



# Massage Association of Australia Ltd

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## CODE OF CONDUCT

### Objective

The objective of the Massage Association of Australia's (MAA) Code of Conduct is to provide its practitioners with a basis for professional and self reflection, and evaluation on ethical conduct. This document defines and identifies acceptable behaviour, promotes high standards of practice, and establishes a framework for professional behaviour and responsibilities.

The MAA is a professional organisation and has an obligation to its members, the general public and the industry as a whole.

### The Public Interest

- Members shall ensure that within their chosen fields they have appropriate knowledge and understanding of relevant legislation; Federal, State, Territory and local council laws and regulations; and that they comply with such requirements.
- Members shall in their professional practice have regard to basic human rights, compassion and respect for others and shall avoid any actions that adversely affect such rights.

### Duty of Client Care

- Members shall practice within the boundaries of their qualification/s and shall cause no harm to clients either of a physical or emotional nature.
- Members shall carry out treatment with due care and diligence in accordance with the requirements of the client and will treat according to the client's informed consent.
- Where a client is unable to give informed consent for any reason (for example medical condition, psychological state of mind, age), informed consent must be obtained from the client's legal guardian.
- When treating minors (under 16 years of age) the client must be accompanied for treatment by a parent or guardian and have permission for any treatment.
- Uphold client confidentiality.
- Members must maintain accurate clinical records in a secured environment, for the duration necessary to meet legal requirements.
- Members must recognise their professional limitations and be prepared to refer a client to other health service practitioners as appropriate.
- Members shall not engage in services that are sexual in nature with the client.

## **Duty to the Profession**

- Members shall uphold the reputation of the profession and shall seek to improve professional standards through participation in personal development and will avoid any action, which will adversely affect the good standing of the MAA.
- Members shall seek to advance public knowledge and to counter false or misleading statements, which are detrimental to the profession.
- Members shall act with integrity toward fellow therapists/practitioners and to members of other professions with whom they are concerned in a professional capacity.

## **Professional Competence and Integrity**

- Members shall maintain professional skills to represent themselves at a professional standard, seeking to continue or maintain personal and professional development skills.
- Members shall accept professional responsibility for their work.
- Members shall not lay claim to any level of competence which they do not possess, or provide services which are not within their professional competence.

## **Advertising**

- Members must not advertise in a false, misleading or deceptive manner.
- Members must not abuse the trust or exploit the lack of knowledge of consumers.
- Members must not make claims of treatments that cannot be substantiated.
- Members must not encourage excessive or inappropriate use of services.

## **Privacy**

- Members will abide by the requirements of Federal, State and Territory privacy and patient record law.
- Members shall honour the information given by a client in the therapeutic relationship.
- Members shall ensure that there will be no wrongful disclosure, either directly or indirectly, of personal information.
- Records must be securely stored, archived, passed on or disposed of in accordance with Federal, State and Territory record law.
- The client has a right to be adequately informed as to their treatment plan and have access to their information as far as the law permits.

## **Disciplinary Procedures**

This Code sets out certain basic principles that are intended to help members maintain the highest standards of professional conduct. All members must accept professional, legal and ethical responsibilities in order to protect themselves and the public's interest.

Should a case arise where a member is in breach of the Code of Conduct, MAA has the right to cancel a practitioner's membership or take other action in accordance with Section 11 of the Constitution.

Further information can be found in the MAA's Constitution and in the Complaints, Disputes and Disciplinary Procedures.