



Clinical Practice Student Community & Specialist Clinic Policy & Procedure Manual

The Australian Shiatsu College (ASC) aims to provide contemporary Shiatsu and Oriental Therapies education and training in an environment that will enhance the provision of Shiatsu and Oriental Therapies to meet client needs.

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1 Introduction to Clinical Practice

1.1 Level One Shiatsu and Oriental Therapies Clinical Practice Framework

Student, Community & Specialist Clinics involves:

1. Treating a diverse range of clients, including:
 - a. Males
 - b. Females
 - c. LGBTIQ+
2. Connecting with clients
3. Implementing and practicing WH&S and infection control processes and procedures and working within the COVID Safe Plan of the ASC.
4. Assessing the health needs of clients by analysing patterns & assessing signs and symptoms
5. Identifying clients presenting conditions by applying the 8 principles of diagnosis & 4 methods of assessment
6. Identifying and working with client limitations
7. Developing treatment plans
8. Delivering integrated shiatsu treatment
9. Applying oriental therapies as appropriate to client presentations and treatment plans
10. Systematically monitoring clients progress to confirm clinical impression
11. Combining historical and clinical data for differential assessment and prognosis
12. Monitoring treatment plans and adjusting according to identified need and treatment response
13. Referring clients when/if identified client needs are outside of scope of practice or meet other criteria for referral.
14. Maintaining privacy and confidentiality
15. Working with professional integrity and ethics
16. Adhering to legal and regulatory requirements
17. Utilising effective interpersonal and professional communication skills
18. Maintaining professional boundaries
19. Working within defined scope of practice
20. Conducting professional research
21. Actively engaging in supervision as a professional responsibility

1.2 Level Two Shiatsu and Oriental Therapies Clinical Practice Framework.

Student, Community & Specialist Clinics involves:

1. Treating a diverse range of clients, including:
 - I. Males
 - II. Females
 - III. Children
 - IV. People who are ageing
 - V. People with mental health issue
 - VI. People from diverse backgrounds including LGBTIQ+
2. Connecting with clients
3. Implementing and practicing WH&S and infection control processes and procedures and working within the COVID Safe Plan of the ASC.
4. Assessing the health needs of clients by analysing patterns & assessing signs and symptoms
5. Identifying clients presenting conditions by applying the 8 principles of diagnosis & 4 methods of assessment
6. Identifying and working with client limitations
7. Developing treatment plans
8. Delivering integrated shiatsu treatment
9. Applying oriental therapies as appropriate to client presentations and treatment plans
10. Systematically monitoring clients progress to confirm clinical impression
11. Combining historical and clinical data for differential assessment and prognosis
12. Monitoring treatment plans and adjust according to identified need and treatment response
13. Referring clients when/if identified client needs are outside of scope of practice
14. Developing and maintaining client files
15. Maintaining privacy and confidentiality
16. Working with professional integrity and ethics
17. Adhering to legal and regulatory requirements
18. Utilising effective interpersonal and professional communication skills
19. Maintaining professional boundaries

20. Working within defined scope of practice
21. Conducting professional research
22. Providing First Aid care when required
23. Actively engaging in supervision as a professional responsibility

2 Legal and Ethical.

2.1 Purpose

The purpose of the ASC Legal and Ethical requirements are to ensure compliance with Law, Ethics and the Shiatsu & Oriental Therapies Industry Best Practice.

2.2 Scope

The scope of this procedure is the practice of the Diploma of 'Shiatsu & Oriental Therapies' including but not limited to diagnosis and treatment using Shiatsu techniques. This may include the use of Zen Shiatsu, Classical Shiatsu, Barefoot Shiatsu, Moxa, Tsubo, Sotai, Cupping, Guasha, and Dietary Therapeutics.

2.3 Responsibility

It is the responsibility of the Shiatsu Therapist, ASC Supervisor, and the students to uphold the true spirit of Shiatsu and Oriental Therapies and only use the skills that have been taught in the 'Diploma of Shiatsu & Oriental Therapies HLT502215'.

2.4 Requirements

To comply with the Legal and Ethical Requirements of Government State, Territories, and National Legislative requirements and the Shiatsu Association of Australia (STAA) guidelines, the following will be adopted by the Shiatsu Therapists and students.

1. A Shiatsu Therapist will hold a full current membership of a relevant association to ensure that they keep up to date with any changes to the Code of Standards and Ethics of the Association, and any compliance or changes of compliance to Legislation Governing the practice of Shiatsu and Oriental Therapies.
2. Shiatsu Therapists and students will conduct themselves in a professional manner at all times in order to uphold the true spirit of Shiatsu and Oriental Therapies, to protect and enhance the reputation of the Shiatsu Industry, and protect the health, safety and welfare of the clients.
3. Shiatsu Therapists will be active in participation with an Association to enhance the standard and professionalism of the practice of Shiatsu and Oriental Therapies.

3 Duty of Care

To ensure the highest level of care to clients and the general public the following guidelines will be adopted by the College:

1. Any ASC staff, student, or any other Therapist working in the place of work "The Australian Shiatsu College" will be required to demonstrate the highest level of professionalism.
2. To ensure a high level of Duty of Care to ASC staff, students, Therapists, and Clients and members of the general public regular risk assessments will be done at the College. These will also include updates to comply with any local council by-laws, including but not limited to firefighting equipment, access and egress of the College and any other hazards identified.
3. The risk assessment will also cover any hazards to the health safety and welfare of the client during their treatment as well as related to COVID Safe Plans 2020 & 2021. A regular assessment of risk will be undertaken for the following treatments offered by the practice: Zen Shiatsu, Classical Shiatsu, Barefoot Shiatsu, Sotai, Tsubo, Guasha, Cupping, Moxa (see 12 Clinic Risk Assessment)
4. All risk assessments herein will be used in accordance with Section 21.2.(e) "Instruction and Training "OH&S Act 2004 Victoria, All new employee's, students, or Sole Trader Therapist's working or studying at the workplace will undertake training into the risk assessment prior to commencement of work or studying at the place of work or study.
5. The College has developed a set of guideline protocols to ensure Duty of Care and best practice for the clients.
6. All Employees will be covered under the relevant Act's Regulation's States and Territory's & National legislative requirements.
7. Employees will be covered for \$20 million Public Liability whilst in the employment of the Practice.
8. Shiatsu Therapists that work in the College clinic, will have their own Public and Products Liability Insurance for \$20 million and Professional indemnity insurance. A copy of their certificate of currency needs to be supplied before treating any clients at the College, a current copy of the policy to the College office prior to treating any clients.
9. All clients are to be made aware of the treatment they are about to receive and consent of the client obtained. (See 19. Health Assessment Record)
10. All clients will be required to fill out a Health Assessment Record form. (See 18. Health Assessment Record).
11. Shiatsu Therapists and students will only give treatments and advice where they are qualified to do so.
12. Shiatsu will not be offered as an alternative to Western Medicine but as a complementary therapy.

13. Shiatsu Therapists or students will not comment to the client on instruction, prescriptions or surgical recommendation made by a Doctor.
14. Shiatsu Therapists or students will not offer herbal remedies or any other medications to a client within the ASC Clinic.
15. Shiatsu Therapist or students shall work within their qualification and should refer clients and co-operate with other health care professionals as appropriate. If a Shiatsu Therapist becomes aware of a disorder not covered by the clients Doctor, a referral to the Doctor with the client's consent should be sought prior to sending a referral letter to the Doctor.

4 Professional Conduct

Professional Conduct and Professional Boundaries must be kept within the Legal and Ethical framework of Government State, Territories, or Commonwealth Therapeutic Act and Regulations

1. The Shiatsu Therapist or students will only work within his/her/their therapy disciplines in which they hold a qualification and will only use techniques covered by their own professional indemnity insurance.
2. The Shiatsu Therapist or students will treat the clients with honesty, courtesy, respect, dignity, and discretion.
3. The Shiatsu Therapist or students focus will be on the client's health at all times.
4. The Shiatsu Therapist or students must never claim to cure.
5. The Shiatsu Therapist or students will explain the possible therapeutic benefits to the client but must never guarantee a cure.
6. The Shiatsu Therapist or students will ensure that they are medically, physically and psychologically fit to practice.
7. The Shiatsu Therapist or students will not treat a client if under the influence of alcohol, drugs, or other substances that would impair their judgment.
8. The Shiatsu Therapist or students will not smoke tobacco products in the clinic.
9. The Shiatsu Therapist or students will uphold the true spirit of the Shiatsu Association of Australia and at no time take part in or promote any activity verbal or otherwise that will reflect improperly or denigrate the practice of Shiatsu whether in a community forum or in professional circles.
10. The Shiatsu Therapist or students will be made aware of Commonwealth Therapeutic Act and familiarize themselves to its legal content.
11. The Shiatsu Therapist or students will make themselves aware and abide by all Commonwealth State, Territory, or local laws which apply to the practice of Shiatsu.

5 Hygiene

1. The Shiatsu treatment room will be of a high health standard and will comply with State and any Local Government Laws and current ASC COVID Safe Plans.
2. The Shiatsu Therapist or students will provide toilet and washing amenity for their clients when practicing at home or at the college and adhere to current ASC COVID Safe Plans.
3. The Shiatsu Therapist or students will provide clean and fresh linen for each client and adhere to current ASC COVID Safe Plans.

4. The Shiatsu Therapist or students will ensure any treatment accessories e.g. cups, Guasha tools, Moxa Tiger warmers etc. will be sterilised after each use using recommended practises and adhere to current ASC COVID Safe Plans.
5. The Shiatsu Therapist or students will themselves practice good hygiene before and after each treatment and adhere to current ASC COVID Safe Plans.
6. The Shiatsu Therapist or students will have the right to refuse treating a client if he/she believes there is a possibility of infection or cross contamination of disease.

6 Confidentiality

1. The Shiatsu Therapist or students shall respect the confidentiality of the client.
2. Any records kept by the therapist or student, will be kept in a secure place and will only be used by them.
3. Client records are to be kept confidential at all times and access restricted to the treating therapist/student.
4. The Shiatsu Therapist or students will not discuss the client's medical history with anyone including other therapists even if referring the client to another therapist or health professional unless written consent is obtained by the client to do so.
5. If the Shiatsu Therapist or students receives a legal request or legal writ from a court of law to provide medical history of their client the therapist may seek legal advice prior to releasing any such records.

7 Patient Records

1. The Shiatsu Therapist or students will maintain a high standard of record keeping. This will include:
 - 1.1. Name, address, telephone numbers (including next of kin), and date of birth.
 - 1.2. Details of medical health history.
 - 1.3. Dates and details of treatment given
 - 1.4. Details of any dietary advice given
2. Patient records are recorded in paper-based files, de-identified copies may be taken for the purpose of student learning and review
3. Patient contact details and appointment times are stored on a secure password protected server for our online booking service.
4. Patient records are archived after 3 years
5. The disposal of the records will be done in a professional manner.

8 Advertising and Intellectual Properties

1. The Shiatsu Therapist or students will not claim to have any exclusive rights to any secret methods of treatment.
2. The Shiatsu Therapist or students will not use titles or descriptions which give the public the impression of medical or other qualifications which they do not hold.

3. The ASC shall only advertise in a professional manner, and will only advertise treatments to the public that the students are able to carry out.
4. The Shiatsu Therapist or students shall only advertise that he/she/they is a member of an Association or use a logo of an Association, if they are a full member of an Association and have been given the approval from the Association to do so.
5. The Shiatsu Therapist or students will not reproduce or use information or Intellectual Properties that are covered by copyright unless the holder of the copyright gives written permission.
6. The Shiatsu Therapist will not reproduce written material that has been created by others and claim that it is their intellectual property.

9 Goods and Services Tax

1. The ASC Clinic receptionist or Shiatsu Therapist will issue receipts for treatments given.
2. The ASC or Shiatsu Therapist will pay their good and service tax to the Australian taxation offices and will retain all goods and service tax documents for a period of seven years.
3. ASC Students doing home treatments will not charge clients.

10 Quality Assurance

1. The ASC will ensure for its students that all products purchased for use in treatments are of good quality and are not damaged; if any product is defective the ASC will notify the supplier or manufacture of the problem and will keep records of the defective items e.g. (cups for cupping treatment).
2. Shiatsu Therapist are to provide their own products for use in the clinic.
3. The Shiatsu Therapist or students will not knowingly use defective products when treating a client.
4. Before clinic the Shiatsu Therapist or students will check any products that they plan to use for defects. If defects are found they will dispose of them immediately.
5. The ASC will only purchase Australian Standard products where available to ensure the client does not receive injury due to poor quality or defective products during treatment.

11 Breach of Acts, Regulations, By Laws or Code of Ethics

1. The ASC will comply with all relevant legislative requirements that apply to the practice of Shiatsu and will make available to the Therapist or students all current legislation that applies to the practice of shiatsu. This will be done by having hard copies of all applicable legislation available in the ASC office or via a Government law web site.
2. Any Therapist or students who knowingly breaches an Acts, Regulations, Local Laws or Code of Ethics will be subject to action against them prescribed in the above Laws and Codes.
3. The ASC provides instruction and training to students on the laws that govern the practice of Shiatsu in the Diploma of Shiatsu and Oriental Therapies.
4. The ASC is committed to Australian best practice for its clients and members of the public and will continually review its processes to maintain a high standard of treatment.

12 Clinic Risk Assessments:

Clinic risk assessments have been developed to ensure compliance with current legislation and Australian Standards, this will be regularly reviewed in consultation with staff for its effectiveness and compliance.

Step 1—CONSEQUENCES How severely could it hurt someone? or How ill could it make someone?— Circle it		Step 2—LIKELIHOOD How likely is it for an injury to occur?—Circle it			
		Very likely, could happen frequently	Likely, could happen occasionally	Unlikely, could happen, but rare	Very unlikely, could happen, probably never will
		L1	L2	L3	L4
Kill or cause permanent disability or ill health	C1	Very high risk (1)	Very high risk (1)	High Risk (2)	Substantial Risk (3)
Long term illness or serious injury	C2	Very high risk (1)	High Risk (2)	Substantial Risk (3)	Moderate Risk (4)
Medical attention and several days off work	C3	High Risk (2)	Substantial Risk (3)	Moderate Risk (4)	Acceptable Risk (5)
First Aid needed	C4	Substantial Risk (3)	Moderate Risk (4)	Acceptable Risk (5)	Low Risk (6)

Step 3—RISK PRIORITY SCORE	Step 4—ACTION AND RESPONSE
1 = Very High Risk	Stop the activity—immediate action is required to ensure safety—safety measures applied must be cleared by the Station Manager before any activity recommences
2 = High Risk	Proceed with caution—immediate reporting of emerging or ongoing risk exposure at this level to the Station Manager for decision is mandatory
3 = Substantial Risk	Be aware—action required as soon as possible to prevent injury or illness
4 = Moderate Risk	Report these risks to the responsible Manager during the current shift or before the next shift
5 = Acceptable Risk	Do something when possible. Manage by routine procedures.
6 = Low Risk	These risks should be recorded, monitored and controlled by the responsible Manager

Please Note:

1. During Student Clinic Level 1 and Level 2, the Supervisor is ultimately responsible for the safety of the clients and students.
2. During Practitioner Clinic, the Practitioner is responsible for the safety of their clients and themselves.
3. The word Therapist is used to describe a student or practitioner.

12.1 Barefoot, Classical or Zen Shiatsu

Item	Hazards/Risks	Risk Priority Score	Controls
1	Existing injury which could be exacerbated by the treatment	3	<ul style="list-style-type: none"> As part of the diagnosis ask if there are any pre-existing injuries. Make sure client knows that if anything is uncomfortable, causes pain that they tell the therapist so that the treatment can be modified. Therapist uses caution treating around the injured sight. Use of appropriate meridians and points to treat client. Appropriate pressure is applied.
2	Therapist applies too much pressure and causes a fracture/break/sprain		<ul style="list-style-type: none"> Therapist is to check in with the client on the pressure Be aware of client's limitations and to moderate the treatment in accordance

12.2 Cupping

Item	Hazards/Risks	Risk Priority Score	Controls
1	Fire that could burn a client or set fire to something.	3	<ul style="list-style-type: none"> All equipment is placed on a tray The methylated spirits is in a non-spill container that the forceps can be entered and squeezed on the side to remove excess, and has a secure lid. The cotton on forceps is securely fixed. The equipment for cupping is on a tray away from the client, and within reach of the therapist. When dipping into the methylated spirits, ensure that there is no excess liquid, it is not dripping. That the cotton swab with methylated spirit is lit away from the client to avoid burns, on a tea light candle. The lit cotton swap is extinguished after use, and not put near an open flame (tea candle). When not in use the Methylated spirits container is secured. Make sure that tea candle is extinguished when not needed
2	Infection / Cross Contamination from cups	4	<ul style="list-style-type: none"> See below 14.2.3 Clinic Clean-up Procedure

Item	Hazards/Risks	Risk Priority Score	Controls
3	Allergic reaction to liniments or oils	4	<ul style="list-style-type: none"> Ensure you ask the client if they are allergic to any substances Consent is obtained via the client before using any substance.

12.3 Dietary Therapeutic Advice

Item	Hazards/Risks	Risk Priority Score	Controls
1	Dietary advice may be cause problems	5	<ul style="list-style-type: none"> Ensure that the client understands that they are to discontinue any diet advice if it is causing problems, and to contact the college if symptoms persist.
2	The therapist giving advice that they are not qualified to give	6	<ul style="list-style-type: none"> Therapists only give advice that they are qualified to give within their scope of practice. Therapists do not give herbal or other alternative medicine advice.

12.4 General Risk Assessment

Item	Hazards/Risks	Risk Priority Score	Controls
1	Slippery floors after spills	4	<ul style="list-style-type: none"> Clean area (mopping, towels to remove fluid) Make sure there is a sign warning people adequately displayed
2	Transferable diseases due to hygiene.	5	<ul style="list-style-type: none"> Ensure amenities are clean and without risk of infection. Have liquid soap available and paper hand towels available.
3	Fire in kitchen due to gas stove	3	<ul style="list-style-type: none"> Stove checked before building locked to make sure all turned off
4	An unknown person in the building, or lurking outside when locking up		<ul style="list-style-type: none"> There should always be at least 2 people in the building when locking up (Supervisor and student; or 2 Practitioners) All rooms to be checked that they are vacated All fans, heaters, stoves, and urn are to be checked that they are off.

Item	Hazards/Risks	Risk Priority Score	Controls
5	Only clinic in the building and no reception – could have an unwanted person in the building	3	<ul style="list-style-type: none"> Last Therapist to receive their client, will lock the front door. First Therapist to finish will open the front door.
6	Allergic reaction to liniments or oils	4	<ul style="list-style-type: none"> Ensure you ask the client if they are allergic to any substances Consent is obtained via the client before using any substance.

12.5 Guasha

Item	Hazards/Risks	Risk Priority Score	Controls
1	Allergic reaction to liniments or oils	3	<ul style="list-style-type: none"> Ensure you ask the client if they are allergic to any substances Consent is obtained via the client before using any substance.

12.6 Moxa

Item	Hazards/Risks	Risk Priority Score	Controls
1	Fire that could burn a client or set fire to something	3	<ul style="list-style-type: none"> All equipment is placed on a tray <p>Cones</p> <ul style="list-style-type: none"> Ensure cones are well compacted. Light moxa cones using incense stick. Therapist needs to keep an eye on the burning cones Remove moxa cones when client feels the heat, or at most has burnt 2/3 and put in bowl of water Do not burn moxa cones down to the skin. <p>Moxa Stick</p> <ul style="list-style-type: none"> Ash moxa stick often so it doesn't fall on client. Moxa cones that have been used are placed in bowl of water to extinguish <p>Tea Candle</p> <ul style="list-style-type: none"> Make sure that tea candle is extinguished when not needed

Item	Hazards/Risks	Risk Priority Score	Controls
2	Infection / Cross Contamination	3	<ul style="list-style-type: none"> See below 14.2.3 Clinic Clean-up Procedure

12.7 Sotai

Item	Hazards/Risks	Risk Priority Score	Controls
1	Existing injury which could be exacerbated by the treatment	6	<ul style="list-style-type: none"> As part of the diagnosis ask if there are any pre-existing injuries and any joint replacement/surgeries. Make sure client knows that if anything is uncomfortable, causes pain that they tell the therapist so that the treatment can be modified. Therapist uses caution treating around the injured sight. Use appropriate meridians and points to treat client. Use only Sotai techniques that the therapist has been taught

12.8 Tsubo / Eight extra meridian points

Item	Hazards/Risks	Risk Priority Score	Controls
1	Existing injury which could be exacerbated by the treatment	6	<ul style="list-style-type: none"> As part of the diagnosis ask if there are any pre-existing injuries. Make sure client knows that if anything is uncomfortable, causes pain that they tell the therapist so that the treatment can be modified. Therapist uses caution treating around the injured sight. Use appropriate meridians and points to treat client. Appropriate pressure is applied

13 Student Clinic Privacy Policy

13.1 Policy Statement

The ASC takes privacy seriously. Privacy protection and confidentiality of health information is essential for quality health care and we are committed to protecting the privacy and confidentiality of the information we handle about our clients.

This policy explains:

- How we collect, store, use and disclose client personal information.
- How a client may access their personal information.
- How the ASC protects the quality and security of a client's personal information.
- How a client may seek correction of any personal information that the ASC hold.
- How a client may make a complaint about the handling of their personal information.

In addition to our professional and ethical obligations, at a minimum, our clinic handles client personal information in accordance with federal and state privacy law. This includes complying with the federal Australian Privacy Principles (APPs) forming part of the Privacy Act 1988 and the Victorian Health Privacy Principles (HPPs) forming part of the Victorian Health Records Act 2001.

More information about the APPs and HPPs can be found on the Australian Information Commissioner's website www.oaic.gov.au or in hard copy on request from the ASC office.

13.2 Collection of information

The ASC clinic collects and holds personal information about clients so that Shiatsu Therapists or students may properly assess, diagnose, treat and be proactive in client's health care needs. The type of personal information that ASC collect may include:

- Personal details (name, address, date of birth, email address, phone numbers);
- Medical history;
- Notes made during the course of a medical consultation;
- Referral to other health services providers;
- Results and reports received from other health service providers.

Wherever practicable we will collect this information from a client personally - either at the clinic, over the phone, via written correspondence or via email.

In some instances this information might be collected from other sources such as referring doctors, treating specialists, pathology, radiology, hospitals or other health care providers.

In an emergency, the name nominated on the 'Student Clinic Client History' form will be contacted.

13.3 Use and Disclosure

A client's personal information will only be used, or disclosed, for purposes directly relating to providing the client with quality health care, or in ways a client would reasonably expect it to be used, in order to provide the client with a Shiatsu. This includes use or disclosure:

1. To the professional team directly involved in the client's health care, including treating doctors, pathology services, radiology services and other specialists outside this clinic. For example, this may occur through referral to other doctors when requesting medical tests or in the report or result returned to us following the referrals;
2. To the ASC clinic's administrative staff for administrative tasks necessary to run the clinic. Our staff are trained in the handling of personal information;
3. Where required by law, for example, pursuant to a subpoena; and/or
4. To assist with training and education of ASC student Shiatsu practitioners.

Our College (Clinic) does not intend to disclose your personal information to any third party without permission.

13.4 Information Quality

We aim to ensure the information we hold about you is accurate, complete, up to date and relevant. To this end our staff may ask you to confirm that your personal details are correct when you attend a treatment. Please let us know if any of the information we hold about you is incorrect or not up to date.

13.5 Storage

Our clinic takes all reasonable steps to protect the security of the personal information we hold, by:

1. Securing our premises;
2. Using passwords on all electronic systems and varying access levels to protect electronic information from unauthorised interference, access, modification or disclosure; and storing hard copy records in secure filing cabinets or rooms that are accessible only to clinic staff.

13.6 Access to Personal Information

Under law you have a right to access personal information we hold about you. We ask that you put your request in writing. A fee for the retrieval and copying of your medical record may

be, charged in accordance with the schedule of fees specified in the Health Records Regulations 2008 (Vic), plus GST. This fee is not redeemable through Medicare.

13.7 Amendment of Personal Information

If you consider the information we hold about you is not correct, please contact the clinic in writing. You have the right to have any incorrect information corrected.

What happens if you choose to withhold your personal information?

You are not obliged to give us your personal information. However, if you choose not to provide the Practice with the personal details requested, it may limit our ability to provide you with full service. We encourage you to discuss your concerns with our reception staff prior to your first consultation or with your treating practitioner.

What about use of personal information for direct marketing?

Australian privacy law limits the use of personal information for direct marketing of goods and services. We do not use your personal information for direct marketing.

What should I do if I have a privacy complaint?

If you have a complaint regarding the way your personal information has been handled by our Practices, please put it in writing and address it to, Executive Manager (Quality and Compliance), 103 Evans St, Brunswick VIC 3056, Australia. We will acknowledge receipt of your complaint within 14 days, and endeavour to provide a full response within 30 days of receipt. Should you be dissatisfied with our response, you may lodge your written complaint with the Victorian Privacy Commissioner at <https://www.privacy.vic.gov.au> and/or the Victorian Health Services Commissioner at <http://www.health.vic.gov.au>. If you have a query regarding our student clinic privacy policy, please contact our Executive Manager (Quality and Compliance), who will be happy to discuss the matter with you.

14 Infection Control Policy

14.1 Policy statement

1. The Directors of the Australian Shiatsu College recognise that, as part of their responsibility to provide and maintain a safe and healthy workplace and learning environment, we need to implement treatment practices which minimise the likelihood of staff, students, teachers and clients being exposed to infectious diseases, blood or body fluids in the College / workplace.
2. The ASC provides items of protective equipment to protect staff members, students, teachers and clients from exposures to airborne infections, blood or body fluids. These include:
 - A variety of non-porous waterproof dressings for use by staff, students, teachers and students with chapped or broken skin.
 - Laundered linen for use on treatment futons – facecloths, pillowslips, sheets, blankets, pillows etc.
 - Soap, hot and cold water, cloth and paper handtowels/electric hand dryers for effective hand washing
 - A variety of latex or vinyl gloves in a range of sizes
 - Household bleach
 - Eye protection (safety glasses)
 - Masks for mouth-to-mask resuscitation
3. The Australian Shiatsu College does not seek to identify nor discriminate against any prospective or current staff member, student, teacher or client with suggested or actual HIV/AIDS or hepatitis or other communicable disease or infection.
4. Any information regarding a staff member, teacher, student or client's health or medical status will be treated in strictest confidence. No action will be taken in relation to communicable diseases or infection provided the staff member, teacher, student or client with communicable diseases is able to meet the required work performance standards, and medical opinion indicates their ongoing employment, enrolment or treatment does not constitute a threat to their health and safety, or the health and safety of others within the College, including the public.
5. Staff, students and teachers who are chronic or short-term (e.g. influenza) carriers of any communicable disease are expected to act in ways which do not expose fellow members of the College community and clients to the risk of infection.

14.2 Infection Control Procedure:

14.2.1 General

1. Staff, students and teachers should avoid placing their hands (or other parts of their body) where they may come in contact with infectious skin diseases, airborne infections, blood or other body fluids. This means that you should not treat, or be treated, if you are at risk of being infected.
2. Staff, students and teachers should avoid treating or being treated when they have an infectious disease. This means that you should not treat, or be treated, if you are at risk of infecting your client, fellow student, staff member or teacher.
3. Each student is responsible for bringing their own face cloth for use in all practical classes. You will not be permitted to participate in practical classes unless you bring your own face cloth.
4. Gloves must be worn whenever staff, students or teachers are likely to come into contact with blood or body fluids or when handling anything contaminated with blood or body fluids.
5. Personal hygiene for all staff, teachers and students is essential. Hand washing and hand care are important measures in infection control.
6. Liquid hand alcohol cleansers are available at the College.
7. Cups and spoons used during treatments are to be washed in hot, soapy water after every use. If they have been in contact with blood or other body fluid, they are to be cleaned with bleach as specified in the blood and/or body fluid spill or contact procedure (below).

14.2.2 Blood and/or Body Fluid Spills or Contact

1. Blood and/or body fluid spills should be assessed and attended to immediately, and a record kept in the First Aid Register Folder.
2. When managing blood or body fluid spills:
 - i. Gloves must be worn
 - ii. Absorbent material such as paper towels or cloth should be used to absorb the bulk of the spill. These materials should be disposed of in sealed plastic bags after use.

- iii. The area should then be cleaned and disinfected. Cleaning should be done with detergent and water and gloves worn throughout the process. Items should be washed and scrubbed to remove all visible contaminant. Care must be taken to avoid splashing. Eye protection should be worn if splashing is likely to occur. Household bleach, in water, (freshly prepared at a concentration of 1%) is a suitable disinfectant.
3. If a staff member, student, teacher or client has an exposure to blood or body fluids, the following actions must be taken :
 - i. Wash away the blood or body fluid with soap and water
 - ii. If the eyes are contaminated, rinse them while open with tap water or saline;
 - iii. If blood gets into the mouth, spit it out and then repeatedly rinse with water.
4. After carrying out the First Aid measures outlined, the incident must then be reported to one of the Directors of the College. All exposures must be documented including the date and time of exposure, how the incident occurred and the name of the source individual (if known).
5. The Director will then refer the staff member, student, teacher or client immediately to a doctor who will assess the risk of transmission and discuss options for testing and treatment. Access to appropriate professional counselling will also be provided.
6. First Aid Records of staff members, students, teachers and clients who have been exposed to blood or body fluids will be kept confidential.

14.2.3 Clinic Clean-up Procedure:

Students need to clean up all equipment that they have used:

14.2.3.1 Lighters

- i. Students to provide own lighter for use in clinic

14.2.3.2 Tea Candles

- i. Only to be used for the lighting of moxa sticks
- ii. Put on a tray when using
- iii. Extinguish immediately after use
- iv. Do not move till wax solidified
- v. If reusable put back on trolley, otherwise in clinic metal bin

14.2.3.3 Moxa

- i. Loose (Cones)
 - a. Unused moxa to go back into moxa tin on trolley
 - b. Used moxa to go into clinic metal bin
- ii. Moxa Stick
 - a. Extinguish using the moxa snuffer, wait till cold and remove debris. If not reusable put in clinic metal bin.
 - b. Empty snuffer in clinic metal bin.
 - c. Return snuffer and moxa stick to the clinic trolley
- iii. Moxa Box
 - a. All moxa removed from box and put into clinic metal bin.
 - b. Return moxa box to the clinic trolley
- iv. Incense stick
 - a. Extinguish and wait till cool before putting back on trolley.
 - b. Any debris to go into the clinic metal bin.
- v. Bowl
 - a. Floating moxa to be put in clinic metal bin
 - b. Water and contents to be drained in sink – debris removed and put in bin
 - c. Bowl to be washed and dried before putting back on the trolley.

14.2.3.4 Cups

- vi. Clamp Scissors
 - a. Make sure cotton extinguished
 - b. Remove cotton wool and put in clinic metal bin.
 - c. Return to the clinic trolley.
- vii. Cups
 - a. Cleanse (1 part bleach to 5 parts water) for 20 minutes
 - b. Wash with warm soapy water
 - c. Dry with paper towelling
 - d. Return to the clinic trolley

- e. If contaminated with blood dispose in hazard bag
- viii. Methylated Spirits bottle
 - a. Make sure lid on tight
 - b. Return to the clinic trolley

14.2.3.5 Guasha Spoon

- i. Cleanse (1 part bleach to 5 parts water) for 20 minutes
- ii. Wash with warm soapy water
- iii. Dry with paper towelling
- iv. Return to the clinic trolley
- v. If contaminated with blood dispose in hazard bag

14.2.3.6 Trays

- i. To be washed and dried
- ii. Return to the clinic trolley

15 Student Clinic Privacy Consent Form

The Privacy Act 1988 (Privacy Act) protects your personal information. Personal information is information or an opinion that identifies you or could identify you. Some examples are your name, address, telephone number, date of birth, medical records, bank account details and opinions about you.

On 12 March 2014, changes to the Privacy Act commenced. These changes include a new set of Australian Privacy Principles (APPs), which set out how private sector organisations and Australian Government agencies (called entities), must handle your personal information. They also include changes to the way your credit information can be collected and used and new powers for the Office of the Australian Information Commissioner (OAIC) to resolve privacy complaints and investigations.

The Australian Shiatsu College in adhering to these changes needs to provide you with the opportunity to read the “Australian Shiatsu College’s Student Clinic Privacy Policy”

I, _____
(Insert name)

have had the opportunity to read and understand the information contained in the Australian Shiatsu College’s Student Clinic Privacy Policy.

Signed _____

Date ____ / ____ / _____

16 Student Clinic Client History

Shiatsu Therapists and students use the “Clinic Client History” form to record client details and consent. This form is used during their first treatment or if the old form is more than a year old.

Filename: Clinic Client History Question Sheet.doc

17 Health Assessment Record

Shiatsu Therapists and students use the “Clinic Diagnosis Sheet” form to record details of diagnosis and treatment. A new form is used for each treatment.

Filename: Clinic Diagnosis Sheet.doc

18 Shiatsu Clinic Feedback

Client feedback form.

Location: *Supervised Clinical Practice Handbook (Level Two)* under the title “Shiatsu Clinic Feedback”

References:

- *Health Records Act 2001 (Vic)*
- *Charter of Human Rights and Responsibilities Act 2006 (Vic)*
- *Information Privacy Act 2000*
- *Ombudsman Act 1973*
- *Public Records Act 1973*