

FootPrints

The Journal of the Reflexology Association of Australia

Bumper 26-page on-line issue!



www.reflexology.org.au

January 2021

Volume 25 No. 1



AGM 2021
Integrative Reflexology
for Health and Wellbeing

2021 AGM and Seminar Day

Melbourne VIC – Sunday 3 October 2021

“Integrative Reflexology for Health and Wellbeing”

On-line registrations open 1 April 2021 via RAOA website
www.reflexology.org.au

To lodge your expression of interest prior to 1 April email accounts@reflexology.org.au

Due to finalisation of organising and catering requirements registrations close
4.30pm 9 September or when booked out (if prior to 9 September)

\$165.00 early bird fee – 1 April to 11 August
\$195.00 standard fee – 12 August to 1 September
\$225.00 late fee – 2 September to 9 September
Non RAOA members – add \$30.00 to each pricing structure.

Your investment includes:

- ✓ Coffee/tea on arrival, Morning Tea, Lunch and Afternoon Tea
- ✓ 4 x Seminars with 4 speakers knowledgeable and experienced in their fields
- ✓ Great opportunity to network with your peers
- ✓ Catch up with old friends and make new friends
- ✓ Certificate of Attendance and an opportunity to gain 10 CPT points (if attending all day including AGM) – Activity 2
- ✓ Attendance of AGM only (in person) 5 CPT; Attendance of AGM via Zoom 2 CPT – Activity 2
- ✓ Trade Tables - RAOA Merchandise and other exhibitors/products/information
- ✓ Free car parking – on-site and close by off-site

VENUE: Best Western Airport Motel and Convention Centre,
33 Ardlie Street, Attwood Vic 3029

(Venue provides a courtesy bus from and to Melbourne Tullamarine airport)

RAoA Merchandise will be available for purchase at the AGM Seminar Day.

Trade tables registrations and enquiries (limited numbers available)

Contact Vera accounts@reflexology.org.au ph: 0409 375 545

**For further information regarding the Seminar Day contact VIC Branch
Committee:**

Cate Brown: catharinebrown61@gmail.com ph: 0408 209 718

Maureen Wilson: mmwilson@netcon.net.au ph: 0427 355 525

From the President's desk



Summer! What a very busy few months it has been. Our SAGM via Zoom had a record attendance of 150; there were 200 registrations and 11 apologies. 143 stayed on Zoom for our speaker after the AGM. Thank you to Karen Riley for hosting.

Congratulations to Sarah Pieters, winner of the Trevor Steele Award 2020 (October *FootPrints*, page 3). Congratulations also to Vera Emmi our newest RAOA Life Member; you can read more about Vera in this issue of *FootPrints*. This January issue of *FootPrints* is the fiftieth publication by our desk top publisher Margaret Clift. Read more about her amazing contribution in later pages.

Your AGM 2021 will be in Melbourne on Sunday 3 October and will be a two day event. Presenters are already organised and details are in this issue.

The Annual Report for 2020 can be found on the RAOA web site; log in as a member to find this.

I encourage all members to take advantage of the early bird registration fees. With the dollars you save on early bird registrations you can purchase RAOA merchandise!

I am also feeling excited as I write this article knowing our new cancer care brochure will soon be at the printer!

Directors

Joining the Board on 17 October 2020 was Graeme Murray. Graeme is Branch Director for NSW/ACT and our Education Director. With almost 30 years of teaching reflexology, Graeme is keen to work with members and community.

Joining the Board on 12 November 2020 was Lynne Owens. Lynne is filling the casual position of Victorian Branch Director, our Promotions Director and Secretary to the Board. Lynne has a diverse work background including sports management, arts and entertainment, financial conferencing and currently works for one of Australia's largest not-for-profit health care providers. Lynne brings strong administration and organisational experience to the Board.

Your new Board is settling in nicely. There will be a face-to-face Board meeting in Adelaide in February 2021. Our company secretary James Flaxman will be joining for this two day meeting.

It has been twelve months since the last face-to-face meeting. One of the savings to the association during Covid-19 has been two less meetings in person along with Directors not being able to travel to their Branch meetings.

Other news

The biennial Members Survey takes considerable time by several people to compile. It was disappointing to receive less than 20 per cent response in 2020. Work is being done on the findings of the survey to prepare a report. For reflexology to grow in Australia members must get involved. If you have an interest in being involved and wish to be mentored or encouraged in any way, please just ask.

The host branch for the 2022 RAOA National Conference is Qld/NT. National Conference Director Vicki Protheroe is excited to be working with an enthusiastic team of members keen to showcase our tropical state.

Dates for your Annual Branch Meeting 2021 were on the agenda of the Branch Chairs meeting held 15 November with times to be announced:

- ◆ Victoria—2 May
- ◆ South Australia—16 May
- ◆ Western Australian—16 May
- ◆ New South Wales—23 May
- ◆ Tasmania—23 May
- ◆ Queensland/Northern Territory—30 May

Other items discussed included renewals feedback, branch meeting minutes to be put on the Forum, Father's Day feedback, two new branch documents and World Reflexology Week feedback.

Committees and working parties

Here's a wrap on what your Committees and Working Parties have been achieving or planning:

- ◆ All registrations are now done online for branch and national events. This process has been well received.
- ◆ We are excited to hear studying reflexology is on the rise in Western Australia.
- ◆ The Education Working Party has updated the notes used for schools delivering the Certificate of Clinical Reflexology. A document of guidelines has been created for the assessment of past members wanting to re-join or for current members wanting

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The Reflexology Association of Australia is an independent, non-profit organisation and is not affiliated with any educational institution. It is managed by a national Board of Directors, and has branch committees in each state. All positions are honorary.

Front cover – Feet at Back Beach, Streaky Bay, South Australia. Photo courtesy of Susan Jean Ramsey.

to upgrade should private health rebates return. The webinar Masterclass on hand reflexology by David Wayte was very well attended last year.

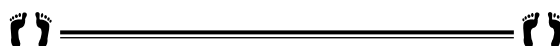
- ◆ Research has been working on research documents loaded to End Note. The second submission from the RAOA for the Natural Therapies Review 2019-2020 Round 2 was completed and sent to review panel on Thursday 5 November. It is estimated the final review could take until 2022.
- ◆ The CPT Working Party has accepted David Wayte presenting by Zoom *Reflexology for Palliative Care* for four hours in June 2021. The 2020 *FootPrints* quiz is completed - cost is \$20. Members will receive five CPT points.
- ◆ Promotions has the new brochure on reflexology for cancer care at the printers. Self Help hints have been posted on the RAOA Facebook pages and we hope you are enjoying them. Reminder to invite non-members to events and to subscribe to receive our *Friends of Reflexology eNewsletter*. Non-members are welcome to join as an Associate Member of the RAOA.
- ◆ Our vacant position for *FootPrints* Editor is still open. This is for pulling articles and information together for each of the four issues, one per quarter each year. About 20-25 hours per issue of your time. You will be working with a team including the *FootPrints* desktop publisher. Email your interest to president@reflexology.org.au.

- ◆ Covid-19 changes and restrictions continue to change. For you to keep on top of these please check your State Government website for the latest update. The RAOA has been doing its best possible to keep all members informed. Administration and the Board are well aware our Victorian members in particular were finding life tough for many months.
- ◆ Administration and I have worked long hours behind the scenes to get information to members. However, Government restrictions were out of our control. My '*checking in to see how you are doing*' calls, texts or emails gave us a picture of just how difficult it has been. We did learn that some members received financial help, others relied on their savings and some had to revert to other forms of income. Now that the storm is over we hope business builds quickly for you all.
- ◆ I was honoured to be invited to the Darwin reflexology group catch up in November (virtually). They are a small group who plan a monthly get together, non-members are welcome. It was amazing to hear from another association president who was at this catch-up share the workload she has been under. This was taken on board by our members attending. A strong reminder we are all in this Covid-19 way of working and living together.

I am very proud of how the RAOA Management and members sailed through 2020. Yes, the sea was rough at times but we got to shore safely. Gosh, and just like that, 2020 is behind us. A hop, a skip and a jump and here we are into another year of exciting reflexology meetings, events and catching up with colleagues.

Happy New Year!

Susan Jean Ramsey



*One moment of patience may ward off great disaster.
One moment of impatience may ruin a whole life.*

Chinese Proverb



Association awards

	Life Membership	Outstanding Achievements	
NSW	Sue Ehinger	Ronda Mackay	Stephen O'Rourke 2017
	Graeme Murray	Judee Hawkins 2009	Sarita Atkins 2017
	Cherel-Sue Waters	Ann Jooste Jacobs 2009	Karen Riley 2020
	Judee Hawkins	Misha Frankel 2010 Joan Harwood 2010 Jan Cullen 2014	
QLD	Heather Edwards	Don Stretton	Claire Siertsema 2009
	Sharon Stathis	Julie Bidwell	Jan Kiss 2009
	Tissa Hennig	Jan Williams 2006	John Zurfluh 2010
	Dianne Yaxley	Glenda Hodge 2007	Sonia Bailey 2011
	Joan Boardman Smith (deceased)	Ian Gilbert	Kate McKnight 2011
	Vera Emmi	Miranda Mann 2007	Sue Brooking 2013
		Irene Bull	Catherine Lee 2014
		Patricia Maclean Margaret Coventy 2008 Catherine Lee 2008 David Wong 2008	Helen Adendorff 2015 Kate McKnight 2015 Vera Emmi 2016
SA	Joyce Lockett	Suzanne Pfitzner	Pamela Nish 2020
	Rosemary Urban (deceased)	Susan-Jean Ramsey 2006	
	James Flaxman	James Flaxman 2008	
	Susan Ramsay	Marg Rowett 2011 Pauline Trent 2014	

	Life Membership	Outstanding Achievements	
TAS	Pamela Skeggs	Lorna Menzies 2010	
		(posthumously)	
		Gaylene Webb 2011	
		Vicki Delpero 2011	
		Shirley Lawson 2012	
		Sarah Blain 2013 Lynda Kidd 2018	
VIC	Dee Leamon Carol McBain Josie Magazzu (deceased) Karen Fothergill Marion Bond Trevor Steele (posthumously) Emma Gierschick	Natalie Baker 2006	Lyn Fava 2013
		Marion Bond 2008	Yve Frankcombe 2017
		Samantha Langridge 2010	Anne Hilarius-Ford 2017
		Karen Fothergill 2010	
		Helen McCallum 2010	
		Dani Singer 2010	
		Anne Cooper 2010	
		2013	
WA	Keith Solomon Brigitte Johnson Lynn Hatswell	Patrica Bell 2006	Mairead Spooner 2008
		Flora Toft 2006	Catherine Chandler 2008
		Gladys Duncan 2006	Judy Moyes 2011
		Chris Aubrey 2007	Dot Neems 2017
		Des Bradley 2007	Carol Lee 2017
		Lis Anderson 2007	

Vera Emmi our newest life member

Queensland's Vera Emmi has become a life member of the Reflexology Association of Australia (RAoA) following her significant contribution to the reflexology association and industry since first joining 13 years ago.

Making the announcement on behalf of the Board at RAoA's Annual General Meeting in October 2020, President Susan Ramsey outlined the contribution Vera has made over the years in a speech reprinted here.

Vera has displayed commitment and dedication to her profession. Her enthusiasm and helpful advice has won her the respect of many members, colleagues and clients.

She is reliable, approachable and conscientious. Before becoming involved as a director of RAoA she had been instrumental in co-ordinating various workshops, practitioner exchanges and community health days in the Cairns district.

Vera was a Board member from July 2015 to November 2018. She joined the Board as CPT Director and within months also took on the role of Treasurer, as well as being Director for the Education Committee. Vera also became the Research Director in 2017 and in 2018 was the Director for Victoria. She has been an excellent mentor to new directors. Also Victorian and Queensland Branch Committee Members.

During her time on the Board, Vera was instrumental in revising many of the Board's policies and procedures, implementing sound accounting procedures and set in place National CPT Workshops. She also worked closely with the office staff as one of the Administration Directors and was a valuable mentor.

Vera has been a member for 13 years, since 2007. Apart from being a Board member, Vera was on the

Queensland Branch Committee, represented Far North Queensland region, presented workshops at Brisbane meetings and interstate, worked on the CPT, Research, and Education Committees and was also a member of the Subject Matter Expert Group (SMEG) redrafting the Diploma of Reflexology.

During 2018 and 2019 as a member of the Education Committee Vera assisted in the review of Education and Certificate of Clinical Reflexology (CoCR) documentation.

Vera readily engages in aspects and tasks that will benefit members of RAoA and potentially improve the image of reflexology in the eyes of the public. In the contracted role of Accounts, Merchandise, Advertising, Marketing and National Workshop Co-ordinator she supports the Board by initiating, developing and co-ordinating income sources for RAoA. Vera also contributes a considerable amount of voluntary time, all of which benefits the ongoing viability of RAoA.

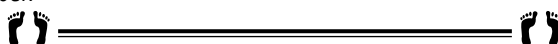
While living in South Australia for a short time Vera ran workshops to teach the basics of reflexology and assist reflexologists in training to gain valuable practical experience.

On returning to Cairns Vera resumed her busy clinic and has produced specific training for reflexologists. As a regional member Vera is well aware of the issues some members face in gaining their CPT points due to isolation. Vera has produced two CDs (on shoulder pain and sinusitis) and made them available to purchase and gain CPT points.

Vera is a very worthy recipient of the RAoA Life Membership Award. Congratulations Vera.



Vera Emmi was announced a Life Member of the RAoA at its AGM in October.



2020–21 Annual Report

The 2019–20 Annual Report was presented by President Susan Ramsey at the Reflexology Association of Australia's Annual General Meeting on 17 October 2020. Her report was read to members via Zoom and is reprinted here in full.

Welcome and thank you for attending the 2020 AGM. My role as President has been to bring together a team of dedicated directors, each with their own skills and strengths to build a strong association. Together with our members support and encouragement we (all members, every one of you here today) lift the profile of reflexology nationally. The loyalty of the members is evident if you look on your screen.

Thank you to our directors, branch committees, working parties, regional groups, Educational Practicum Exchange (EPE) groups and anyone who volunteered their time for the RAOA during the past 12 months. Commitment is the key. Working together lightens the load and brings some fun into tasks. We acknowledge our new members, long term members and life members present today. We welcome guests and visitors.

Your virtual **Annual Branch Meetings** (ABMs) were well attended. Thank you to the members who joined their branch committee. Branch committees have a very important role. Read your Branch Committee Information Document to get the full picture.

Administration meetings were held fortnightly. Michele's main focus is administration, membership, renewals, merchandise, the E-newsletter and also updates to the RAOA website, Covid-19 bulletins and news on Facebook.

As a contractor to RAOA, Vera's focus is accounts, marketing, advertising, national workshop and National Conference in Sydney 2020. With commitment to duties and tasks, both officers communicate with directors, members and the public. A champion effort especially during 2020. Thank you.

RAoA membership certificates—due to current issues with the existing RAOA membership certificate (A4 portrait one) issued when a member first joins, it was ceased from 5 March 2020. The certificate issued at renewal time each membership year (called the Professional Status Certificate) will be reviewed and updated upon renewal. It is emailed out with renewal letters; members can then print for use in their clinic to display current status with our Association. New students and Associate Members (AMs) will receive a membership card.

Newest **membership benefits** are Australia-wide first aid, McDowells Herbal Treatments and Caronlab Australia. New quarterly newsletter *Aussie Reflexology News* is for the general public and members. You or people interested in reflexology can subscribe online from the RAOA website. New communication tools for the RAOA are Instagram, Zoom and YouTube.

Due to Covid-19, **membership fees** remained the same as 2019–2020 and the 20 CPT points required for professional members were reduced to 10 points for the 2020–2021 membership year.

Face to face Board Meetings: October 2019 in Hobart. February 2020 in Adelaide.

Board Skype meetings: July, August, September, October, November and December 2019. January, February × 2, March × 2, April × 2, May × 2 and June 2020. We dealt with tasks and items as they present themselves, overseeing the business side of the RAOA, along with planning and preparation. Due to Covid-19 meetings, communications increased.

Director appointments and portfolios: Stepping down on 31 October 2019, Lynda Kidd from Tasmania. Lynda re-joined the board for a special purpose on a 12 month contract as director to look after Research and Promotions.

November 2019 Director Lyn Fava from Victoria joined the Board until stepping down 20 April 2020. Lyn came to the Board with valuable skills in business, health, wellbeing and extensive experience in reflexology education.

From Western Australia Catherine Mclver stepped down 6 May 2020 as CPT Director and Chair of face to face board meetings.

Marie Steinke joined the Board 12 May 2020 as a 'special purpose' Director for 12 months for the portfolios of Promotions and Research.

Vicki Protheroe joined the Board 18 May 2020 as QLD/NT Branch Director and CPT Director. Maxine Blanchard stepped down 1 August 2020. Maxine was NSW/ACT Branch Director, National Conference Director and Education Director. Finance and Administration Director, from Western Australia, Alison Torre stepped down 31 August 2020. Alison brought brilliant business and finance skills. Graeme Murry has joined the Board from 17 October 2020 as Branch Director for NSW/ACT and Director for Education.

With building confidence the board directors do an amazing job with foresight for the future, a strong desire to grow the reflexology industry in Australia and for its members, by working as a team. Keeping in mind the Directors who held positions before the current Board have also moved the industry forward. Thank you to all past directors for your time and efforts.

World Reflexology Consortium: Press release due 21 April 2020, this was postponed due to Covid-19 as were meetings. The next meeting is scheduled for 22–23 October 2020.

Research: In October 2019 Jon Adams offered the RAOA a research proposal; the fee \$56,250 for 12 months part time. The RAOA response in April 2020 was to thank Jon Adams for his research proposal to the RAOA. Unfortunately, we don't have such funds available to take up his proposal. Members can donate money towards research done by Australian Research Centre in Complementary and Integrative Medicine. Members are encouraged to register as reflexologists on PRACI. Some 100–200 members are required. EndNote was purchased for the Research Working Party to load research articles. Membership Biennial Survey 2020 was sent to all members.

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It was disappointing that less than half our membership did the survey.

Promotions: Presented on Facebook were *Self Care Tips for Facial Reflexology* for hot flushes, hay fever and digestion. Cancer care brochure. Reflexology promotional power point. Media consent form created for copyright.

Education: Document created for past members to re-join should private health rebates return. Trevor Steele Award 2020. Education assessment documents updated. RPL documents updated and renamed *Assessment for Membership*. CoCR documents updated.

Continual Professional Training: The per state one day workshop *Acupressure for digestion and the immune system* with John Kirkwood; webinar *Hand Reflexology Masterclass* with David Wayte. Both were very well attended. Our 2019–2020 *FootPrints* Quiz close date was extended due to Covid-19 to help members gain CPT points.

Your 2020–2021 CPT program changes were made to allow for online training, attending your ABM and/or AGM virtually (Skype or Zoom). Virtual participation in RAOA meetings, branch general meetings, regional branch meetings, branch committee meetings, national committee, national working party, director's board meetings and attending webinars related to reflexology.

Branch chair Skype meetings and branch news: 24 November 2019, 1 March 2020 and 5 July were well attended. These meetings gave branch chairs the opportunity to share and discuss what is working or not working for their branch. Together they can discuss and or comment on branch documents that have been reviewed, updated or are new. It was evident that ABMs were well attended virtually. Branch committees are healthy. Some branches have had the national workshop, for others it has been postponed and or rescheduled. John Kirkwood delivered his workshop *Acupressure for Digestion and the Immune System* very well. Branches planned and delivered some amazing workshops and speakers through the year considering the Covid-19 impact. A lot of work goes into organising the national workshop, branch workshop and presenters. Thank you to everyone involved. Brisbane's *Mind Body Spirit Festival* booth was busy. WA Branch educational workshop scheduled for March was rescheduled to September. SA Branch had a workshop in February and September. The September event was held regionally in Whyalla, home of our 2019 Trevor Steele Award winner Anita Pickhaver-Smith; Anita was a super

host! Victoria and QLD/NT held one workshop in December 2019. Brilliant presenters at all workshops and very well attended.

Company Secretary: James Flaxman attended the board meeting on 15 February in Adelaide. Our Directors' skills matrix was reviewed at this time. Discussion was held around governance and risk management. James handles our ASIC business, manages the Forum and the RAOA email addresses. He is there for support and guidance when required. With information technology skills, James is our Web Master. Thank you James.

Documents: *Statement of Duties* reviewed and updated. *Strategic Plan 2019–2025* is being reviewed in sections. CPT Program 2020/2021 reviewed and updated. A survey was completed for the Industry Skills Council in February. Documents are being reviewed and update or created as required. Thank you to all who assist in this task.

Trevor Steele Award 2020: Sarah Pieters studied at the Perth School of Reflexology. Tutors and mentors are Hollie Kelly and Karen Bishop. Congratulations Sarah, your hard work and passion for reflexology has paid off.

FootPrints: Quarterly issues for 2020 were posted to members January and April, and due to Covid-19, emailed to members July and October. Features per journal: reflexology and cancer, combining reflexology, reflexology for seniors and women's health. Tiziana, Margaret and team have produced a good read with very interesting material, Thank you. Position of *FootPrints* editor is vacant. Send your interest to president@reflexology.org.au

The Board are **seeking volunteer/s** who have the skills of IT, working with web software, governance and company secretary. If this sounds like you and you are keen to share your skills please make yourself known to a director.

National Conference 2020: Due to Covid-19, this was cancelled in April. The hard work applied by the National Conference Committee was recognised and very much appreciated. Thank you. January *FootPrints* was a splash of colour promoting this national popular event. *Vision to the future* just might be the theme and logo of the future in 2032!

Your next **AGM 2021** will be held in Victoria on Sunday 3 October. Venue Airport Best Western Motel. Save this date. A two day workshop. Keep an eye out for more information via newsletters, *FootPrints* and Facebook.

On behalf of the Board, I sincerely thank members for your support at events at branch and national level. Your dedication and passion excelled throughout 2019/2020, especially with the changes out of everyone's control due to Covid-19.

Susan Jean Ramsey, RAOA President



History on hold, until our next issue!

We promised you a look back at the early days of the Reflexology Association in each branch! And so we will ... but not this issue, due to so much news to share in this jam-packed bumper issue! So keep hunting for those old photos, we need them!

We're also on the hunt for articles and case studies on reflexology for men's health. Please email the Editor on footprints.articles@reflexology.org.au if you can contribute in any way!

Alzheimer's disease and gut microbiota link confirmed

News from the University of Geneva, November 2020

Swiss and Italian scientists have proven a correlation between gut microbiota and the appearance of amyloid plaques in the brain, typical of Alzheimer's disease.

Alzheimer's disease is the most common cause of dementia. Still incurable, it directly affects nearly one million people in Europe, and indirectly millions of family members as well as society as a whole.

In recent years, the scientific community has suspected that the gut microbiota plays a role in the development of the disease. A team from the University of Geneva (UNIGE) and the University Hospitals of Geneva (HUG) in Switzerland, together with Italian colleagues from the National Research and Care Center for Alzheimer's and Psychiatric Diseases Fatebenefratelli in Brescia, University of Naples and the IRCCS SDN Research Center in Naples, confirm the correlation, in humans, between an imbalance in the gut microbiota and the development of amyloid plaques in the brain, which are at the origin of the neurodegenerative disorders characteristic of Alzheimer's disease.

Proteins produced by certain intestinal bacteria, identified in the blood of patients, could indeed modify the interaction between the immune and the nervous systems and trigger the disease.

These results, to be discovered in the *Journal of Alzheimer's Disease*, make it possible to envisage new preventive strategies based on the modulation of the microbiota of people at risk.

The research laboratory of neurologist Giovanni Frisoni, director of the HUG Memory Centre and professor at the Department of Rehabilitation and Geriatrics of the UNIGE Faculty of Medicine, has been working for several years now on the potential influence of the gut microbiota on the brain, and more particularly on neurodegenerative diseases.

"We have already shown that the gut microbiota composition in patients with Alzheimer's disease was altered, compared to people who do not suffer from such disorders," he explains.

"Their microbiota has indeed a reduced microbial diversity, with an over-representation of certain bacteria



and a strong decrease in other microbes. Furthermore, we have also discovered an association between an inflammatory phenomenon detected in the blood, certain intestinal bacteria and Alzheimer's disease; hence the hypothesis that we wanted to test here: could inflammation in the blood be a mediator between the microbiota and the brain?"

The brain under influence

Intestinal bacteria can influence the functioning of the brain and promote neurodegeneration through several pathways: they can indeed influence the regulation of the immune system and, consequently, can modify the interaction between the immune system and the nervous system. Lipopolysaccharides, a protein located on the membrane of bacteria with pro-inflammatory properties, have been found in amyloid plaques and around vessels in the brains of people with Alzheimer's disease.

In addition, the intestinal microbiota produces metabolites – in particular some short-chain fatty acids – which, having neuroprotective and anti-inflammatory properties, directly or indirectly affect brain function.

"To determine whether inflammation mediators and bacterial metabolites constitute a link between the gut microbiota and amyloid pathology in Alzheimer's disease, we studied a cohort of 89 people between 65 and 85 years of age. Some suffered from Alzheimer's disease or other neurodegenerative diseases causing similar memory problems, while others did not have any memory problems," reports Moira Marizzoni, a researcher at the Fatebenefratelli Center in Brescia and first author of this work.

"Using PET imaging, we measured their amyloid deposition and then quantified the presence in their blood of various inflammation markers and proteins produced by intestinal bacteria, such as lipopolysaccharides and short-chain fatty acids."

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A very clear correlation

"Our results are indisputable: certain bacterial products of the intestinal microbiota are correlated with the quantity of amyloid plaques in the brain," explains Moira Marizzoni. "Indeed, high blood levels of lipopolysaccharides and certain short-chain fatty acids (acetate and valerate) were associated with both large amyloid deposits in the brain. Conversely, high levels of another short-chain fatty acid, butyrate, were associated with less amyloid pathology."

This work thus provides proof of an association between certain proteins of the gut microbiota and cerebral amyloidosis through a blood inflammatory phenomenon. Scientists will now work to identify specific bacteria, or a group of bacteria, involved in this phenomenon.

A strategy based on prevention

This discovery paves the way for potentially highly innovative protective strategies, through the administration of a bacterial cocktail, for example, or of pre-biotics to feed the 'good' bacteria in our intestine.

"However, we shouldn't be too quick to rejoice" says Frisoni. "Indeed, we must first identify the strains of the cocktail. Then, a neuroprotective effect could only be effective at a very early stage of the disease, with a view to prevention rather than therapy. However, early diagnosis is still one of the main challenges in the management of neurodegenerative diseases, as protocols must be developed to identify high-risk individuals and treat them well before the appearance of detectable symptoms."

This study is also part of a broader prevention effort led by the UNIGE Faculty of Medicine and the HUG Memory Centre.

This study was supported by the Swiss Association for Alzheimer's Research, the Segre Foundation, the Velux Foundation, the Edmond J. Safra Foundation, the Fondazione Agusta, the Chmielewski Foundation, Mr. Ivan Pictet, as well as other funding institutions.



CPT opportunities easy to digest

By Vicki Protheroe, CPT Director

The Continuing Professional Training (CPT) Working Party welcomes all our members to a happier new year! What does 2021 hold for us? Let's pray we are stepping into a better future.

After Christmas we often make a new year's resolution that will generally relate to losing weight, more work/lifestyle balance or eating healthier meals.

Well, what an opportune time for us to start the year by looking at our digestive system and some self-help ways to assist ourselves and our clients. When your digestive system is healthy and operating at optimal capacity, you will experience a general sense of wellbeing, clear thinking and energy to live an active lifestyle.

My analytical viewpoint of the digestive system is that of a car; when you pull into the petrol station you will choose the right fuel for your car to obtain peak performance. What you put into your mouth via nourishment goes to your gut and this will have an effect on your brain, body organs and how they operate.

As the saying goes, you are what you eat.

This year the RAoA brings the opportunity for all those that missed out on attending the 2020 National Workshop, *Acupressure for the Digestive and Immune System*.

The workshops are being held in Sydney and Brisbane in March 2021, so if you're interested in learning more, please

go to the RAoA website and register today. Don't miss out! <https://reflexology.org.au/adis-info>.

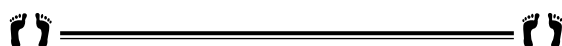
John Kirkwood is a very interesting presenter, with a wealth of knowledge to share on the subject of digestion and immune system. These techniques will assist you and your clients.

There are many ways to learn more about your digestive system and how reflexology can support a healthy and holistic approach to a digestive disorder. YouTube videos are a great way to educate yourself on the topic and you can watch demonstrations on the many techniques used for digestive health and wellbeing.

Reflexology books and e-books can also assist in learning more on how to support a healthy digestive system. It's important as reflexologists that we continue to learn about health and our bodies and pass that knowledge to our family, friends and clients.

The Reflexology Facebook page has some great self-help techniques for the digestive system; go to our public or members-only Facebook page and check it out.

These are just a few ways to obtain CPT points for the coming year; you could also use this topic for your next Education Practicum Exchange group.



What is a healthy gut?

By Misha Frankel

How many of us ask the question, what is a healthy gut? Is it relevant?

Yes, more than ever before because of changes in the production of processed food with multiple additives and preservatives to ensure the product stays 'live' for a set time.

Similar additives and hormones are fed to the animals we eat contributing to a build-up of unnecessary chemicals in our body. Even our fruit and vegetables are sprayed with chemicals and soils fertilised.

These challenge our ability to maintain a healthy gut. We hear about the benefits of eating organic, but this can have a strain on a limited budget. The question is why then do we have to pay more? Organic farms either limit the use of additives or do not use them at all. Granted, the end-product may not be as uniform or perfect as the engineered one, but quality and taste speak for themselves. This comes down to quality over quantity and should be one of the basic building blocks of how we live our lives.

Over the years so many of my clients have complained about bloating and discomfort. After consulting their doctor and undergoing numerous tests without finding a cure, they turn to the complementary therapist.

When you quiz them about what they eat it is obvious that some food groups are exacerbating an underlying problem. These days dairy and wheat are the main culprits. In the distant past these were the staple foods of mankind. Milk was delivered in bottles direct from the cow and wheat was crushed into flour without additives. Fertilisers and added hormones and chemicals are now added to the soil to speed up production and the food chain has been affected in a negative way.

Everything has a place in our relationship with our self and our environment. We take for granted the process of digestion and the different mechanisms that are needed to extract the nutrients from food and pass them to the organs or structures that need them. But do we honestly understand all the implications of indigestion?

Very little thought is given to the consequences of eating foods that do not agree with our system. We know the gut is made of small and large intestines, stomach, liver and gallbladder and we know how they interact with each other in the digestion process, but what if something goes wrong on this journey?

Can we pinpoint the exact organ that is causing the breakdown and why? Problems could be reflux, gallstones, fatty liver, cancer, obstruction in the bowel and many more. The microorganisms and bacteria that work to maintain a homeostatic balance face a losing battle when there is a build-up of toxins causing the environment within the gut to become poisonous.

A slow metabolism could be the result of low hydrochloric acid levels so the stomach cannot fully digest and break down the nutrients for the cells to access. This

grows and creates ammonia gas and if it is not treated it can move into the blood stream and develop into something serious. The same problem could show itself in the upper digestive system with acid reflux.

The main problem with any digestive issue is the proper absorption of nutrients.

When there is a hole in a balloon it leaks air and when there are numerous "holes" in our intestines it is called leaky gut syndrome. When an organ becomes permeable and bacteria start leaking into our blood stream infections can result. Candida or a fungal infection could be one diagnosis but are these just labels when the exact problem cannot be proven?

The same applies to Irritable Bowel Syndrome which describes stomach cramps that result in diarrhoea or gastroenteritis. That is the catch phrase when one cannot pinpoint the cause. I suffered from that for many years, and even had my gallbladder removed because of gallstones. Did that heal the problem? Initially yes as that was on the top of the processing system, but it was soon obvious that food itself was the issue.

Food intolerance moved to food allergies and cutting out wheat, dairy, garlic and chillies had the immediate effect of calming the system. This gave it the opportunity to self-heal. Whenever I tested my body with something on the 'naughty' list, it revolted and said "No!"

So major decisions had to be made and these led to a new way of eating, feeling and thinking. I soon discovered that there was something hidden within me waiting to come out. All it needed was one small change for the domino effect to take place.

1. Be awake to what is eaten and when a reaction occurs.
2. Isolate the food groups that cause discomfort.
3. Be aware of what we put in our trolleys at the supermarket.
4. Develop willpower to change eating habits.
5. Respect the body's desire for homeostasis.
6. Negate temptations that lead back into old habits.

The determination for a healthy body will have a flow-on effect and improve relationships both with yourself and others. How often do we say we have a gut feeling or instinct that something is wrong?

Our "gut brain" is trying to talk to us. We need to listen because if we do not, depression and other mental issues can arise. So here again we see the importance of all elements of the whole being the basis of life.

Inspect all tins and packet foods. Know your numbers and what they mean. Preferably buy fresh and make your own creative dishes. Creativity is such an important element in a fulfilling and exciting life. All it needs is that first step to put you in the right direction to have a healthy body, mind and emotions.

Misha Frankel is a reflexologist and energetic healer based in north-western Sydney.

Your gut is wiser than you think

In September 2014, FootPrints printed an article about gut as our 'second brain'. We have decided to reprint this excellent overview for members who have joined since then.

By Peter Lund Frandsen and Dorthe Krogsgaard, Touchpoint, Denmark



New research shows that we have two brains, not only the one we know in the head, but also one in the gut. The gut may become depressed or develop a manic-depressive psychosis. This exciting knowledge about the relationship between the nervous and digestive systems opens new possibilities for supplementing classic reflexology with specific attention to the nervous system when dealing with digestive problems.

Why do we talk about having 'butterflies in the stomach' before a performance or an exam? Why does bad digestion often lead to nightmares? Why are MDs beginning to administer anti-depressive medications for gut related illnesses?

Until very recently it has been generally accepted that the nervous system is divided into two parts: the central nervous system (brain and spinal cord) and the peripheral nervous system (cranial nerves and spinal nerves and their branches).

Newer research shows that yet another component should be added, namely the *gut brain* or more precisely "the enteric nervous system".

We have two brains – the head brain and the gut, or abdominal, brain. The two brains are connected like Siamese twins; when one is irritated, so is the other.

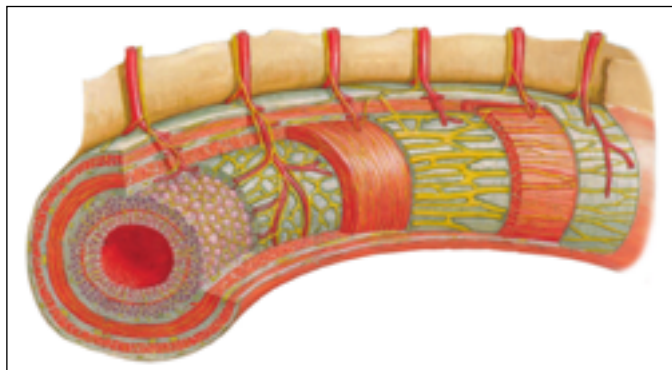


Figure 1: Schematic view of the layers in the gastro-intestinal walls. The nerves are colored yellow.

Research supports alternative knowledge

This knowledge actually is not so new to alternative practitioners who have known for a long time how important it is to include the digestive system when dealing with a variety of problems. Some even suggest that all regeneration is initiated in the digestive tract. But it is exciting that this knowledge now is supported by research. A completely new research field—neurogastroenterology—has been born.

The prolific development of this field being driven primarily by money supplied by the pharmaceutical industry, which naturally sees great opportunities in the treatment of stomach-intestinal illnesses with new types of nerve medicines, but the connections that have been discovered can nonetheless be very useful in a reflexology session.

Some gut brain philosophy

That there are close connections between the digestive and nervous systems has been expressed in our language for centuries. We talk about "digesting knowledge". One can be "hungry for knowledge" and we also talk about "food for the spirit" and about "feeding the brain".

In the psychological realm we have expressions like "digesting one's feelings", "I have to chew on that for a bit", or "I trust my gut." If we look at the brain and the stomach from a morphological point of view, we also can see the strong similarity, which Hanne Marquardt and others talk about, between the convolutions of the brain and those of the small intestines.



Figure 2: Shape similarities between intestinal folds (A) and brain convolutions (B)

The gut brain and the vagus nerve

The gut brain constitutes two layers: one between the two layers of the intestinal wall, and the other one right below the mucous membrane. It follows the entire digestive tract from the esophagus to the anus (Fig 1). It is common knowledge that the activity of the digestive system is directed by the autonomic nervous system, and that the

Continued on page 10

intestinal walls contain nerve cells that coordinate the peristaltic movements of the intestines. We also know that the intestines in and of themselves can create peristaltic movements in brain dead patients or in patients who after an accident have lost the nerve connection between intestines and brain.

But it is only within the last decade that we have come to realise how inclusive this system really is.

We have known for a long time that the vagus nerve – that most important parasympathetic nerve that innervates digestion – contains approximately 1000 single nerve fibers, but when recently trying to “count” the nerve cells in the intestinal system, it was discovered that there are over 100 million. That is more than what we have in the entire spinal cord! If the sympathetic nervous system and the vagus nerve are directing the digestive processes, for what purpose are those hundreds of thousands of additional nerves?

A depressed intestinal tract

The knowledge that up until now was collected about the gut brain or “the little brain” shows a picture of an independently working system. It contains a complex network of nerve cells, receptors, auxiliary cells and neurotransmitters, which in many ways resembles the cranial brain in its construction. The gut brain supervises and directs all break-down and absorption of food, but it has many other functions.

The American researcher Michael D. Gershon has been studying the appearance of neurotransmitters in the digestive tract and he discovered that the tract contains vast quantities of serotonin. We used to think this hormone was found only in the brain, but it has now been shown that 95 per cent of all serotonin in the body actually is found in the nervous system of the digestive tract! Serotonin is needed, amongst other things, for maintaining a normal psychological balance and appears to be involved in depression. This is why today anti-depressives are often prescribed for abdominal illnesses. We know now that the dozens of neurotransmitters and hormones found in the brain and the spinal cord also exist in the intestines.

Gut dreams

An interesting connection was observed in sleep studies. It is well known that brain activity during sleep happens in cycles of approximately 90 minutes. During sleep, when the brain is not receiving any sensory stimuli, we produce slow brain waves interrupted by periods of rapid eye movements (REM sleep). Exactly the same thing happens in the intestines when there is no food to digest: the intestinal muscles make slow contractions interrupted by quick muscle movements occurring at 90 minute intervals. It is quite obvious that the two brains affect each other during sleep. It is quite common for people, with a variety of intestinal problems, to have sleep disturbances.

How do you balance the gut brain?

All reflexologists work with digestive problems. A research project in Denmark from 1993 shows that digestive problems are the second most common ailment we encounter as reflexologists, exceeded only by joint/muscle problems. Because of the placement of the enteric nervous system in the abdominal walls, we automatically affect it when working on the classic reflexes of the digestive system, but with our new knowledge we have gained a few more possibilities for understanding and using the connections between digestion and the rest of the body.

Balancing via the nervous system: nerve reflexology

All organs are influenced by the nervous system, so it is only obvious to supplement the classical organ reflexes with reflex points that specifically affect the nervous supply of the organs. This is where nerve reflexology comes in (see box below). Here are some examples from nerve reflexology for your personal experimentation:

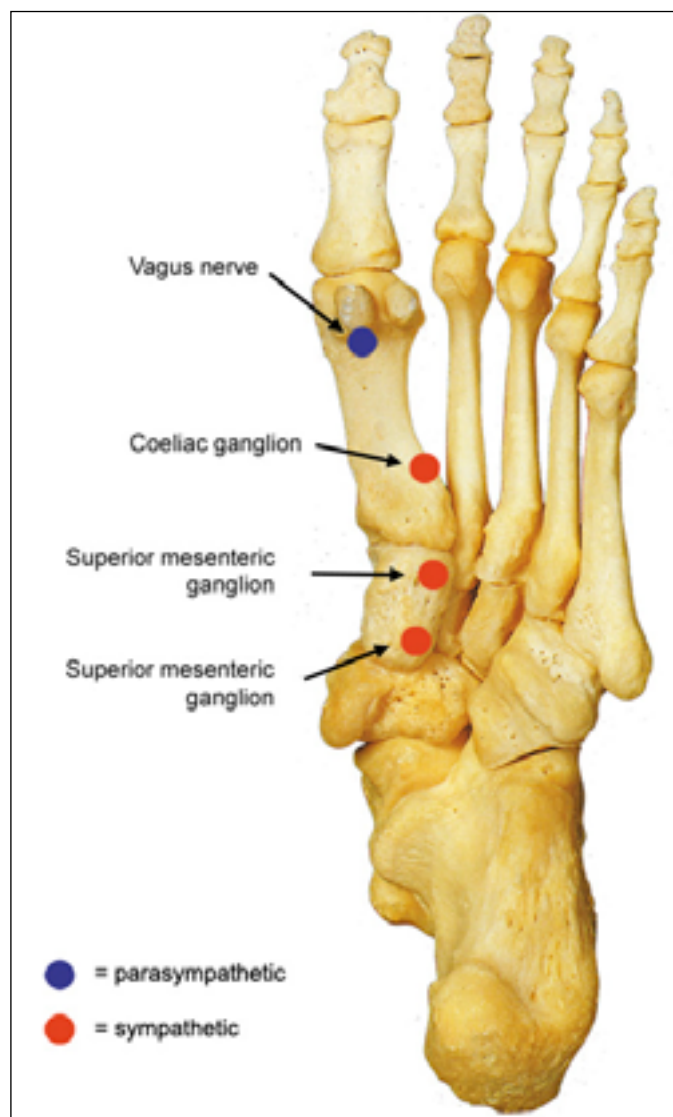


Figure 3: Nerve points for communication between head brain and gut brain via the sympathetic and parasympathetic nervous systems.

The parasympathetic connection can be worked via nerve reflex points for the vagus nerve. The sympathetic connections to the abdominal brain go via the celiac ganglion and the mesenteric ganglia (superior and inferior). These are the so-called pre-vertebral ganglia, which are wide networks of sympathetic nerve fibers that spin themselves around the big arteries in the abdominal cavity and follow them into the organs. As always with nerve reflexology, we use a specific treatment technique with static pressure applied for a maximum of 15 seconds.

About nerve reflexology

This method developed in the 1960's by German Walther Froneberg and his daughter Ellen is a natural extension of the classical reflexology of Eunice Ingham and (in Europe) Hanne Marquardt.

Specific nerve reflex points all located on the periosteum of the foot skeleton are worked with a very accurate technique. When the nerves absorb the impulse they react immediately and the clients experience instant responses in muscles, organs, etc.

New research results that uncover more of the secrets of the enteric nervous system are continuing to be published, so this most certainly will not be the last we hear about our "other brain". Think gut brain the next time you work on the reflexes of the digestive system.

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Lewis, Ricki: "Birth of a Discipline", *The Scientist* 10[10], May 13, 1996

Workshops and more info: www.touchpoint.dk

Facts about the gut brain

- ◆ Contains 100 million nerve cells
- ◆ Contains specialised cells, which otherwise are found only in the cranial brain
- ◆ Has receptors for mechanical movements and chemicals
- ◆ Contains neurotransmitters also found in the cranial brain
- ◆ Functions independently
- ◆ Communicates with the cranial brain via the autonomic nervous system
- ◆ Is affected by nerve medicine
- ◆ Can develop a "depression" or a "manic-depressive psychosis".



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"Professional Reflexology
...better health naturally"

"Reflexology & Holistic Healing Techniques for Oncology Patients" – 1 day workshop

This workshop is proudly brought to you by the RAoA.

Date: Saturday 2 October 2021 – pre RAoA AGM in Melbourne. 7.75 CPT Activity 1

Venue: Best Western Motel and Convention Centre, Attwood VIC (Melbourne)

Presenter: Gretel Spiegel

Gretel has been a contractor and employee at the Chris O'Brien Lifehouse in Sydney since 2013. The centre specialises in Bowel, Breast, Gastrointestinal, Head & Neck, Lung, Brain, Pancreatic, Sarcoma, Skin & Melanoma, Urology, Prostate and Testicular cancers.



Gretel is part of a team of complementary practitioners in the hospital's Living Room which is the home of Supportive Cancer Care and Integrative Medicine. Her experience has been gained from working with inpatients and outpatients, during chemotherapy, radiation, surgery, recovery, remission and palliation.

This workshop has developed from Gretel's Lifehouse experience and combines both theory and practical elements of treating cancer patients suffering from Bowel, Breast, Gastrointestinal, Head & Neck, Lung, Brain, Pancreatic, Sarcoma, Skin & Melanoma, Urology, Prostate and Testicular cancers at all stages of disease.

This is a theory and practical workshop. You will learn:

- How to support cancer patients at the different stages of their disease, using reflexology techniques for symptom management of various cancers and their side effects.
- Holistic healing techniques to enhance your reflexology treatments.
- Learn techniques for treating cancer types
- Learn techniques and gain knowledge on patient's symptom management and treating a variety of treatment side effects
- Learn strategies to give a more comprehensive reflexology treatment using holistic healing techniques.

For expressions of interest and/or to be listed on the pre-registration list, contact Vera @ accounts@reflexology.org.au

On-line registrations open 1 March 2021 www.reflexology.org.au

Workshop numbers limited to 32 attendees.

Early bird fee - \$235.00 (until 14 July), Standard fee - \$260.00 (15 July to 11 August), Late fee – \$295.00 (12 August to 9 September). Bookings close 9 September unless previously sold out.

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

Includes coffee/tea on arrival, morning tea, lunch and afternoon tea.

Sign-in and set-up 8.15am. Workshop commences promptly at 8.45am. Finishes 5.15pm

Facebook campaign puts reflexology out there!

A campaign to get the public talking about reflexology via Facebook is gathering momentum on Facebook, thanks to a series of self-help reflexology 'posters' released each month by the Reflexology Association of Australia's (RAoA) Promotions Committee.

The posters illustrate and describe how people can use simple reflexology techniques on hands, feet, face or ears at home to achieve relief for a range of symptoms and conditions.

Posted monthly on both RA's public and members-only Facebook pages, the campaign is proving highly successful with more than 12,000 post 'hits' since the campaign started. Posts are regularly shared and some members are printing copies to hand out to clients.

"We kicked the campaign off in July last year and have a plan to release one each month," Marie Steinke, Promotions Director said.

"Subjects so far have included digestion, hayfever and men's health. What is exciting is that we are experiencing lots of shares from allied health practitioners, such as physios and naturopaths.

"Our November post was on men's health and specifically dealt with prostate issues. In less than a day, more than 500 people had seen the page, with many shares.

"Our main objective is to get people talking about reflexology, and this level of sharing is proving to be a good way to achieve that."

The posters can be accessed in News on RAoA's website. Subjects already posted are reflexology for:

- ◆ Endocrine system
- ◆ Digestion and Coeliac's Disease
- ◆ Hayfever and spring allergies
- ◆ Women's health, including hot flushes
- ◆ Men's health, including prostate issues
- ◆ Stress and relaxation
- ◆ Spine health.

Future posts will include:

- ◆ Facial/auricular
- ◆ Diabetes
- ◆ Kidney/bladder
- ◆ Flu season
- ◆ Better circulation for hands and feet.

Members with ideas or who would like to help should contact Promotions Committee members Marie Steinke, Sue Ehinger or Lynne Owens or email the committee at promotions@reflexology.org.au

RAoA Members on Facebook are encouraged to follow and like the Reflexology Association's two Facebook sites, and share posts that may interest their Facebook friends.

The Promotions Committee, which is responsible for a wide range of exciting initiatives, is also keen to have members join its ranks to help with some of its forthcoming promotional projects. For information, email the Promotions Committee or contact the Reflexology Association's head office on 07 3396 9001.

Digestive problems relating to reflux, burning, indigestion.



Place thumb on underside of foot & other fingers on top to support and gently press in intervals towards arrow 3 times both feet



"Professional Reflexology... Better health naturally"



Place your thumb on joint of thumb palm side up and your fingers supporting thumb joint whilst gently pressing at intervals in direction of the arrow 3 times both hands

This information has been created and published online for informational purposes only. It is not intended to be a substitute for professional medical advice and should not be relied on as health or personal advice.



Simple steps to foot relief pain—the new science of healthy feet

A book review by Sharon Campbell

Katy Bowman, MS, is a biomechanist and founder of *Nutritious Movement*. Some years ago my GP introduced me to the work of Dr Christiana Northrup, an integrative medical practitioner who has been educating women on issues of wholistic health for over four decades. Katy's book was referenced in one of her articles.

I have no doubt, like me, a percentage of clients come to you because of some foot-related pain or discomfort. As a reflexologist, I have always believed part of my job is to educate myself about the feet from as many perspectives as possible. This has allowed me the opportunity to provide information and recommendations to my clients to resolve the issues they seek to address, hence my purchase of Katy's book.

Katy has a very easy writing style. Humour is used throughout *Simple steps to foot pain relief*, to not only lighten the subject matter but to encourage the reader to feel confident that biomechanics and the understanding of it is easy. Katy introduces the idea that small changes to our footwear, how we move our body plus the condition of the foot structure can impact on not only our feet, but our overall health and wellbeing.

After introducing the reader to the anatomy of the foot, Katy dismantles our view of the foot as a whole and instead she introduces the reader to viewing each digit as an individual operating organ that, when strengthened, can relieve pain and discomfort. She then discusses how awareness and use of all the muscles and nerves in the feet can increase the regeneration of tissues, thus decreasing foot ailments and the impact on the body.

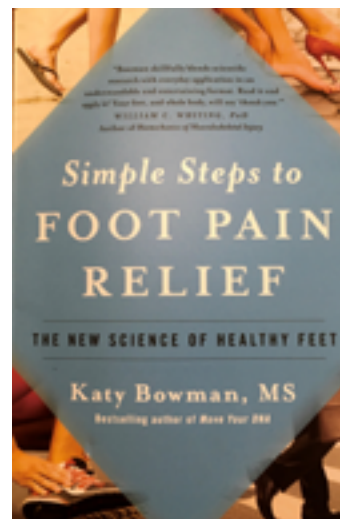
Katy dispels the myth that "genetics mean we're stuck with our lot". Through her explanation, she allows the reader to make a paradigm shift, enabling them to make easy modifications to entrenched habits which have helped create pain and discomfort.

She also dispels the myth that expensive equipment and costly medical assessments are the only solution. Simple shifts in the way we distribute our body weight and the position of the pelvis relative to the foot can provide quick and easy solutions to a lifetime of suffering.

Quite a few chapters are dedicated to explaining the impact of shoes. Katy looks at the four key design areas of shoes and provides easy explanations of the impact of each of these areas. Simple solutions are presented to the reader from the perspective of health and wellbeing, not deficit. So refreshing from someone who is medically trained.

The final chapters of the book are dedicated to self-assessment and a regime of exercises to cover each of the assessment outcomes. Exercises are easily explained with the use of photo images. In closing Katy invites the reader to consider taking small steps (no pun intended) to make big changes.

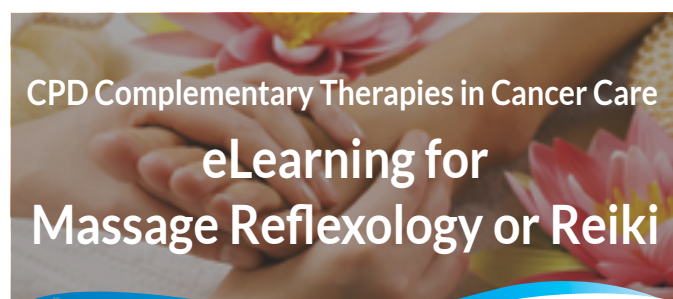
Katy Bowman's book Simple steps to foot pain relief looks at the foot's anatomy, ailments and exercises.



Simple steps to foot pain relief was informative, easy to read, humorous and filled with simple solutions to what can be huge issues for clients. I have integrated some of Katy's suggestions into my client treatments and have even incorporated some into my own life. From experience, awareness creates the opportunity for change.

Rating: 9/10. A great read and well worth the money paid.

Sharon Campbell is a reflexologist and remedial massage therapist based in Brisbane.



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Webinar success boosts learning options

More than 70 reflexologists from across Australia and overseas gathered in home offices, studios and living rooms in September 2020 to experience David Wayte's live-from-London Hand Reflexology Masterclass webinar. Many more members opted to watch the webinar later in their own time.

This was the first webinar held by the Reflexology Association of Australia for members, prompted by the need to provide training opportunities for members as Covid-19 continued to present problems for face-to-face training.

Over a four hour session, members watched as David spoke about the effectiveness of hand reflexology and taught his protocol. David Wayte is a reflexologist and teacher and runs Jubilee College, one of the UK's largest reflexology schools.

Those who registered received a recording of the webinar, together with workshop notes and a hand reflexology chart.

A survey of participants in the weeks following the webinar looked at how members felt about learning through webinars. With a survey response rate of more

than 70 per cent, around 96 per cent said they enjoyed the style of learning and almost all participants said they would be interested in further online webinars to learn and gain CPT points.

"This has been a very successful trial which means that RAOA will organise more webinars", CPT Director, Vicki Protheroe said.

"As RAOA membership is spread around the country, it gives members who live long distances from branch or national workshops an opportunity to attend, learn or update their skills and gain CPT points. We currently have many members who live between 1000 km and 3800 km away from workshop locations – and that's just one way! This will save those members significant time and costs.

"We don't see this as replacing face-to-face training. It's an additional benefit we'll be offering to our members to increase their knowledge and help build their business," she said.

Further webinars are being planned by the CPT Working Party for Autumn and Winter 2021. Anyone who wishes to purchase a copy of David Wayte's webinar can do this by visiting the RAOA website at www.reflexology.org.au.



The 2020 *FootPrints* CPT Quiz is now open!

At just \$20 to participate, our *FootPrints* CPT Quiz is a simple and inexpensive way to earn up to 5 CPT points.

To participate, login to the RAOA website and from the members home page click the blue button marked "FootPrints Quiz NOW OPEN" that will take you to the quiz where you can follow the step-by-step instructions to either complete the paper version of the quiz or complete the online version!

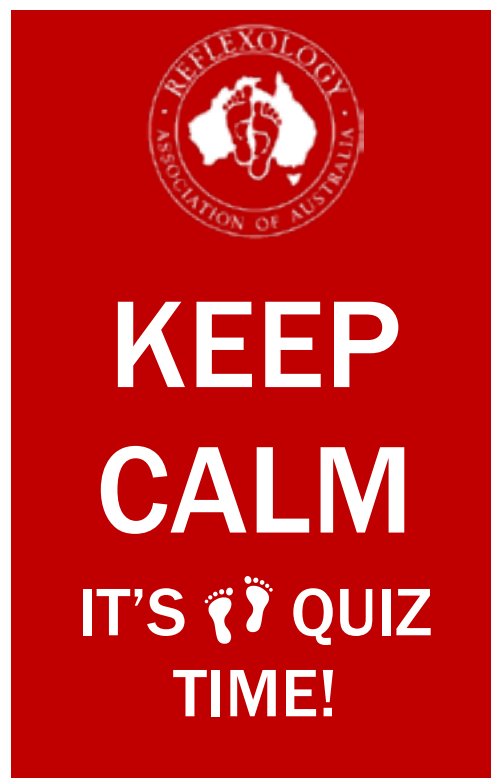
The closing date for participation is 31 March 2021. Please ensure you complete your quiz early if you are using the paper method to ensure it arrives at our office before the due date.

Quiz papers are only marked once payment has been received, so please ensure you complete payment at the time of lodgement. Any quizzes received after 31 March will not be marked.

The Quiz falls into Activity 10 of this year's CPT Program and if you answer all 20 questions correctly you will gain 5 CPT points.

Thank you for supporting the *FootPrints* CPT Quiz event and we look forward to receiving your papers. If you have any questions, please do not hesitate to contact us:

membership@reflexology.org.au or cpt@reflexology.org.au



Good luck everyone!—CPT Committee

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 and Advertising Co-ordinator—
marketing@reflexology.org.au

2021	PRESENTER	TITLE	LOCATION/CONTACT
February 20–21	Anne McBride	"Gorgeous Woman Japanese Facial Rejuvenation" Training Course	Brisbane, Qld Contact: Anne McBride 0419 670 312 www.gwfacialtherapy.com
February 21	RAoA SA Branch	Branch Meeting & EPE	Brompton, Adelaide, SA Information & registrations online RAoA website www.reflexology.org.au
February 21	RAoA WA Branch	"Self-care for therapists" Branch Meeting & Workshop Day	Owen Homoeopathics, Redcliffe, WA Information & registrations online RAoA website www.reflexology.org.au
February 28	RAoA Tas Branch	Branch Meeting & Workshop Day	TBA
March 14	John Kirkwood – RAoA National Workshop	"Acupressure for Digestion and the Immune System"	Crows Nest, Sydney NSW Information and registrations online RAoA website www.reflexology.org.au
March 21	RAoA National Webinar with Ian White	"Enhancing your practice and your patient's experience with the Australian Bush Flower Essences".	Online via Zoom Registrations available now on the RAoA website www.reflexology.org.au
March 28	John Kirkwood – RAoA National Workshop	"Acupressure for Digestion and the Immune System"	Wynnum, Brisbane QLD Information & registrations online RAoA website www.reflexology.org.au
May 1–2	Sue Ehinger	Chinese Reflexology	Sydney, NSW Contact: Irene Tasho (02) 9449 6161 www.reflexologyaustralia.com
May 2	RAoA Vic Branch	Annual Branch Meeting (ABM)	Venue TBA Meeting attendance available via Zoom
May 16	RAoA SA Branch	Annual Branch Meeting (ABM) and workshop day	Venue TBA Meeting attendance available via Zoom
May 16	RAoA WA Branch	Annual Branch Meeting (ABM) and workshop day	Venue TBA Meeting attendance available via Zoom
May 22–23	Anne McBride	"Gorgeous Woman Japanese Facial Rejuvenation" Training Course	Brisbane, Qld Contact: Anne McBride 0419 670 312 www.gwfacialtherapy.com
May 23	RAoA Tas Branch	Annual Branch Meeting (ABM)	Venue TBA Meeting attendance available via Zoom
May 30	RAoA Qld/NT Branch	Annual Branch Meeting (ABM) and workshop day	Venue TBA Meeting attendance available via Zoom
July 17–18	Anne McBride	"Gorgeous Woman Japanese Facial Rejuvenation" Training Course	Byron Bay, Qld Contact: Anne McBride 0419 670 312 www.gwfacialtherapy.com
August 15	RAoA Tas Branch	Branch Meeting & Workshop Day	TBA
August 22	RAoA WA Branch	Branch Meeting & Workshop Day	TBA
October 2	RAoA Pre-AGM Workshop	"Reflexology & Holistic Healing Techniques for Oncology" with Gretel Spiegel	Attwood, Melbourne, VIC Online registrations commence March 2021. Expressions of interest contact accounts@reflexology.org.au
October 3	RAoA AGM & Seminar Day	"Integrative Reflexology for Health & Wellbeing". Speakers include: Gretel Spiegel Brenda Seville Lyn Fava 4th speaker to be confirmed	Attwood (Melbourne), VIC Registrations available via RAoA website April www.reflexology.org.au
November 15	RAoA TAS Branch	Branch Meeting & Xmas Breakup and workshop day	TBA
November 21	RAoA SA Branch	Branch Meeting & Xmas Breakup and workshop day	TBA

Welcome new members

September–November 2020

First Name	Surname	Suburb	State
Susan	Allen	Roleystone	WA
Carley	Anderson	Mt Pleasant	WA
Deborah	Beech	Brigadoon	WA
Daniele	Chagnon	Scarborough	WA
Elena	Dyer	Perth	WA

First Name	Surname	Suburb	State
Katherine	Fiddes	Merriwa	WA
Sharon	Leigh	Scarborough	WA
Kathryn	Marquis	Como	WA
Megan	Smart	Rossmoyne	WA



RAoA are proud to bring you a Webinar presented by Ian White

(Australian Bush Flower Essences)



TOPIC: "Enhancing your practice and your patient's experience with the Australian Bush Flower Essences"

Date: Sunday 21 March 2021 via Zoom



Time: WA 12 noon; NT 1.30pm; QLD 2pm; SA 2.30pm; NSW, VIC and TAS 3pm

Duration: 2 hours CPT: 2 Activity 18 FEE: \$49.50 RAOA members \$59.50 non-members

The fee includes the 'live' attendance plus access to the recorded webinar. If you are unable to attend the 'live' session, please still register for this Webinar. All registrants will receive the handouts and access to the recorded webinar.

This presentation will be full of very practical information for the participants, with stunning visuals. The content will be as follows:

- General Introduction.
- History and Philosophy of Flower Essences.
- How they are made.
- Energetic clearing of your healing room before and after a session.
- Specific Essences for the practitioner addressing issues such as; practitioner overwhelm and burnout; increasing profitability; setting boundaries; uncertainty and financial struggle.
- As patients are able to open up and talk about their personal issues even more so when they are being touched, Ian will cover a range of Essences that address common emotional and situational problems.
- Ian will discuss the Essences and the emotions associated with the organs as well as specific parts of the body. For example, if the lung point is particularly sensitive on a patient then Sturt Desert Pea would be indicated. This Essence addresses grief and sadness, the emotions associated with the lungs.
- Ian will also instruct how to put the Essences directly in to any cream or oil that might be used during the session with the patient.
- Ian will allow 15 minutes for questions to be answered at the end of his presentation.
- There will be **three separate handouts** for participants which we will provide to you in pdf form. ABFE will also provide a promo code offering a **10% discount** across their website.

About the Presenter: IAN WHITE B.Sc., ND., D.B.M.

Ian White is the founder of the Australian Bush Flower Essences and a 5th generation Australian herbalist who has been practicing successfully as a Naturopath since 1979. His great-great-grandmother worked as a herbalist during Australia's 1850's Gold Rush. Both Ian's great-grandmother and grandmother were among the first white people to research and use Australian native plants for healing. Ian as a young boy grew up in the bush, living next door to his grandmother and would spend as much time as possible helping her make her herbal tinctures and extracts. She would often take him for walks in the bush teaching him the healing qualities of many of the flora within the Australian landscape. Ian has continued this family tradition, though specializing in the emotional and spiritual qualities of the Australian bush. He is the author of five major books and teaches his Bush Essences workshops in over 30 countries.



The Zoom link will be emailed to registered attendees a few days prior to the event (payment must be made prior to Zoom link being supplied).

Registrations are now open online via the RAOA website home page (no login)
www.reflexology.org.au

Direct link: <https://reflexology.org.au/abfe-info>

For assistance with online registrations contact National Office admin@reflexology.org.au or phone: 07 3396 9001

For enquiries regarding the webinar content and/or assistance with accounts and payments contact Accounts accounts@reflexology.org.au or phone: 0409 375 545

FootPrints designer reaches 50th issue milestone

From its earliest days, the RAOA's national reflexology magazine *FootPrints* has been produced by many volunteers who have contributed thousands of hours. Although its earliest editions seem slightly lost in the mists of time, we believe Volume 1 Issue 1 of *FootPrints* was first published by the NSW branch in 1992 as a quarterly publication, compiled by Russell McAllister.

Three years later *FootPrints* went national in September 1995 and while a number of dedicated volunteer editors have come and gone, one stalwart has remained at the helm.

In 2008 Margaret Clift became *FootPrints* desktop publisher, responsible for design and layout, and this January 2021 issue marks the release of Marg's 50th issue of *FootPrints*.

"For the past 12 and a half years, Marg has produced each and every quarterly publication on time and with great dedication to detail and excellence," RAOA's President Susan Ramsey said.

"It takes a whole team to pull *FootPrints* together, which includes significant contribution from Michele in the office, Vera as Advertising Co-ordinator, the editor, contributors and writers, and a small group of members who carefully proof read each issue before its release.

"But it is Marg's longstanding role that we wanted to acknowledge and share with members.

"Hers is an outstanding achievement and we acknowledge the remarkable skill she offers us in putting each issue together.

"As reliably as the sun rises each morning, we know that Margaret and the team will put together a high quality journal in January, April, July and October of each year, with a focus on reflexology, learning, articles and stories about reflexology as a healing art used around the world.

"Thank you Marg!"



Our intrepid designer, Margaret



First ever *FootPrints*
Volume 1, No 1
Autumn 1992
6 pages



First coloured cover issue
Volume 4 No. 1
March 1999
(Volume numbers became a little mixed up and there are more than two issues with the same volume and issue numbers)



A more recent issue
Volume 19 No. 4
December 2015



Marg's First edition
Volume 12 No. 3
September 2008
The covers were pre-printed and only the photograph and contents list for the cover was supplied to the printer





2021 NATIONAL AGM and SEMINAR DAY

Sunday 3 October 2021 Melbourne VIC

VENUE: Best Western Airport Motel and Convention Centre, 33 Ardlie Street, Attwood Vic 3029

(The venue provides a courtesy bus from and to Melbourne Tullamarine airport)

The RAoA would like to invite you to join us at the 2021 National AGM and Seminar Day in Melbourne. Start planning your next little (or big) holiday in Melbourne. Not only will you gain 10 CPT points for the full day Activity 2 (AGM meeting only 5 CPT; Virtual (zoom) attendance at AGM 2 CPT points) – you will gain valuable information from the following presenters to assist you with your business.

“Reflexology and research in the oncology care setting at Lifehouse” presented by **Gretel Spiegel**.



Gretel is a holistic healer, passionate about reflexology, healing and emotional wellbeing. Gretel holds Diplomas in Reflexology, Remedial Massage, Meditation Facilitation, Holistic Wellness Coaching and a Certificate IV in Training & Assessment.

Gretel originally gained experience treating cancer patients as a volunteer Reflexologist at the Sanitarium Hospital in Wahroonga. Since 2013 she has been contracted as a Clinical Reflexologist /Researcher in the Integrative Medicine program at the Chris O’Brien Lifehouse, a designated cancer care hospital in Sydney. Gretel provides reflexology to both inpatients and outpatients at all stages of disease and is part of a research team treating and studying patients during their chemotherapy intervention.

Gretel will share how reflexology has found a place in the oncology care of patients at Lifehouse and the journey to have a research project in the chemotherapy ward supported, funded, approved and published.

Brenda Seville – Brenda’s interest in reflexology began over 24 years ago when a family member needed treatment for a specific condition. That led her to study reflexology in 1996 and later in 2011 (when Diploma became available) completed the Reflexology HLT Diploma.

Not long after Brenda’s initial graduation, a work colleague who had been struggling to conceive, asked if she could assist her. That led Brenda on a journey into researching fertility and preconception issues. Having read many books and research papers, that long and never-ending journey continues. During this time Brenda has assisted couples, (many who have been trying to conceive for several years), fulfil their dreams into parenthood, with the arrival of around 1300 babies with the methods and techniques she uses. In her presentation **“An Integrative approach to improving fertility”**, Brenda will highlight:



- How she uses a multi-faceted approach to address fertility issues. This incorporates the use of new and traditional Reflexology techniques. It explores the client’s heritage and genetic history, stress profile and lifestyle habits. It examines results of typical blood tests, and information found in published case studies and clinical trials, which may lead to the recommendation of minerals and supplements, when their efficacy is supported by evidence.
- How the collation of this information can uncover the sometimes seemingly hidden secrets to their fertility issues.
- Brenda will speak about how she creates a fertility profile, and what she does with that information with regard to preconception issues, including some snippets into the use of some of her own reflexology techniques used to improve and create the desired outcome.

Continued on page 20



Lyn Fava – Lyn Fava is a specialist reflexologist with a passion for sharing her skills and knowledge. Lyn became interested in the holistic approach to health care in her early days as a nurse in aged care. When reflexology sparked her interest, it was a natural transition for her. It also changed her life. Now a recognised leader in industry, Lyn has been practicing and studying reflexology for the past 25 years. During this time, she has set about putting reflexology on the map.

In her current role of Principal of ASRR, Lyn is able to assist with the education and development of reflexology across Australia. Due to her expertise, Lyn was involved in the development of the Health Science Training package materials for Diploma of Reflexology.

Join Lyn in her interactive presentation **“Spiritual marketing and the feet – do your feet hold some keys to your success?”**

Marketing is purely an exchange of energy...what you put out is what you attract.

- Have you ever noticed a sudden decline or increase in clients?
- Have you felt a decrease in energy when you compare yourself to others or feel you don't live up to perceived expectations?
- Are you aware that each of us is blessed with a unique talent, a unique way of expressing it and something you can do better than anyone else?
- Did you know that your feet reflect messages that your soul is trying to tell you?

In this interactive presentation Lyn shares her pet loves; helping people, feet reading and business.

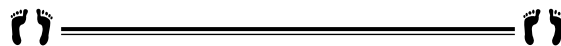
We will explore:

- What your feet say about you to identify clues as to what may be holding you back.
- Tools to identify and clarify your Dharma (purpose in life)
- Deepak Chopra's "7 Spiritual Laws of success "



Speaker 4—to be confirmed

On line registrations commence **1 April 2021** via the RAOA website
www.reflexology.org.au

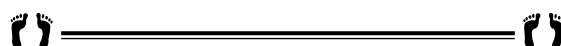


Past Presidents of the Reflexology Association of Australia



Name	From	To
Brigitte Johnson	2002	July 2003
James Flaxman (Acting)	July 2003	September 2003
Jan Williams	September 2003	September 2004
Emma Bettles (Gierschick)	September 2004	July 2007
Libby Stark	July 2007	July 2009

Name	From	To
Anne Young	July 2009	March 2011
Susan Ramsey (Acting)	March 2011	July 2011
Heather Edwards	July 2011	July 2014
Sonia Bailey	July 2014	October 2017
Susan Ramsey	October 2017	present



GW Facial Therapy®

Gorgeous Woman Japanese Facial Rejuvenation Training Course

Limited to 10 students with 12 delivered hours
The first course was booked out and was a great success.

NEXT COURSES

Brisbane—Sat 20 and Sun 21 February 2021

Brisbane—Sat 22 and Sun 23 May 2021

Byron Bay—Sat 17 and Sun 18 July 2021



Reflexology therapist Anne McBride specialises in facial therapy.

Anne is providing training courses to teach her unique and fabulous GW Facial Therapy natural face-lifting techniques. If you are interested in offering a new treatment or taking a new direction in life, this course is a must.

Importantly the results are instant and you will find the unique face-lifting techniques easy to learn and master. You can see feedback from Anne's facial clients here —www.gwfacialtherapy.com/facial-reviews

Benefits for you the reflexologist –

1. a new service—a 'natural' facial alternative for your existing clients
2. attracts new clients
3. repeat treatments—brings more clients back on a regular basis
4. clients often refer their friends and family for facials and purchase gift vouchers
5. the treatments are easy on the arms
6. good profits from sales of 'must have' anti-aging skin care products.

Supporting resources are excellent and include a very comprehensive training manual with step by step instructions and pictures for every one of the techniques.

To secure your place, you can register now below and make the first payment of \$375 by credit/debit card. The cost of the training course for the two days is \$750.

www.gwfacialtherapy.com/facial-training-courses

We will notify you 30 days prior to the course commencement date for the balance.

Numbers are restricted to 10 and places are already filling ... Should you have any questions please email admin@gorgeouswoman.com.au or call Anne on 0419 670 312.

GW FACIAL THERAPY—www.gwfacialtherapy.com

CX and NPS is all the talk in business for 2021

By Sue Mazur, Big Bold Branding

Think about the last time you had a really great experience as a customer: now remember the way that experience left you feeling. Now do the same for the last time you had a poor experience as a customer.

We all know that creating a positive customer experience is crucial to the success of your business, simply because a happy customer is one who is likely to become a return customer who can boost your income. The best marketing you can buy is a customer who becomes a fan, buys from you again and takes one further step ... positively promotes and advocates for your business.

The way you think about customer experience has probably had a profound impact on how you look at your own business as a whole. Exceptional businesses, and those that grow, obsess over creating a great customer experience. Here are some tips to creating a great customer experience, or if your current customer experience isn't up to standard, how to improve it and where to start.

What exactly is customer experience (CX)?

CX is the impression your customers have of your brand as a whole, throughout all aspects of the buyer's journey. From when they initially find out about you, how your website or materials look, the experience in booking with you, the service itself, how the clinic looks, and an often forgotten part, the follow-up process and keeping in touch with your clients.

Importance of CX

Today, customers have the power, not the sellers. Customers have a plethora of options to choose from at their fingertips, plus the resources necessary to educate themselves and make purchases on their own. This means it is crucial that you provide a remarkable ("able to be remarked on") CX to sustain growth in your business. When positive, it promotes loyalty and retention of customers and encourages brand advocacy.

So, how can you measure your CX to determine what you are doing well and where there is room for improvement?

Easy ways to measure CX

Attrition or 'churn' happens – it is part of doing business. People move, lose their jobs, change their focus. But it's more important that you learn from churn when it happens, understand the reasons behind it and be able to identify if there is something within your power to prevent it from happening again.

Make sure you are doing regular check-ins of customers that are not returning so you can determine the reasons and actions you can take in the future.

Obviously, for the brave, you would do a physical check-in with the customer about their experience and wellbeing and include the question about what you could do to improve the product or service. But, think about it, how often have you experienced this. Not often. And when you do, doesn't it leave you feeling cared for?

So the challenge for you is (1) are you willing; or (2) if that is not for you, what else can you do to gain insights into your customers' experience with your brand and product or service? Here are a few suggestions:

1. Use customer satisfaction surveys on a regular basis and after meaningful moments throughout the customer journey.
2. Create a forum for your customers to request new products or features to make your offerings more useful and helpful for the problems they are trying to solve.
3. Write blogs and interesting articles and share these via email survey, social media or a community page and give customers the opportunity to proactively offer suggestions.
4. Have a strategy to ask for Facebook and Google Reviews and LinkedIn recommendations (or what recurrent trends pop up that are worth investing time into).

Knowing and measuring your Net Promoter Score (NPS)

A great way to measure CX is Net Promoter Score, or NPS. This measures how likely your customers are to



Continued on page 22

promote you to their friends, family and colleagues based on their experiences with your company. This is based on:

- ◆ **Detractors:** those unhappy clients who can damage your brand and impede growth through negative word-of-mouth
- ◆ **Passives:** satisfied but unenthusiastic customers who are vulnerable to competitive offerings
- ◆ **Promoters:** are loyal enthusiasts who will keep buying and fuel growth by referring others.

There are many ways to measure your NPS, the simplest being subtracting the percentage of detractors (eg 'thumbs down' on Facebook, 1–2 star reviews on Google) compared to the number of promoters (ie 'thumbs up or 4–5 star reviews).

The ones in the middle are 'passives'. To calculate your score use the following example; if 10 per cent of people are detractors, 20 per cent are passives, and 70 per cent are promoters, your score would be $70 - 10 = 60$. Then you would need to measure that over time; is it going up or down? Then keep an eye out for any industry benchmarks that give a standard for your industry to compare to.

To move from a transaction basis with your clients to a relationship basis, you can also create some very simple 'relational' surveys of customers deployed on a regular

basis (ie quarterly or annually). There are plenty of tools available to create online surveys.

These are very easy to create and the goal is to get a periodic pulse on your customers and understand how they feel about your brand overall. This can provide a benchmark for your success and also gives the opportunity to drill down on your customers' experiences at micro levels (basic demographics [age, gender, location], how do they feel about your booking system, how do they rate the service, do they like the reminders, how often do they want you to keep in touch, do they want education and tips between appointments), and then get to the core, the net promoter score question: On a scale of 0–10, how likely are you to recommend to a friend or colleague?

Analysing NPS from multiple touch points across the customer journey will tell you what you need to improve and where you're providing an excellent experience already, while showing customers you're listening to them and care about what they have to say.

In summary, it is crucial these days that you know your NPS, even in its simplest form, and to watch if it is going up or down. Then if you really want to accelerate your business, getting feedback is one of the simplest and quickest ways to engage with your customers to show you care about their customer experience, to generate ideas and fill any gaps that are needed so you create those raving fans.



Post Graduate & Certificate Courses in 2021



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

Irene Tasho Principal, Australian School of Reflexology

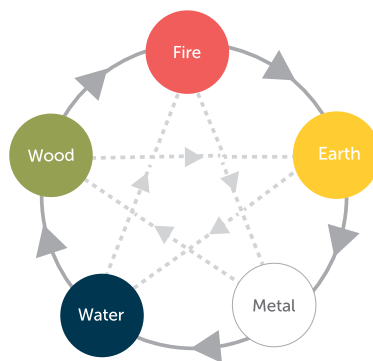


Reflexology Basics

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



Chinese Reflexology with Sue Ehinger

Learn the sequence and its applications as used in China. It is fast, efficient and effective and gives respite for your thumbs.

1 and 2 May 2021

• FOR MORE INFORMATION CALL (+2) 9449 6161 • www.reflexologyaustralia.com •

BRANCH NEWS

QUEENSLAND/NORTHERN TERRITORY



December 29 marked the first face-to-face meeting for the Qld/Northern Territory Branch since December 2019 as our May ABM was held by Zoom in the midst of Covid-19 restrictions. Everyone was pleased to meet in person again and enjoy a day of learning and catching up with one another, together with opportunities for gift shopping at our trade tables.

Heather Edwards shared her knowledge with an informative presentation on the pathologies of the hand. This covered the causes, signs and symptoms and treatment options for a range of conditions. She also led us in doing hand exercises which are beneficial to us as reflexologists and our clients to help improve muscle strength and joint mobility. We were reminded that part of our self-care should include performing hand exercises daily to look after a precious asset.

Our second speaker was Chelsey Jean Fetini whose topic was detoxification and lymphatic health. Chelsey's career commenced by working as a remedial massage therapist, then moved on to opening a fitness studio and day spa, obtaining a business degree and becoming a naturopath. Chelsey has combined her knowledge and clinical experience to develop a LymFATic protocol which includes a massage technique and a range of products which she has designed and formulated to assist in stimulating the lymphatic circulation. Chelsey is passionate about improving lymphatic health habits and solutions and spreading her

message to other health professionals. We learned a new skill that we can offer to all our clients and incorporate into our daily routines.

Our branch meeting was a time to reflect on 2020, especially as it was our first face-to-face opportunity since the *Acupressure for Digestion and the Immune System* workshop by John Kirkwood in March. There was a smaller attendance than usual and the Branch Committee will give consideration to the balance of webinars and face-to-face workshops. After wrestling with a decision about the next *Mind, Body, Spirit* event, members decided not to participate this February but consider participation in the 2022 event. Other community activities such as *Reflexology in the Park* may restart in 2021.

John Kirkwood will re-present *Acupressure for Digestion and the Immune System* on 28 March 2021 and we were advised of the Bush Flower Essences webinar which will be available on 21 March 2021. Our next ABM and workshop is planned for 30 May 2021.

As Queensland will be hosting the next national Reflexology Conference, our Director Vicki Protheroe has had some initial discussions with members around the event.

We have much to think about as we move into 2021 and any challenges the year may bring. We hope everyone has enjoyed time with their families over the festive season and found renewed enthusiasm for the coming year.

Suzanne Jewell

TASMANIA



What a strange year it's been! Here in Tassie we've been relatively lucky compared to some Australian states and certainly Europe and the USA with regard to our COVID-19 experience. We have much to be grateful for and one of them is the new ways we've found to connect with each other and earn our CPT points. It also seems that touch therapies such as reflexology are more in demand and the benefits more greatly appreciated in the community.

It was lovely to get together and exchange some hand reflexology at our last branch event in November. It was a great opportunity to give and receive and practice the learnings from the hand reflexology masterclass webinar. An uplifting and relaxing day for everyone who attended.

Dates have been set for 2021 meetings and CPT days, all on Sundays:

- ◆ 28 February
- ◆ 23 May—Annual Branch Meeting—online attendance will be available via Zoom
- ◆ 15 August
- ◆ 14 November.

Many interesting CPT topics were suggested at the last meeting so please watch your inbox and feel free to make further suggestions.

Best wishes to all our members for a safe and wonderful year ahead.

Sarah Blain

Welcome to summer, with those long nights which some love and some not so much; I'm one of the lovers! I feel that more can be achieved and there is a sense of enjoyment being out and about.

It has been an interesting year with lots of stress and tension due to COVID-19 which I'm sure has had an impact on us all; let's hope it starts to settle now. It has enabled us to think about our businesses and I'm sure it has also educated many of us on the use of technology for online

SOUTH AUSTRALIA



meetings, learning via webinars and Zoom. I'm sure for some our business has been undertaken online, with some reflexology self-help tips being shared with our clients.

Here in SA we were lucky to have three face-to-face workshops this year with our meetings and workshops, including the one in Whyalla. I look forward to what is planned in 2021 and hope to see you all soon. Stay safe and enjoy the summer season.

Amanda Wilson



NEW SOUTH WALES/ACT



Happy new year! I hope this finds you all well as we have finally said goodbye to a year that most certainly we won't ever forget. Last year we muddled through our meetings by using Zoom online platform and we had such a wonderful response that the committee have decided to continue this format for some of our General meetings moving forward into 2021. We will endeavour to mix up the event calendar with a combination of online and in-person (COVID permitting) meetings throughout this coming year. We will be starting off the year with a Sunday March in-person meeting (COVID

permitting). Please keep an eye out for our newsletter as all details will be passed on to ACT/NSW members early February. As we reach 2021 I'm also aware, with a heavy heart to share that this is my final year as NSW chair and the committee will be looking early for someone to step up and show interest to take over this role so that the amazing 30 years of NSW committee can continue into the future. Please feel free to contact me if you would like to ask any questions about the ins and outs of the role.

Wishing you all a wonderful start to the year – looking forward to seeing you all in-person in March.

Karen Riley

Hello everyone; we really hope everything is easing up in all states now.

It was a very testing time for most members and their families last year; quite a headache for committees. Besides being able to accrue their necessary committee members there has been the added headache of the COVID-19 virus and the regulations involved with that.

We managed to have a very eventful study day in September hosted by our south west members, who worked very hard and had quite a few setbacks. Even so it was very successful. The venue was in a lovely woody area called Myalup, right by the sea. Although we had gale force winds and heavy rain, the day was informative and enjoyed by all.

WESTERN AUSTRALIA



National Office organised the *Hand Reflexology* webinar with David Wayte and our National AGM via Zoom. We almost had the *Acupressure for digestion and the immune system* workshop, but our borders were closed just before the event.

So, with our study day in February 2021 and our next Annual Branch Meeting in May, hopefully our members will have been able to gain their necessary CPT points.

My first year as Chairperson has been a bit daunting and I have made a fair few mistakes, not too many melt downs and my IT knowledge has improved a little bit. Everyone has been so helpful and supportive.

I wish you all hope and faith and a happier new year.

Carol-Anne Brand

Yes we made it! At the time of writing this in December, NO virus cases for over 30 days; still cautious but getting out and about. A small gathering for our General Branch Meeting was held in December. Cafés and restaurants open and holiday makers getting to the coast. The usual four seasons in a day in Victoria but the sun showed us some lovely warm rays, plenty of rain and the earth welcomed it.



VICTORIA

The committee is organising the AGM to be held here in October 2021. A fun and interesting program developing with the help of Vera. Volunteer activities on hold for this year but considering events for 2021. Wishing all reflexologist a glorious abundance from creating the practice of your dreams in 2021.

Cate Brown

FootPrints Journal

ISSN 1039-2092

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SUBSCRIPTIONS AND ADVERTISING

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Subscriptions and general inquiries – accounts@reflexology.org.au
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International electronic Subscriptions – A\$55 for 4 emailed issues
International hard copy Subscriptions – A\$92 for 4 posted issues

Colour/Black & White Advertising sizes and rates:

Full page COL	29.7 cm deep × 21 cm wide	\$400.00 per issue
Full page B&W	29.7 cm deep × 21 cm wide	\$260.00 per issue*
Half page COL	13 cm deep × 18 cm wide	\$220.00 per issue
Half page B&W	13 cm deep × 18 cm wide	\$149.00 per issue*
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Front Page “highlight” COL bus. card size ad		\$99.00 per issue†

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* RAOA Members receive 10% discount price for indicated ads

† Option only available to full page advertisers (COL or B&W)

To discuss our full range of advertising options and pricing please contact accounts@reflexology.org.au to request a quote tailored to suit your needs. Discounts are available for advertising packages, repeat advertisements in consecutive issues and RAOA member 10% discount off selected ad styles. Advertising prices are subject to change without notice.

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)

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Branches

If there has been a change in the above directory, kindly email Tiziana Hill, footprints.articles@reflexology.org.au

Copy deadlines

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

FootPrints Editor—Articles only

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FootPrints Advertising & Subscriptions Accounts

Email: accounts@reflexology.org.au

Desktop Publisher

Margaret Clift

Email: margclift@gmail.com

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. 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

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) and has a referral phone service for members of the public who wish to consult a qualified practitioner.

Board of Directors 2020-2021

Please know that Directors can be contacted to clarify concerns

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Save the date—27 June 2021

'Palliative Reflexology' webinar with David Wayte—Jubilee College, UK

Proudly bought to you by the RAOA

David Wayte has prepared a comprehensive 4-hour web workshop, designed for all reflexologists who have an interest in working with cancer and the terminally ill and/or for self-interest.

There is more and more evidence that reflexology can help alleviate pain and anxiety, and this is especially helpful in a palliative setting. Hospitals and hospices have recognised the value of reflexology at this most difficult time, and many are now employing reflexologists to work alongside the care team.



This webinar workshop will focus on how to adapt practical techniques and adjustment of pressure—specialist techniques will be taught to give reflexologists the best practical focus for clients in this situation.

Be on the look-out for more information coming via National e-newsletters, Branch newsletters, April *FootPrints*, Facebook and direct email.

Registrations will be open in April, via the RAOA website. In the meantime, expressions of interest can be made via email to Vera accounts@reflexology.org.au

Did you miss out on David's previous webinar?

The *Hand Reflexology Masterclass* webinar is still available for purchase via the RAOA website. To purchase, open either of these hyperlinks [Hand Reflexology Masterclass](#) or www.reflexology.org.au/hand-info



Your \$99 investment includes:

- * The recorded webinar in two (2) parts—for ease of listening and learning
- * Hand reflexology chart (A4)—digital format
- * Webinar workshop notes—digital
- * Certificate of Participation.

Visit www.reflexology.org.au/hand-info for more details.

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.



RAoA are proud to bring you this two-hour live Webinar presented by Ian White (Australian Bush flow Essences)

Sunday 21 March 2021 online via Zoom

CPT: 2 Activity 18

A\$49.50 RAOA members

A\$59.50 Non-members

Visit www.reflexology.org.au/abfe-info for further information, registration and to pay online!

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