong was created to clear the stagnation and to restore balance and harmony.

*Continued on page 3*

Qigong literally means “moving energy and breath” and by fulfilling these we are going a long way to restoring harmony and centring our bodies and minds.

### Philip Boyd

Philip Boyd has been practicing massage since 1992 and has been instructing Pilates since 2001. He was a tutor in various remedial massage techniques at Island Health College.

In his massage work Phil has specialised in musculoskeletal techniques. He has had extensive training and experience in the use of Muscle Energy Technique (MET) to assess and correct postural and movement dysfunctions. After attending Dr Paul Conneely’s Talus workshop, *Foot mobilisation* became one of Phil’s specialities.



Phil runs a number of workshops, including presenting at the 2012 RAoA National Conference in Launceston and is planning to run several in 2019 in the application of MET. He is on a constant quest for more effective ways of treating his clients and as a result employs an eclectic range of techniques when working with these clients. To broaden his knowledge of fascia he has attended workshops with Thomas Myers, Eric Dalton and Robert Schlep.

Presenting the same workshop on both days, Phil brings his extensive knowledge and experience of working with mobilisation techniques to hands. In his **Wrist and forearm workshop** you will learn practical techniques that can be easily incorporated into a hand reflexology session.

Philip will give a brief overview of the anatomy of the wrist and forearm looking at the function of the carpal bones and the radius and ulna. You will review the assessment of dysfunctional movement patterns and learn mobilisation techniques to free up restrictions. Participants will experience deep tissue techniques to release adhesions in the tendons and Phil will demonstrate spray and stretch treatment of tennis elbow. There will also be an opportunity to practise wrist and finger exercises and learn about the carpal tunnel stretch.

### AGM and Workshops

**When:** 19 & 20 October 2019

**Venue:** The Old Woolstore, 1 Macquarie Street, Hobart

**Registrations:** Open 4 April 2019 via the RAoA Website [www.reflexology.org.au](http://www.reflexology.org.au)

**Full registration includes:** ✓ Morning and Afternoon tea, ✓ Lunch, ✓ Great presenters (more information coming), ✓ Choice of TWO workshops both days! ✓ Workshop notes from presenters, ✓ Networking opportunities, ✓ Up to 15 CPT Points (full attendance both days).

Registration Type	Members (PM, IM, AM)	RAoA Students	Non-members
<b>Early Bird Fee:</b> <i>to 18th August</i>	\$300	\$280	\$370
<b>Standard Fee :</b> <i>19 August to 15 September</i>	\$370	\$350	\$440
<b>Late Fee:</b> <i>16 September to 9 October</i>	\$420	\$400	\$490



## A wealth of information at your fingertips

For members of professional associations, it’s sometimes easy to forget that there’s a wealth of information available just a few clicks away! Don’t miss the trees for the forest ... delve into your RAoA website resources to find something to enrich your professional knowledge. Here’s two ideas which can be found at [www.reflexology.org.au](http://www.reflexology.org.au) in the section *Better Practice*.

1. Find out what events are happening in your state, or better yet, if you’re heading interstate, see if there’s something exciting that a local branch is putting on. You can learn something new and make wonderful

new connections! Go to *Education events* to see the full list.

2. There’s a whole world of research on reflexology out there that a simple Google search doesn’t necessarily unveil. But go to *Research*, then *Research Guide*, then delve into the *Useful websites* link and then, for example, head onto the TRIP website, type in reflexology and there’s loads of interesting research papers. There’s lots more and it’s possible to have a total nerd immersion experience when you enter this part of the web site!

# What makes our members tick?

*In a new feature appearing in each issue of Foot Prints, we're inviting members to tell us a little about themselves. In this issue we start by asking two of our Directors to answer five questions.*

## Susan Ramsey, SA

### 1 How did you come to be a reflexologist?

From a very young age I had watched family members living with cancer. When someone special to me died I wanted to learn a skill to help. Something I could take anywhere in the world. Something that did not plug into 240V. Something that needed no equipment. Something that was inexpensive. REFLEXOLOGY. My informal training began in 1981.

### 2 Why do you choose to live and be where you are?

Streaky Bay is home. Family have lived there since the 1930s. A small sea town in South Australia on Eyre Peninsular, 700 km north-west of Adelaide on the way to Western Australia. Lived away for 20 years, returned to simplify life and living.



*Susan Ramsey with her much coveted catch, a Tasmanian salmon.*

### 3 What qualities do you most value in your best friends?

Sharing the same interests, travel, fishing, good healthy food, having a caring nature and the will to help others are all important.

### 4 What grounds you?

NATURE and time for me. Modern-day faith. My garden is special. I have been the project manager of a 'new home' project: clearing land and building planter boxes from pallets to grow vegetables. It's totally self-sufficient; standalone solar and no mains water, sewer or power. I enjoy my overseas travel.

### 5 What would you tell yourself aged 15, that you know now?

Never rush into anything. Life and living is accepting change no matter what. Motto: Improve and Maintain.

## Catherine McIver, WA

### 1 How did you come to be a reflexologist?

I found myself changing my work life and looking for a body work modality to marry with my Reiki skills. At the time I was going through a lot of personal life issues and had Reiki under my belt to help but found a reflexology treatment worked on a different level. I became a reflexologist because friends gave me a gift voucher for my 40th birthday for a treatment with a lovely reflexologist who was a member of our association. It was an awesome experience with amazing outcomes. I dabbled in some other modalities but decided as a result of this experience to focus my practice on Reiki and reflexology as I felt the blend was incredibly effective. I have since trained in some massage and other techniques but the core of all my work is reflexology and Reiki.

### 2 Why do you choose to live and be where you are?

I live in Caversham in the Swan Valley region of Perth WA. Fantastic location as only 20 min to the city, but you feel like you are in the country! Walking distance to many restaurants and wineries, great little stalls for grapes and stone fruit at this time of year. I live here as I remarried four years ago and sold my home of 22 years to start a new life adventure with my wonderful husband and our families.



*Catherine enjoying beer and tapas in a small village in southern Spain, relaxing with her Camino walking companion and locals.*

### 3 What qualities do you most value in your best friends?

Friends! I have many from so many walks of life. I value acceptance of difference, positivity, loyalty, honesty, caring, wit and humour in my friends.

### 4 What grounds you?

I am grounded by family, my home, yoga, walking, pets, nature, travel, challenges and my swimming pool which was put in to my new house just for me!

### 5 What would you tell yourself aged 15, that you know now?

I would tell my 15 year old self to trust her instincts in all things. NEVER TALK YOURSELF OUT OF FOLLOWING YOUR GUT. Please be kind and compassionate to all the people you meet in your life as most of them are doing their best and sometimes act hurtfully as they are coming from a place of pain. Don't take it personally. Whatever you are faced with you are strong enough to handle it. Pick yourself up, dust yourself off and start all over again. Be of service to others. Don't try to be perfect. Have fun and remember moderation is the key. Never feel guilty. Most of all ENJOY LIFE!!!


# New Board for RAoA




The RAoA's new 2019 Board met in Adelaide in February for two days with new members Catherine McIver, Maxine Blanchard and Alison Torre warmly welcomed.

From left: **Catherine McIver**, WA Branch Director and Director CPT Committee; **Maxine Blanchard**, NSW Director, Director National Conference 2020 and Director Education Committee; **Lynda Kidd**, Tasmania Director Promotions & Research Committees; **Alison Torre**, WA Director Finance & Administration, and centre is **Susan Ramsey**, SA President and Board Chair, Director for Administration.





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**Reflexology New Zealand Conference**  
Friday 14<sup>th</sup> June – Sunday 16<sup>th</sup> June 2019  
Trailways, 66 Trafalgar Street, Nelson



Key note speakers are: **Sam Belyea – The Foot Whisperer**  
**Gretel Spiegel – Reflexologist & Holistic Healer**

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**Early Bird Registrations up to April 14<sup>th</sup> 2019**

RNZ Professional Members \$360. RAoA, Affiliated, Student members & NHPNZ Members \$360.  
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**Registrations after April 15<sup>th</sup> 2019**

RNZ Professional Members \$410. RAoA, Affiliated, Student members & NHPNZ Members \$410.  
Non-members \$430.

**Payment:** Online Banking The Nelson Reflexology Group – NBS Bank A/c No. 03-1354-0346003-00

Your name as reference. Date payment made: .....

**Cheque payable to The Nelson Reflexology Group.**

Pre-Conference Workshop with Gretel Spiegel – Holistic Healing Techniques to Enhance a  
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Post Conference Workshop with Same Belyea – Foot Reading (17<sup>th</sup> and 18<sup>th</sup> June)

Contact June Stewart for Registration forms or further information at [reflexologynelson@gmail.com](mailto:reflexologynelson@gmail.com)

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# Volunteering—A work of “♥heart♥”

By Gina Stewart

2019 is a very special year for the Reflexology Volunteer Program (RVP) as it celebrates its 10th year of organising trips around the globe. Countries that have benefited from the program over the years include Dominican Republic, Haiti, Cuba, Indonesia, Peru, Nicaragua, Taiwan, and India.

In January 2019, the RVP was twofold as this year's team consisted of five recent foot reflexology student graduates and a former volunteer from RVP India 2017.

On this particular trip not only were my students journeying with me, but I was also fortunate to be on the receiving end of some of the most encouraging and valuable feedback from this year's participants. These rewarding responses makes what I do all the more worthwhile and encourages me to continue the vision for this program.

RVP's range anywhere from three to 12 days. There are no prerequisites except the willingness of a person to lend their gifted hands as a reflexologist. Volunteers who participate in RVP usually come from all corners of the world, but this year hailed an all-Canadian Team.

The Mariposa DR Foundation for Girls ([www.mariposadrfoundation.org](http://www.mariposadrfoundation.org)) in the Dominican Republic was the 2019 recipient of the RVP. A not-for-profit organisation whose mission statement is “to educate and empower girls and create sustainable solutions to end generational poverty.”

January's program reached out to the staff and volunteers at the centre who all blissfully benefited from one hour of respite and relaxation to themselves. What made it extra special for both the reflexologists and their clients was the pool-side location for the treatments. A successful foot and hand reflexology workshop was also facilitated and the many who benefited from reflexology over the three day RVP were eager to take home skills of their own. They were curious and keen to learn a few reflex points and relaxation techniques.

The well attended two hour classes made for a wonderful addition to this year's program. While volunteering in the warm and sunny south, the team got to equally enjoy their well-deserved down time at a nearby resort. This favourable combination equates to the success of the volunteer program.

It is always great doing good and plans are presently in place to return next year to train a Mariposa staff member as a reflexologist. This would not be the first time RVP has funded a reflexology training course having certified a Haitian woman in 2011. In the near future, opening a wellness centre may be on the horizon leading to future reflexologist employment opportunities which very much lines up with the foundation's mission statement.

*Continued on page 8*



*Gina Stewart RVP Founder, Registered Canadian Reflexology Therapist (RCRT), Nicole Grimes RCRT, Melanie Thompson-Greenley RCRT, Kimberley Grenier RCRT, Sue Eyre RCRT, Jayne Eyre RCRT*

During our one week stay, the RVP team also dedicated some time to reaching out to a nearby community in need. A total of one hundred and twenty five pairs of specially designed shoes were distributed ([www.becauseinternational.org](http://www.becauseinternational.org)).

As reflexologists, it gave us the opportunity to share another facet for our passion for the well-being of others and their feet! There are over 300 million children who do not have shoes and roughly two billion suffer from soil transmitted diseases and parasites. Proper footwear can have a huge impact on a child's life and "the shoe that grows" can do just that as they will last five years and grow five sizes. This alleviates a child being right back where they started, seeing as most impoverished children will outgrow one size within less than a year. The RVP team, having partially funded the outreach program, were well rewarded for their efforts with the many smiling faces they saw in the community. The gesture of our donation goes well beyond words to describe how we all felt on our last day.



My hopes are to continue the RVP as long as there is the willingness from the reflexology community to participate. I always humbly point out to each and every RVP volunteer that I cannot do this without them!

A big thank you to all the reflexologists who have journeyed with me over the years. In closing, a quote from Margaret Mead always comes to mind, "Never doubt that a small group of thoughtful committed citizens (in our case reflexologists) can change the world; indeed, it is the only thing that ever has".

About the author:  
RVP – Reflexology Volunteer Program Founder  
<https://www.facebook.com/Reflexologyvolunteerprogram/>  
Please visit the facebook page for future trips  
Contact: [ginastewart50@gmail.com](mailto:ginastewart50@gmail.com)  
Registered Canadian Reflexology Therapist, Reflexology Association of Canada  
Licensed Canadian Reflexology Teacher  
President, ICR International Council of Reflexologists



# Working on your business: What is your **WOW** factor?

By Tony Pullin

Have you ever given critical thought to your point of difference in customer service and therapy delivery when reviewing your business marketing?

Growing your client base and operating a thriving business requires exploiting your business' uniqueness. Therefore, identifying what is unique to your service when looking at similar or other therapies in your area of influence should be a marketing priority.

In marketing, especially online, there is a very small window of time to attract attention to your services. This same approach should be considered applicable to the clinic setting too.

While your confidence and expertise are factors, delivering an immediate demonstrable result as part of the treatment reinforces a sense of trust and satisfaction in the efficacy of reflexology as a therapy and your personal skill set. This enhances the client's engagement, as they are able to relax more in your experienced hands, often improving the treatment results.

In my clinic, I'm looking to show a change or create a release by demonstrating a difference in the first 15 minutes of the treatment, which sets the healing foundation for the entire session.

I do this through my unique Structural Release Technique, which involves using reflexology, acupressure and reiki to release musculo-skeletal misalignment. Once the client is re-aligned, generally my traditional reflexology treatment is able to be more effective, and this often produces a very positive client experience.

A satisfied client will sing your praises and potentially be an advocate for you, referring their friends, family and even acquaintances to you. One happy client might actually result in many more happy clients through valuable word of mouth referrals. Building your business in this way is authentic and also much easier for you — there is nothing to spend on marketing, and no extra time required from you.

The ability to create this positive customer experience is a balanced mix of personality, clinic setting and therapy results. What is the thing you do better than any other therapist that makes your customers keep coming back and talking about you to their friends and family?

If you get stuck answering this question, maybe ask a couple of repeat clients why they choose to keep coming back to you? Their insights will be a valuable key in identifying your unique selling point.

Having a fully developed, unique, clinical difference allows you to highlight your point of difference across all of your marketing material and promotions. Placing an emphasis on what's special about your therapy service will make a huge difference to the way you approach treatments and will revitalise your clinical results through a refocused starting point for all sessions.

For example, where I might have once said "I offer 75-minute reflexology sessions", now I can say "I offer 75-minute reflexology sessions that are underpinned by my unique Structural Release Technique, allowing your muscles and skeleton to release, relax and return to balance".

Once you have formulated a succinct sentence or paragraph explaining your unique selling point, it might be wise to gather feedback from your established business network partners or existing customer base to gauge whether or not they feel your explanation suits their experience of your sessions.

This can be achieved in a number of ways, for example:

1. Online surveys through Facebook or Survey Monkey (for example) that are distributed to your clients and or network partners. These are often free and the data is available in writing immediately for you to review.
2. In-clinic feedback questionnaire. Ask every client you see for a period of a couple of weeks to a couple of months to fill in a short survey after their treatment. You can do this on paper or have an online version available on an iPad or similar. If you really want to take it up a notch, you could ask them to fill in a short survey both before and after their treatment (questions like 'how do you currently feel?') so you can compare before and after effects of treatment).

Feedback surveys require time from both yourself in the set up and analysis, as well as time from the survey participants, so keep this in mind when you are creating questions. Be really clear exactly what kind of data (questions) you want to find out, and don't ask anything unnecessary. Once you have feedback, you can finetune your unique selling point.

Another useful component in research is investigating therapy businesses within your local area. The purpose of this is both as a way to understand your competition, as well as see if there might be potential network partners near you that you could refer to or work with. For example, I network with midwives within local hospitals that might



Continued on page 10

be likely to refer pregnant women who are looking for a non-invasive therapy.

After you've conducted research about your business, it's also important to gauge how much awareness there is about reflexology (or your chosen therapy) within your local area. Even after 17 years of professional practice, I find reflexology is still building its exposure and worth within the broader community's understanding of the therapy effectiveness and benefits. If this seems true within your area, then it becomes even more important to hone your skills in providing a tangible physical difference within your therapy session.

Where you can demonstrate a difference in the shortest timeframe possible using reflexology, you have not only impressed a new client but also lifted confidence in your complete therapy session. This helps clients see the physical benefits and value in regular visits, as opposed to a once-off session just for relaxation.

Now that you have your unique selling point, and have done a local market analysis, you will have the foundation

on which to build a strategic marketing plan. Perhaps this might include offers for partner referrals, highlighting client testimonials or success stories on social media or putting together a monthly newsletter that provides helpful information about your therapy plus perhaps a special offer for your database to prompt them to book an appointment.

Generally, you should aim to achieve a business growth rate of 25 per cent each year to provide your business with a continually growing client base. This helps to balance out those clients that move away or cease using your services.

Being continuously proactive in the marketplace with your business profile reinforces your brand recognition and value to the community. When your service is valued for the delivered results, you will continue to grow.

***This article forms part of a three-part series. Two previous articles Effective networking and How do customers find you online? (Reflexscene December 2016 and November 2017, FootPrints December 2016 and January 2018) focused on the importance of personal presentation and accessing your services. These articles outlined how you can attract clients, both in person and online. If you missed these articles, please reach out to [tony@reflex2health.com.au](mailto:tony@reflex2health.com.au) for an emailed copy.***



Tony Pullin is an experienced reflexologist based in Sans Souci in Sydney.



## Be wary of ATO scams

In November 2018, scammers stole more than \$800,000 from unwary Australians in a scam that led to 37,000 reports in that month alone to the Australian Tax Office (ATO). It has advised businesses and individuals to be on the lookout for scams in which a person calls claiming to be from the ATO. The scam involves telling a person they owe the ATO a debt or asking for personal details.

In some cases the caller is aggressive, threatens arrest or jail if the 'debt' is not paid or asks you to call another phone number outside of normal business hours.

The ATO suggests if you receive this type of call to:

- ◆ ask for the caller's full name and extension number, and
- ◆ their team leader's full name and extension number, and
- ◆ phone the ATO on 1800 008 540 to verify the call.

The ATO also suggests that if an email or SMS message appears to be sent from the ATO, avoid opening any hyperlinks or attachments and contact the ATO and arrange to forward the email to them. More information is available at [www.ato.gov.au](http://www.ato.gov.au)



# Winning recommendations for reflexology

By Wendy McGarvie

*Client recommendations are vital to helping us promote reflexology. Here, RAoA member Wendy McGarvie shares her thoughts and two client recommendations that shed a powerful light on the benefits reflexology brought to the lives of two reflexology 'converts'.*

The health and fitness industry is so big and I'm wanting to encourage others to approach personal trainers and gym goers, offer them a treatment and a gift towards better health.

Men and women alike and those competing can feel mentally and physically depleted. Reflexology and relaxation, as you know, does an amazing job of balancing and calming the whole mind, body and soul.

Of course the baby making business still goes on and with a personal recommendation like Laura's, I'm hoping to encourage reflexologists who haven't worked with pregnant mums to do so. It's the most special and appreciative group of women. I've attended many births in the hospital setting and it's always been beautiful to be part of the family's experience. My highlight of this year so far was being welcomed into a home in the bush to assist, support and experience the magic of home birthing.

## **From Laura Green, Bare Foot Mum!**

*If my "drug of choice" in pregnancy is essential oils then my "secret weapon" is regular reflexology. Reflexology in pregnancy is a purely blissful state. I go somewhere completely off this planet and then feel utterly revived afterwards. I stay in really great physical and emotional condition right until I birth my babies (even when my first two were two weeks overdue I still felt great!). My third pregnancy I was hiking with my toddler in an ergo on my back the day before the birth. The next day I had gentle practice contractions through the morning so my reflexologist Wendy McGarvie came to my home and did a treatment for myself and my two toddlers (my daughter fell deeply and swiftly to sleep!).*

*My treatment led to stronger contractions and once they started my baby was earthside within ten minutes! All of my babies were born quickly, the other two were 2 hours 45 minutes and I had fortnightly reflexology throughout each pregnancy. But my last birth was by far the quickest, 10 mins from breathless to birthed, by having the treatment on the day of my labour and using labour-supportive oils. I birthed her unassisted straight into my own hands.*

*Wendy then came to our home every day for the first four days and gave me long treatments, which I always followed with an hour or so of deep sleep. It was a beautiful way to honour that blissful postpartum period.*

*As a busy mum of three under three and a psychologist running my own holistic health business I know the importance of self-care and prioritise regular reflexology treatments so I can be the patient and*



Wendy McGarvie with her client Laura Green.

*gentle parent that I want to be and so I have energy and love to offer my community and my clients, and I recommend it to all of them as well!*

## **From Grant Roberts, Fnxion Fitness, international fitness competitor and coach**

*My initial goal weight was reached with the biggest noticeable changes coming within the first six months and then in just short of a year I was happy with the overall results considering the amount of weight I had to lose and also while getting used to my new lifestyle choices and testing my willpower against temptation and peer pressure.*

*After having reached my goal weight through a mixture of resistance training, bodyweight exercises and cardio, there was still a way to go to reach a point where I was lean, strong and happy with how I looked and felt.*

Continued on page 12

*I didn't really take notice of my fitness achievements until others started taking notice and commenting on not only how good I looked, but also the confidence and new person I had become. There were even some people I had known for years not recognising me due to the dramatic changes I had achieved.*

*Before I knew it I had friends, family, work colleagues and strangers asking me for fitness and nutritional advice. Already being the type of person who loved helping others, it was a natural path into gaining my Cert III and IV fitness qualifications and a diploma in fitness nutrition to expand my personal knowledge in order to help others with something I had become so very passionate about.*

*The results speak for themselves, not only have I achieved the physique I always dreamed of and continue to improve on, the lessons learnt during this process allowed me the confidence to be courageous in all other aspects of my life. From living overseas, travelling all over the world, training, working and competing with some of the best athletes and influences in the fitness industry as well as networking, improving skills and gaining valuable knowledge.*

*How has reflexology benefited me? Where do I start? Wendy gave me the missing key to overall health and wellbeing, just what I needed to balance a hectic work schedule, lack of sleep and that much needed relaxation, recovery and therapeutic treatment for my body and mind.*

*I have always been an avid believer in natural remedies, relaxation methods and reflexology treatments but it wasn't until Wendy treated me that I felt fully rebooted, relaxed and euphoric, ready to take on my next challenge.*

*I honestly believe reflexology should be a part of every athlete's routine and the benefits are endless. Not only that, from my personal experience the reflexology treatments have helped me immensely in the lead up to my next physique competition, preventing injury, allowing adequate recovery and rest and fully de-stressing me from my very busy day-to-day routine, not only training myself but also running my online fitness coaching business and working with clients all over the world.*

*If there were a few short words to describe the importance and benefits of reflexology it would be "the link to complete health, body, mind and spirit."*

*Do you have clients with equally wonderful stories to tell about how reflexology helps them? Share stories and/or photos with us at FootPrints. Email [footprints.articles@reflexology.org.au](mailto:footprints.articles@reflexology.org.au)*



## A helping hand to a charity of choice

from Jill Jones, WA RAoA

Several years ago, we as a committee here in WA decided to start collecting donations for a "Charity of Choice" at each study day.

Over the years we have supported "Share the Dignity", "Foodbank", "Native ARC" and "Street Friends WA". It's such an easy thing to do: collect sanitary items, winter apparel or non-perishable food items to be distributed to the many homeless and underprivileged people (and wildlife at Native ARC) in our society.

When advertising our study day/workshop we advise of our charity of choice on the registration form and participants bring along a donation if they want. It's completely obligation free so there's no pressure to donate items ... yet we have found that our colleagues really get on board and support these projects.

It's such an easy thing to do and is so beneficial to all involved. Why not try something like this at your next study day?



# Hand and foot reflexes and their links to the Traditional Chinese Medicine channels

By Paul Whittaker

In December 2018 I had the pleasure to present this topic at a RAOA Victorian branch training day. It is an area of great interest to me as a registered acupuncturist and, practising with my reflexologist wife Sue for many years, we have discussed the links between the hand and foot reflexes and the Traditional Chinese Medicine (TCM) meridians (better described in my opinion as “channels”).

In this paper I will only be discussing the heart channel and heart reflex, but this style of practice can be applied to every one of the 12 channels.

Traditionally, each organ has a channel pathway on which points lie – points that can influence that organ’s function and, more broadly, the body’s metabolism. Interestingly, all the channels either begin or end on the hands or feet – which in itself exemplifies the link between TCM and reflexology.

As someone who has studied how we can construct links between the reflex areas and the TCM meridians, my premise is that we can transpose the traditional channel concepts to both the plantar surface of the foot and the palmar surface of the hand. In clinical practice this is an amazingly useful tool.



To best understand this diagram, the heart reflex is “linked” to the primary channel (unbroken line) by an internal secondary channel (broken line), since the primary channel isn’t always located near the organ. The history behind this linking system dates back some 2800 years to the writings of The Yellow Emperor, Huang Di – look online for Huang Di Nei Jing, *The Yellow Emperor’s Classic of Internal Medicine*.

As a consequence, the energy of the heart can be influenced by stimulating not only the heart reflex, but also the heart primary or secondary channels. We can further extend this concept by transposing the heart channels onto the palmar surface of the hand.



The heart reflex is found in a similar location on the palm of the hand and the sole of the foot. The primary (unbroken) and secondary (broken) TCM channels are also similarly located.

Where the heart channel is concerned, everything stems energetically from, and connects to, the heart reflex – another example of the interrelationship between TCM channels and reflex areas.

On both the foot and the hand, the primary channel begins at the axilla (armpit) and then travels downwards along the arm. In the case of the hand, this channel runs exactly where the physical TCM channel runs.

And then there’s the secondary (linking to organ) channel (broken line). This channel connects the axilla to the lung and then to the heart. From there it travels upwards to the face, eye and tongue. Finally, it travels downwards through the diaphragm to the small intestine, which TCM sees as the Yang paired organ of the Yin heart.

An interesting observation I made when creating the diagram over page, is how the secondary channels also meet with several alternative heart reflex locations (as indicated by the heart symbols).

Even different schools of thought on where reflexes are located fit with this model. Again, by working along either the primary or secondary channel pathways you can influence the energy of the heart.

Continued on page 14



In what other ways is this information useful in clinical practice? Firstly, the reflex area itself is not the only location that can be used to influence the energy of a particular organ. By following the paths of the channels, both primary and secondary, the practitioner can achieve similar outcomes and adjust how they practice to include broader presentations that involve other regions of the body. For example, in the case of the heart pathologies, by working on the heart reflex or TCM channels the practitioner can also influence the lungs, small intestine, eyes, tongue, armpit, arms and hands.

An example of a heart pathology that demonstrates the link between the heart and the tongue is the client who presents with the post haemorrhagic stroke symptom of slurred speech. To address the inability to properly move the tongue we would utilise the heart channels. Why? Because the heart governs the blood and also “opens” to the tongue.



And why this specific region of the heart channel, Heart 3–5? The answer lies in what each of the acupoints is indicated for: Heart 3 – calms the “spirit”; Heart 4 – calms the spirit and relaxes the muscles and sinews; Heart 5 – calms the spirit and benefits the tongue.

In addition, knowing the emotions associated with each of the organs enables the practitioner to address various pathologies. For example, the acupuncture point Lung 1 is located at the axilla (armpit). Since the axilla links to the lung and then to the heart, the axilla can be worked to address grief (since the lung equates with “holding on to grief” and “sadness” and sadness adversely affects the heart).



In the above examples, working the plantar foot in the same way will achieve the same results. Keep in mind that all channels are bilateral, so either left or right sole or palm can be used.

Following on from this last example, my final observation is this: how interesting is it that the line along which the fingertips meet the palm of the hand incorporates a combination of both reflexology and TCM points which can be used to calm the heart? This is no coincidence I’m sure.



In conclusion, the approach I have discussed in this article can be applied to *all* organs and their TCM channels, and in the future I hope to be able to provide examples of how the other organ systems can be used clinically.

Enjoy your practice!

**Paul Whittaker, B.Ed, B.Health Science, Master of Acupuncture. Paul is a registered acupuncturist and educator, located in Kyneton, Victoria.**



# Reflexology and the NDIS

Susan Ramsay, President RAOA



1800 800 110

*There are ongoing questions regarding reflexology and if it will be incorporated as part of the NDIS Scheme. Please read on if you still have questions about this subject. This information was shared at the 2018 October Reflexology Conference and in the January 2019 FootPrints President's Report.*

I have been receiving enquiries about the NDIS System on a regular basis from members, the public and one of their claim managers. Why is reflexology not accepted as a service and why aren't reflexologists approved as providers?

On Tuesday 2 October 2018 **Susan Ramsey**, President Reflexology Association of Australia, attended a Teleconference Meeting with NDIS Staff members **Andrea Nolan** – Assistant Director Quality and Safeguards, Provider Operations & Performance Branch, Markets, Providers and Sector Development Division, National Disability Insurance Agency and **Kate Agus** – Acting Director, Advisory Team, Technical Advisory and Complaints Branch, NDIA to explain their stance on the matter.

Mainstream health was explained. Using everyday language, basically there are two 'hats' or if you like 'buckets':

1. Funds for **Health** – providing treatment for those with pain, rehabilitation and diagnosed conditions;
2. Funds for **Function** – providing help for functioning.

NDIS is for functional goals with measurable outcomes related to their disability.

NDIS funding is only for beneficial change. Examples – the goal to shower self, the goal to wheel by themselves, the goal to shop/socialise by themselves or to increase the length of walking distance by themselves.

There are two types of NDIS plans:

1. Agency managed; or
2. Self-managed.

Andrea was thankful for the opportunity to meet by teleconference to explain the workings of NDIS which is rather a large document. Both Andrea and Kate gave very clear advice and the advice totally made sense. The bottom line is NDIS is all about function and measurable outcomes.

The Commonwealth Government examined research from many other countries but found little or no evidence to say or prove natural therapies made improvements for NDIS clients.

My question in an earlier email asking will/would NDIS reconsider reflexology as a service? The answer is NO as reflexology fits in the area of health, not function.

For more information you can visit the NDIS website: <https://www.ndis.gov.au/providers>



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# Reflexology in Australia, Part 3

*In the third and final part of her 2007 ICR Conference\* speech, Reflexology in Australia, Heather Edwards completes her outline of the development of reflexology in Australia*



Another very positive move took place on 13–14 November 1993. This was a Reflexology Teacher's Summit held in Sydney at Su Enzer's. It was attended by Sue Ehinger, Su Enzer, Sue Graney, Carol Morphett, Graeme Murray, Rebecca Ridge and Penelope Spong from New South Wales, Dee Leamon, Josie Magazzu and Trevor Steele from Victoria, Lyn Hatswell from Western Australia and myself from Queensland. Apologies came from Pam Kelly, Tasmania and Ian Wall, New South Wales. As you can see there were Australia-wide representatives. The focus was on the content and hours of training with the aim to produce professional practitioners worthy of recognition within the health industry.

For three weeks in October 1994 Sue Ehinger and Trevor Steele along with five others ventured to China where they learnt the Rwo Shur method and attended a three day National Conference and five days of advanced classes. Sue went on to present workshops and continues to do so in Chinese reflexology for our benefit. It was in 1994 that Sue organized Chris Stormer's first Australian seminar in *The Language of the Feet* in Sydney. Over the years most Australian reflexologists have now become quite familiar with Chris' wonderful work. The principals of the pioneering schools connected well with each other, as we all had a similar vision for the development of reflexology in Australia.

During the mid-1990's there was wide publicity that natural therapists (including reflexologists) would soon be required to obtain government-accredited qualifications in order to practice. Consequently, students became more and more aware of studying with government-accredited training institutions. Unfortunately many Registered Training Organisations were employing under-qualified reflexologists and non-members of RAA to present their reflexology training.

By 1996 RAA had standards of acceptable training in place that required reflexology trainers to be Professional Members of the Association as well as a Certificate VI trainer and assessor, as opposed to the requirement by RTO's which was that trainers had Certificate VI trainer and assessor but were not necessarily registered professional practitioners with RAA.

RAB became a Registered Training Organisation in 1995 enabling Sharon Stathis to offer the first Certificate IV in a nationally recognised reflexology qualification by an Australian college specialising in reflexology.

In April 1996 Australian reflexologists were shocked and saddened by the sudden untimely death of Trevor Steele, Principal of Australian School of Reflexology and Relaxation. Fortunately Dee Leamon and Carol McBain were already working closely with Trevor and were able to continue delivering quality training in Victoria.

By 1998 three WA courses had also been government-accredited to Certificate IV level. Through this period RAA's minimum recommended hours were extended to 200, then 250 attended hours. Today the hours exceed 300. Courses now include electives delivered by international presenters such as Lyn Booth – vertical reflexology, Martine Faure-Alderson – cranio sacral reflexology, Chris Stormer – *Language of the Feet* and *The Universal Method*.

As part of the Associations' attempts to keep abreast of government regulations for professional organisations, CPT was first discussed at the state delegates meeting in May 1998 and introduced to most states in July 1999. The move to accumulate ongoing points firmly established RAA as a self-regulating body with Professional Level Practitioners.

Although the program was not uniform, initially by July 2001 a nationally agreed program was implemented. It required members to gain 25 CPT units in one year (one unit = one hour) to maintain professional status. The points could be gained from two categories. Category One: A minimum of 10 points needed to be obtained from study specific to reflexology practice and Category Two: A maximum of 15 points from attendance at RAA meetings, practicum exchange, public speaking, and business study, a position on the committee or relevant subscriptions and articles.

By July 2002 Tasmania, who joined in 1995, and South Australia were now well and truly an active part of the Association and the national Reflexology Association of Australia (RAA Limited) was officially formed. In 2003 the CPT program became more streamlined and by July 2004 Professional Members were required to accumulate 20 CPT points per annum to validate their ongoing update of professional skills.

In May 2000, despite misgivings from Victoria, NSW and WA, the National Delegates Meeting, after much discussion, was persuaded to drop the RAA assessment and recognition of courses, in favor of acceptance of Certificate IV graduates of government accreditation courses on the grounds that it would be easier to administer.

This meant that graduates of training courses, which were not to RAA standards but government-accredited to Certificate IV level, would now be accepted as practitioner members. This again highlighted the issue of trainers who were not recognised RAA members and the possibility and more likely probability of graduating students with inferior reflexology qualifications which would mean a lowering of the standards of reflexology practitioners. A very disturbing thought for those who had worked so hard to gain reflexology the good standing it was establishing in the Australian health field.

*Continued on page 17*

As a result of this push toward government accreditation I went ahead and registered the first nationally recognised Diploma of Reflexology course in May 2002 and Reflexology Centre Australia became a Recognised Training Organisation in December 2002.

As an RAA initiative, work began on the initial drafts of a Reflexology Training Package in 2001 with state sub-committees, specifically in Western Australia and Victoria headed up by Lynn Hatswell, Brigitte Johnson, Gladys Duncan, Dee Leamon and Carol McBain. This was put on hold when government shifted its focus away from the inclusion of reflexology in the current Health Package submission. Australia was seeing more and more emphasis being directed to public awareness for Accredited Training and pressure being applied toward associations to accept only applicants who met qualification standards delivered by Registered Training Organisations.

The RAA as a self-governing body is able to maintain its own standards. In 2004 Western Australia chaired a national education subcommittee of teachers, from all participating states, formed to look at various aspects including:

- ◆ modification of the RPL document
- ◆ re-evaluation and upgrading of training standards where necessary, leading to
- ◆ the proposed re-introduction and refining of the RAA schools' accreditation process.

### **New guidelines**

The members of the National Education Committee headed up by Lynn Hatswell and James Flaxman produced new guidelines for theory and practical assessment to accommodate all avenues of reflexology training and ensure the quality of RAA Professional Practitioners. This work was halted in April 2006 by the National Board not long before RAA's re-involvement with the Government Reflexology Training Package in August 2006.

The inclusion of reflexology in the National Training Package has created a degree of angst amongst reflexology trainers across Australia. Previously individual organisations could submit and obtain a nationally recognised training certificate course in reflexology, based on the standards of those making the submission and any other submissions already in place. This course would then need to be delivered by an RTO for a Nationally Recognised Certificate IV or Diploma to be issued. Non-RTO's could deliver the course, but it may not be recognised nationally.

As government requirements for Registered Training Providers are rigorous with ongoing administration tasks and where the goal posts are constantly changing, many private trainers found this path just too difficult. Some moved into training for big natural therapy RTO's and a few struggled on only to find that government recognition wasn't the be all and end all until 2006 when the Government Health Package draft was announced to be released in late 2006.

It now looks like April 2007. This was the final straw for schools run by long term trainers such as Lynn Hatswell in Western Australia, Dee Leamon and Carol McBain in Victoria, Sue Ehinger in New South Wales and now myself in Queensland. It seems that the best option for these experienced people is to look at producing quality training materials to fit the proposed package.

If and when the National Training Package including reflexology is implemented, previously recognised courses will be superseded by the National Package. It was important for the RAA to have input into the content of this submission in order to maintain the already high and specific standard of training generally available. Fortunately the Association already had documentation already in an adequate form to have quality input into the submission. This was necessary in order to reflect the true aims, philosophies and techniques inherent in our modality and avoid it merging into nothing more than a foot massage.

In saying that, it is important for RAA to have input and I am also of the opinion that RAA should not be involved in educating reflexologists but may provide and encourage workshops of value to reflexologists. Educating reflexologists becomes a conflict of interest.

The RAA is there to serve its members and promote reflexology in the public field. Educating the medical profession, health funds, nursing homes, careers and providing ongoing training opportunities is the RAA's role while being the 'Industry Watch Dog'. The unfortunate part about National Packages is that they involve compulsory modules which do not specifically relate to reflexology but are part of professional practice and required by all health care practitioners. I do believe that the inclusion of business training for a reflexologist is essential if you wish to develop a viable thriving practice and business training to this point is probably the biggest single area in our training requiring more emphasis.

It seems that one of the negative aspects of gaining and maintaining professionalism is the need for more and more training in what used to be common sense. Albert Einstein once said that commonsense is the accumulation of knowledge and experience by the time you reach eighteen.

Since reflexology was first formally introduced to Australians back in 1984 we have seen a growing and increasing acceptance particularly by nurses and more recently by nursing homes, hospitals (albeit a few) and the medical profession generally. Jan Williams, our second National President of RAA, has been instrumental in gaining ongoing interest by the Australian Medical Association over the last three years. We are now actually seeing incorporation of reflexology training into nursing and podiatry courses even if only at an introductory and/or elective level. Congratulations fellow members and reflexologists!

Over the last fifteen years a wonderful range of quality hands-on reflexology training has become available due to the hard work of a few dedicated hard-core reflexologists. It is up to us all to nurture and encourage ongoing developments within our industry always remembering the grass roots.

Continued on page 18

First and foremost, you have to be able to perform a quality hands-on reflexology session and only dedicated and experienced trainers can truly assist in fostering the best in each and every potential reflexologist.

In 1938 Eunice Ingham wrote *"Study for a moment the life of a sturdy oak, which from a tiny acorn grows. Stop and observe how it lifts its leafy arms toward Heaven to receive from the passing breezes the exercise necessary to strengthen its root supply, increasing the capacity to gather moisture and nourishment necessary to furnish and keep the sap flowing freely through every part. If we cut off the roots sufficiently to rob it of its life-giving sap, how long will the tree be green and full of life? In the face of this shall we forget the necessity of keeping our whole body in motion; every part in perfect rhythm."*

It has been my pleasure and honour to have this opportunity to present to you today and I would particularly like to thank Carol, Dee, Lynn and Sharon for their input. As a trainer, it gives me great joy to have been an integral part of the developing trends in Australian reflexology. I would like to praise our own Sue Ehinger, Lynn Hatswell, Dee Leamon, Joyce Lockett, Carol McBain, Graeme Murray, Sharon Stathis and Trevor Steele (in his absence) for their ongoing dedication to the RAA and education of reflexologists in Australia. To those I have neglected to include in this presentation I apologise.

I would just like to leave you with one of Chris Stormer's gems:

***Our Dreams Are Within Our Reach***

*Within our reach lies every path we ever dream of taking  
Within our power lies every step we ever dream of making  
Within our range lies every joy we ever dream of seeing  
Within ourselves lies everything we ever dream of being*

*\*Oops! Hats off to those members who spotted the error in FootPrints January 2018. Heather's speech was delivered at the ICR Conference in Cairns in 2007, not in 2009 as printed.*



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# How do anxiety and depression affect physical health?

By Ana Sandoiu

Depression and anxiety may be just as bad for your health as smoking and obesity. However, cancer does not correlate with these mental health conditions. These are the main takeaways of a new study that investigates the physical health risks of these psychiatric conditions.

In the 17th century, Enlightenment philosopher Rene Descartes posited that the mind and the body were separate entities.

While this dualist idea has shaped much of modern science and thought, recent scientific advances show that the dichotomy between the mind and the body is a false one.

For instance, neuroscientist Antonio Damasio famously wrote the book he entitled *Descartes' error* to prove precisely the point that our brains, emotions, and judgment are much more intertwined than people previously believed.

The findings of a new study may further contribute to this latter argument. Aoife O'Donovan, Ph.D., of the Department of Psychiatry at the University of California San Francisco, and her colleague Andrea Niles, Ph.D., set out to examine the effects that psychiatric conditions, such as [depression](#) and [anxiety](#), may have on a person's physical health.

The researchers investigated the health of more than 15,000 seniors over four years and published their findings in *Health Psychology*, the journal of the American Psychological Association.

The study looked at the health data of 15,418 retirees who were 68 years old, on average. The data came from a governmental study that used interviews to assess the participants' symptoms of anxiety and depression.

The participants also answered questions about their weight, smoking status, and medical conditions they had a diagnosis of. In addition, they provided information about weight recordings from hospital visits.

Of the total number of participants, O'Donovan and colleagues found that 16 per cent had high levels of anxiety and depression, 31 per cent had [obesity](#), and 14 per cent were smokers.

Those living with high levels of anxiety and depression were 65 per cent more likely to develop a heart condition, 64 per cent more likely to have a [stroke](#), 50 per cent more likely to develop [high blood pressure](#), and 87 per cent more likely to have [arthritis](#) than people who did not have anxiety or depression.

"These increased odds are similar to those of participants who are smokers or are obese," says O'Donovan. "However," she adds, "for arthritis, high anxiety and depression seem to confer higher risks than smoking and obesity."



*Anxiety and depression may seriously impact a person's physical health.*

## Cancer not related to anxiety and stress

Of all the conditions investigated, the scientists found that [cancer](#) was the only one that did not correlate with anxiety and depression. These findings confirm previous studies, explain the researchers, but they run against the belief that many patients share.

"Our findings are in line with a lot of other studies showing that psychological distress is not a strong predictor of many types of cancer," says O'Donovan.

"On top of highlighting that [mental health](#) matters for a whole host of medical illnesses, it is important that we promote these null findings. We need to stop attributing cancer diagnoses to histories of [stress](#), depression, and anxiety.

"Anxiety and depression symptoms are strongly linked to poor physical health, yet these conditions continue to receive limited attention in primary care settings, compared to smoking and obesity," Niles says.

O'Donovan adds that the findings highlight the "long-term costs of untreated depression and anxiety [...] and serve as a reminder that treating mental health conditions can save money for health systems.

"To our knowledge, this is the first study that directly compared anxiety and depression to obesity and smoking as prospective risk factors for disease onset in long-term studies," says Niles.

In the United States, over [16 million](#) people have had at least one episode of major depression in their lives. Also, again according to the National Institute of Mental Health, over 19 per cent of adults in the US have had an anxiety disorder in the past year.

*This article was reprinted with kind permission from Medical News Today. Published Tuesday 18 December 2018 at <https://www.medicalnewstoday.com/articles/324030.php>*



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May 18-19 <sup>th</sup>	RAoA NSW/ACT Branch	Annual Branch Meeting (ABM) and Workshop Weekend	Crows Nest, Sydney NSW Information and registrations online now <a href="http://www.reflexology.org.au">www.reflexology.org.au</a>
May 19 <sup>th</sup>	RAoA WA Branch	Annual Branch Meeting (ABM) and Workshop Day	TBA
May 19 <sup>th</sup>	RAoA VIC Branch	Annual Branch Meeting (ABM) and Workshop Day	Hawthorn, Melbourne VIC Information and registrations online now <a href="http://www.reflexology.org.au">www.reflexology.org.au</a>
May 19 <sup>th</sup>	RAoA TAS Branch	Annual Branch Meeting (ABM) and Workshop Day	TBA
May 26 <sup>th</sup>	RAoA Qld/NT Branch	Annual Branch Meeting (ABM) and Workshop Day	Duchesne College, St Lucia, Brisbane Information and registrations online now <a href="http://www.reflexology.org.au">www.reflexology.org.au</a>
June 8-9 <sup>th</sup>	RAoA SA Branch	Annual Branch Meeting (ABM) and Workshop Weekend	Brompton, Adelaide SA
June 15 <sup>th</sup> June 22 <sup>nd</sup>	Chris Stormer Fryer	Hot Footing it to Health	Garfield VIC: Lyn Fava <a href="mailto:info@asrr.com.au">info@asrr.com.au</a> Sydney NSW: Irene Tasho <a href="http://www.reflexologyaustralia.com">www.reflexologyaustralia.com</a>
July 21 <sup>st</sup>	RAoA NSW/ACT Branch	Branch General Meeting	Crows Nest, Sydney NSW
August 17-18 <sup>th</sup>	Louise Dennison – RAoA National Workshop	“Zen Reflexology”	Crows Nest, Sydney NSW Information and registrations online now RAoA website <a href="http://www.reflexology.org.au">www.reflexology.org.au</a>
August 20 <sup>th</sup>	Sue Ehinger	Microsystems of the Muscular Skeletal Systems	Williamstown VIC Lyn Fava <a href="mailto:info@asrr.com.au">info@asrr.com.au</a>
August 24-25 <sup>th</sup>	Louise Dennison – RAoA National Workshop	“Zen Reflexology”	Spring Hill, Brisbane QLD Information and registrations online now RAoA website <a href="http://www.reflexology.org.au">www.reflexology.org.au</a>
September 10 <sup>th</sup>	RAoA NSW/ACT Branch	Branch General Meeting	Crows Nest, Sydney NSW
September 20-23 <sup>rd</sup>	Sue Ehinger	Facial Reflexology 3 & 4	Australian School of Reflexology (Sydney) Irene Tasho <a href="http://www.reflexology.org.au">www.reflexology.org.au</a>
September 28-29 <sup>th</sup>	Louise Dennison – RAoA National Workshop	“Zen Reflexology”	Brompton, Adelaide SA Information and registrations online now RAoA website <a href="http://www.reflexology.org.au">www.reflexology.org.au</a>
October 19-20 <sup>th</sup>	RAoA National AGM	National Annual General Meeting and Workshop Weekend	Hobart, TAS. Information and registrations online now <a href="http://www.reflexology.org.au">www.reflexology.org.au</a>
November 10 <sup>th</sup>	RAoA SA Branch	Branch Meeting and Workshop Day	South Plympton, SA
November 19 <sup>th</sup>	RAoA NSW/ACT Branch	Branch General Meeting	Crows Nest, Sydney NSW
2020	PRESENTER	TITLE	LOCATION/CONTACT
February 12 <sup>th</sup> -16 <sup>th</sup> 2020	Lee Anthony Taylor	4 × 1 day workshops See advertisement for details	Melbourne VIC and Byron Bay NSW Lyn Fava <a href="mailto:info@asrr.com.au">info@asrr.com.au</a>
October 16 <sup>th</sup> -18 <sup>th</sup> 2020	RAoA National Conference	Various presenters, various topics	Darling Harbour, Sydney NSW



## Welcome New Members

December-February 2019

First Name	Surname	Suburb	State
Michael	Breheny	Lower Mangrove	NSW
Shira	Halberstadt	Terrey Hills	NSW
Monique	Hugo	East Killara	NSW
Tricia	Jones	Gympie	QLD
Bernadette	Overton	Woronora	NSW



# BRANCH NEWS

---

As I sit and write these words here in hot and dry South Australia, I realise that summer is about to end, it is the last day of February and Autumn is about to unfold. 2019 has begun for our SA reflexologists on a positive note with great feedback from the National Conference. We look forward to varied opportunities this year to deepen our knowledge and learn new skills to enhance our reflexology practice.

Our first SA Branch Meeting was held in February when Jo Booth and Julie Wilson shared with us their experiences *Working as a Reflexologist in Oncology and Palliative Care* at Calvary Hospital. Elaine Tscharke gave us another

## SOUTH AUSTRALIA



opportunity to enjoy the benefits of yoga and meditation and in the afternoon there was a practitioner exchange.

We now look forward to the Annual Branch Meeting on Saturday 8 June and an *Advanced foot reading* class and workshop on 8–9 June at Brompton. On 28 and 29 September at Brompton will be Louise Dennison's *Zen Workshop*, and the SA Branch Meeting and CPT event on Sunday 10 November will be at Bert Heisters Home in South Plympton. This year is unfolding very quickly and promises to be a year of learning in reflexology for our South Australian members.

Elaine Tscharke

G'day from WA! The WA Directors' hats have changed hands several times over the years and we are now delighted to have the support of two ladies from the West who have taken on the role.

We welcome and support Catherine Pearson (McIver) and Alison Torre in their new roles. I feel confident that with the strong backing of these two ladies, the Association here in WA has a solid foundation coming up to our Annual Branch Meeting and moving forward from there.

Our February study day saw the return of one of our 'old' mentors from the past. Barry Harwood – who many of us remember from days studying at his study centre in Wembley – presented to us *Massage Techniques for the Foot and Lower Leg*. What a fabulous morning it was learning from this gentleman and practising the techniques on each other. Our afternoon consisted of a very informative talk from a local podiatrist and then a Skype link up with Louise Dennison which despite some anxiety on my behalf, went pretty much perfectly thanks to some helpful tech nerds in the audience 😊.

## WESTERN AUSTRALIA



We were delighted to welcome Frances Blyth – a practising reflexologist from the UK, living in France and visiting family in WA. It was great to have her amongst us and despite our tight time schedule, we did manage to have her chat to us a little about her reflexology experiences.

The coming months bring Louise Dennison to WA for her *Zen Reflexology* workshop, coffee clubs, practicum exchanges and our ABM on May 19. The committee is currently putting together another exciting workshop day and looks forward to welcoming as many members as possible to it.

I would also like to take this opportunity to thank my current committee for their input, support, hard work and dedication over the year and encourage both them and all WA members to consider putting their hand up for a role on the committee as we hand over at the ABM. With the strong backing of two WA Directors and the support of the Association in the east, how can we go wrong? 😊

Happy reflexing from WA!

Jill Jones

Firstly, thank you all practitioners for the amazing work you do to restore and maintain health and wellbeing. Though the government does not recognise the amazing contribution reflexology contributes to the prevention of illness and restoration of balance and wellbeing, the consistent positive outcomes speak differently.

We are planning a very interesting study day for our ABM on 19 May. We have Bryan O'Neill discussing treatment protocols for health disorders including all microsystems including hands, feet and ears and acu points. He will also give us a brief introduction on the four phases of *Auriculotherapy and the vascular autonomic signal*. This



## VICTORIA

will be an opportunity to share our collective knowledge base. Our second presenter is Teena Croker, a Jin Shin Jyutsu practitioner who will share with us this model of energy flow through the hands and feet and its relationship to reflexology.

There is an astrological theme for self-care this year. Reflexology is the perfect tool for self-care, either receiving and working on one's own hands and feet. Of course, a full ear massage is also working on the microsystem of the body and very easy to do.

Reflexology practitioners are frequently super kind and caring to others. Make time to look after yourself and do the things that nourish you daily.

Cate Brown



## QUEENSLAND/NORTHERN TERRITORY



It has been a strong start to the year with a very successful workshop/branch meeting day on 17 February. I have felt an increased sense of unity and enthusiasm radiating from our branch members over the past year. Attendance at workshops has steadily increased and members are actively participating in branch meetings. This is gratifying for the committee members to know that the time they volunteer is appreciated.

Vera has stepped down from her role as State Director and we thank her for the hard work she put in over the years representing Qld-NT at the national level. We are

fortunate that Vera is still an active member of our branch as her wealth of knowledge is invaluable.

We will again be attending *Mind Body Spirit* in March. This is a major fund generator as our stand is always popular with patrons, keeping our volunteers very busy over the course of the three day festival.

The annual branch meeting is scheduled for Sunday 26 May. The committee has worked hard, and everything has been organised well ahead of schedule to ensure this will be another successful event for our members.

Wendy Dalzell

## TASMANIA



Our February branch meeting was held at Poatina Village on a Friday evening as the sun started to head down in the sky behind the beautiful backdrop of the Great Western Tiers. We welcomed new student members Alison T and Jo-Anne C to their first meeting. Afterwards we gathered for a delicious meal catered by the chalet which provided an informal opportunity for networking amongst members and late arrivals.

Our Tasmanian Branch meeting schedule and local CPT program for the year has already been mapped out and was confirmed at the meeting:

**Sunday 19 May 2019**, Campbell Town Bowls Club. This is our Annual Branch Meeting day where we'll elect the Tasmanian Committee for 2019/2020 year so please consider getting involved and lending your support. Back by popular demand is Joan Marshall who will present *Emotional Freedom Technique Meridian Tapping* (EFT), Part 2. Many of the attendees to Joan's first workshop on EFT, held last August, have been clamouring for more ever since. Completion of Part 1 will be a pre-requisite so we'll be organising an opportunity for people to catch up if there

is enough interest; some may like to do Part 1 again as a refresher. Keep an eye out for a survey in your inbox.

**Sunday 18 August 2019**, Campbell Town Bowls Club – Cheryl Semmens will present *Light Language*.

**Saturday and Sunday 19–20 October, Hobart** – a two day event incorporating AGM of RAOA and concurrent workshop options. This is a national event and places will be limited so members are encouraged to book early to ensure a place. More details in this *FootPrints*. Behind the scenes, your *Tasmanian AGM sub-committee* has been working hard on organising this event.

**17 November 2019, Campbell Town** Educational Practicum Exchange (EPE) session after the meeting with a focus on Zen reflexology revision. This will include our annual Christmas social lunch.

As you can see there will be plenty of opportunities in 2019 to meet your CPT needs as well as share your passion with fellow-minded reflexologists.

Until next time, as Theodore Roosevelt said, *"Keep your eyes on the stars, and your feet on the ground..."*

Sarah Blain



## NEW SOUTH WALES/ACT



The committee has been busy busy busy organising our May Annual Branch meeting (ABM) workshop weekend. I always love this event each year as it's usually when we get to see most of our members for a good catch up.

We have a great line-up of amazing speakers on the Saturday as well as a one day workshop on Sunday: *An introduction to working with Access consciousness bars*. Book online to attend via the RAOA website.

An important part of ABM is also the election of our NSW committee; I've worked really hard at making as

many roles assessable to regional members so if you want to participate in the branch but don't live close to Sydney get in touch as there are some roles that can be filled on a fairly low commitment level.

Our conference committee has also been finalising the 2020 conference logo and keynote speakers this month and it's looking like a great line up, so watch out for the updates via the RAOA national conference Facebook page.

Karen Riley

# FootPrints Journal

ISSN 1039-2092

Published by the Reflexology Association of Australia, Limited

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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

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Please know that Directors can be contacted to clarify concerns

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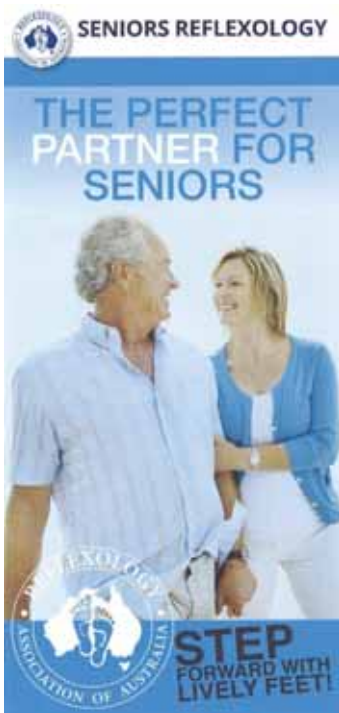
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## "Let your Merchandise do the Talking"



Do you find that sometimes you don't quite know how to acquire those additional clients? Do you sometimes feel too shy to say anything, or think you're being too pushy?

### How about using the RAoA brochures and ...

## "Let your Merchandise do the Talking"

The "Seniors Reflexology" brochure is a great marketing tool. These brochures explain in easy to understand language how Reflexology can assist with improving daily wellbeing and maintaining vitality through the aging process.

Reflexology helps to reduce stress, balance the nervous system, improves sleep quality, improves circulation, assists with sluggish digestive system, assists arthritic pain and enhances the body's natural healing process – plus more. All things that benefit the aging body.

Here are just some of the ways to use these RAoA brochures to gain business.

Hand them out to:

- Local Seniors Clubs and Associations. Ask to display brochures there, or to hand out brochures to members.
- Hand them out at Tai Chi classes, Yoga classes.
- Current clients to pass on to the seniors in their lives – parents, neighbours, friends.
- Have some in your handbag and hand them out at your workplace (if you also work elsewhere as well).
- Ask to have them on display at gyms, doctor's offices, retirement homes, dentists, optometrists, and any other local businesses you can access or in close vicinity to where you operate your reflexology practice.
- Do letterbox drops in local retirement homes, aged care facilities or your neighbourhood.

One simple marketing idea is to offer pre-paid packages to senior clients for a discounted price or added benefits. For example, pre-pay for 5 and receive the 6<sup>th</sup> free. If pre-paying is not in the budget, then maybe a free treatment with every 7 paid. The possibilities are endless and up to you to decide what you would like to offer.

*Therefore, it doesn't really matter if you love or loathe selling. It can be as simple as finding moments to share information. Stock up on your RAoA Seniors brochures now and start handing them out. It may be the 'seed' you need to plant to gain new business.*

- 25 × Seniors Brochures – \$9.00 – plus Postage & Packaging.
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Purchase via shopping cart at: [www.reflexology.org.au](http://www.reflexology.org.au) using your membership log-in details.

The shopping cart will automatically work out your postage and packaging fee.

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# 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.

## It's all happening from **May** 2019

It's Annual Branch Meeting (ABM) time! The ABM is a very important event for your Branch with visiting educational speakers, new and existing Committee members are voted in, decisions are made about the projects your Branch would like to undertake and where YOU can make a difference by contributing your input!

18–19th May—NSW/ACT Branch (Crows Nest, Sydney)

19th May—WA Branch (TBA)

19th May—VIC Branch (Hawthorn, Melbourne)

19th May—TAS Branch (TBA)

26th May—QLD/NT Branch (St Lucia, Brisbane)

8–9th June—SA Branch (Brompton, Adelaide)

**ABM/Workshop information and registration details will be available from April on the RAoA website [www.reflexology.org.au](http://www.reflexology.org.au)**

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