

In Good Hands

*The newsletter of the Association of
Massage Therapists Ltd*

September 2004



Where did one year go?

A word from the President ...

As this Newsletter will be reaching you virtually as the Annual Conference takes place, I wanted to share at least part of my first President's Report. The full report will be presented at the Conference AGM.

Priorities

Priority one of my first term as President was the acquisition of a Certificate IV in Assessment and Workplace Training. This was essential because of our continuing relationship with our accredited schools, especially those which have become RTOs (Registered Training Organisations).

Priority two was to fulfil a commitment to visit each of the currently active regional branches of AMT. This was fulfilled between December 4th (Canberra) and May 15th (Mid North Coast). An undoubted highlight was my visit to Cairns and the establishment of a fledgling group there. However, I returned from the regions with a clear impression that our local

leaders had not only widely differing levels of experience but also differing perceptions of what AMT was and also what AMT could (or could not!) do.

Thus the idea for our first Open Executive Forum was born and, on 26th June, the regional leaders met with the AMT Committee in Sydney to discuss AMT, its direction and its future. We also took the opportunity to confirm the appointment of two new Directors for the Association of Massage Therapists (N.S.W.) Limited, namely Paula Battersby and Lyn Langbein.

Following advice from AMT's auditor, your previous Directors (Diana Glazer, Geoffrey Naughton and myself) felt that it was appropriate to seek the services of two new and additional Non-Executive Directors to make the control of liability within the Company more transparent. We also felt that both new Directors should be female, senior and experienced members of the Association and it was decided that one should be from Sydney and one from a regional area.

We are pleased that Paula and Lyn have accepted this new responsibility. Their acceptance brings the number of Directors of AMT to five.

Financial

At the time of writing this material, our Financial Papers are still in the process of Audit but the draft position allows me to make the following comments. Compared with the previous financial year, AMT expenses (notably travel expenses) have increased by \$7,000, as one would expect with a rural-based President. But the key indicator of Members' Equity (i.e. just how much money we have) has increased by \$3,000 and the reserve funds on fixed deposit have not been touched.

When I took on the Presidency, I originally indicated to the Executive my willingness to be available for three years. However, I was determined not to continue if I was "burning a hole in the bottom of the boat". On the basis of the draft Financial Reports for

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Workshops advertised in this Newsletter are not necessarily accredited by the AMT. The views, ideas, products or services in this Newsletter are not necessarily endorsed by the AMT.

the financial year 03/04, I was thus prepared to put my name before you for a second year.

The year ahead

I embark on my second year of office at a time of great change. The twin issues of standards and school accreditation are under threat by the AQF (Australian Qualifications Framework) change from hours-based education to competency-based qualifications. WorkCover continues to be a critical issue, not only in N.S.W. but also in Victoria, where active negotiations with the Victorian WorkCover Authority are in progress.

Health Fund issues are a little like death and taxes — forever with us!

On a more positive note, we continued a dialogue with both ATMS and ARM which started during Geof Naughton's Presidency. The recent first joint workshop (reviewed on page 12 of this issue) is proof that the three Associations really can think in harmony and walk in step.

I must also express my appreciation for the affection and support that I have received everywhere. It is people like Valerie Jenkins and Annie Clark opening their homes to me in Mackay and Cairns that balances the need to strictly fly Virgin Airlines and spend my Sydney nights bunking in a monastery. With your continued backing I look forward to the year ahead.

Office Bearers for 2004-2005

Further to the call for nominations for office-bearers we report the following:

Joel Morrell was nominated for the position of President. There being only one nomination Joel Morrell is declared elected as President of the Association for the year 2004-2005.

Geoffrey Naughton was nominated for the position of Treasurer. There being only one nomination

Geoffrey Naughton is declared elected as Treasurer of the Association for the year 2004-2005.

Committee nominations included Rebecca Barnett, Melanie Elsey, Diana Glazer, Elizabeth Matsen, Steve Vadla and Charles Zammit. As six Executive Officers were called for, these six (together with the President and Treasurer) will comprise the Executive of the Association for the year 2004-2005.

The President announces the following delegations.

- **Marketing** will be delegated to Elizabeth Matsen.
- **Newsletter and Publicity** will be delegated to Rebecca Barnett.
- **WorkCover and Health Insurance** will be delegated to Melanie Elsey.
- **Information Technology** will be delegated to Steve Vadla.
- **Education** will not be delegated and will be handled by the President.
- Diana Glazer will assist the President on issues of Government, Media and Industry relations externally and on standards and member relations internally.
- Charles Zammit will assist the President on issues of Education, initially on the specific area of School Accreditation.
- Melanie Elsey will assist the President on the administration of the Association generally and liaison with other staff.

Because of their experience, the President has asked Penny Wardle, Steve Nagy and Elisabeth Thomson to continue as metropolitan delegates to the Open Executive Forum in 2005.

In light of the strength of the Executive, the President proposes that this message be a call to all members of the Association who may be keen to contribute input. All interested members should make contact with the appropriate Executive Officer to discuss participation.

ATTENTION

Have you renewed your Professional Indemnity Insurance?

Have you posted or faxed a copy of your current Certificate of Currency to AMT Head Office?

If you send your tax invoice, you must also send your receipt of payment!

Please forward a copy to us now so that your name remains current on the Health Funds lists.

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News from the Regions

Blue Mountains

by Annette Markham

We started 2004 with an informative and entertaining regional meeting with Joel Morrell as our guest. We would like to thank Joel for his time, effort and insight, and for allowing us the space to question any immediate or future possibilities regarding AMT and its membership.

This year we took Massage Therapy Awareness Week to a whole new level! We decided to promote Massage Therapy in a professional manner targeting other local health practitioners. We were fortunate to discover that, on the 5th June, a Primary Prevention & Healthy Lifestyle Conference was being held by the Blue Mountains Division of General Practice for GPs, practice nurses, specialists and health professionals. The perfect forum!

We set up a temporary clinic in a large room in the Fairmont Resort, Leura, with magnificent views through ceiling to floor windows. Volunteers manned 4 massage tables and 4 padded head rests for seated massage. We then encouraged doctors and other health professionals to experience a massage in a well-presented room with all the trimmings: soft music, water fountain, oil burner, information on the benefits of massage therapy, business cards and pamphlets. We also extended the opportunity to TAFE students to massage at this event as part of their clinical experience.

All volunteers were welcome to attend the presentations. Some of these included: Complementary Medicine in General Practice, Natural (Bio-identical) Hormone Replacement Therapy, Cellular Health Analysis through Bio-Impedance Technology and Evidence-Based Treatment Options for Insomnia and Depression.

In June we invited guest speaker John Bragg to consolidate and enrich our techniques for working on the Iliacus and Psoas, an informative hands-on evening appreciated by all attendants.

We will endeavour to organise more meetings incorporating a practical component.

ACT

by Alan Ford

Since the last issue of In Good Hands, our members have been involved in a couple of interesting workshops. The first was Part 1 and 2 of the ICE Program (Integrated Corrective Exercise) conducted by Jim Walsh under the auspices of the Australian Graduate School of Health and Sport Science. Part 3 and 4 of this 4-part series will be held on 18th and 19th September at Om Shanti College. (Part 1 and 2 will be repeated on the weekend of 13th and 14th November. If you are interested in attending, please call Jessica Gross on 02 6295 6733.)

Wendy Rose-Williams presented the second workshop, which focused on Nikken Wellness Magnetic Therapy and FIR Infrared technologies. Attendance at both these events was excellent.

I recently received an exciting letter of invitation to an evening seminar conducted by a new enterprise called Natural Therapies Continuing Education (NtConEd). The presenters of this seminar are Dr BJ Field and Dr Keri Moore, both highly qualified osteopaths who have designed this quality short course for the continuing professional education of massage therapists. The subject this month will be Visceral Pathology and Back Pain.

An e-mail arrived this morning with the sad news regarding the passing of Joel Morrell's wife Arneill. All members of the ACT region extend our condolences to Joel and his family at this time.

Hunter

by Elizabeth Matsen

At the end of May, Bev Purdon and I attended the graduation ceremony of Gracegrove College. AMT Hunter region again donated a gift certificate for the purchase of books to the dux of the graduating massage class. This year it was my privilege to present this award to Eric Elbourne.

Newcastle TAFE did not hold a graduation ceremony this year but AMT Hunter presented a

gift certificate to the most outstanding graduate, Dianne Bramble. Dianne also won the TAFE faculty medal for 2003.

During the July meeting Bev Purdon proposed that our local AGM be held in November this year, instead of March 2005. All members present agreed with this proposal. Nomination forms for election of office bearers will be sent with the Hunter newsletter, at the beginning of November.

The guest speaker after the meeting in July was Dr Robert Sillar. He spoke about the contributing factors to developing skin cancer, and described the various types of skin cancer and how to differentiate between them. Dr Sillar believes that massage therapists are uniquely placed to be able to refer clients for diagnosis and treatment of suspected skin cancers. He showed many slides of melanomas and non-cancerous SCC and BCC as well as other skin lesions.



Elizabeth Matsen and Jan Crombie at the Open Executive Forum in June

Mid North Coast

by Jan Crombie

After reforming the branch last year, our 12 active regional members have held bi-monthly meetings over the past 10 months.

On 18th October I presented a case study on lupus, which was followed by active questions and a discussion. Then, on 17th January our guest speaker was Physiotherapist John Stangherlin who presented a session on post-event massage to prepare us for the Australian Long Course Triathlon.

On 13th of March Chiropractor Leigh Powers spoke on headache and neck pain. This talk covered the types of headaches (e.g. primary or secondary), their systems, causes and treatment.

In May we had a visit from our president Joel Morrell, which proved to be informative, amusing and, at times, aroused some pointed discussions. We traversed the history of AMT, Amalgamation and Confederation, and the structure and political arena involving other associations and AMT.

The main highlight of our year was the successful orchestration and massaging of some 500 entrants at the Australian Long Course Triathlon staged in Port Macquarie. Along with AMT Massage Therapists we had help from the students enrolled at TAFE. We were highly praised for our efforts in the final report from Triathlon Australia.

Mackay

by Val Jenkins

Another busy year for the Mackay group and a time of saying thank you to some wonderful members who have helped me enormously after I sustained a nasty head injury. So thank you Bruce and Jon Kemp, Diane Sant, Linda Danvers, Louise Payet and Joel Morrell.

The Mackay Group held four General Meetings and an AGM, with guest speakers attending. Alison Adamson organised two 'John Bragg' workshops which were greatly appreciated by those attending.

I was delighted to attend the Executive Forum in Sydney in June. Our region was happy to receive the news about proposed changes to the CEU point system - these changes will enable people from remote regions to earn their CEUs in a way that better accommodates the tyranny of distance.

Next branch meeting is at 30 Vassallo Drive, Northview Gardens on the 30th September.



Mackay Branch Meeting during Joel Morrell's visit

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We are currently developing new modules to challenge you even further, so keep watching this space!

@last ... the new AMT website!

by Rebecca Barnett

We are pleased to announce the official launch of AMT's new, improved, whizz-bang, excellent, user-friendly and just plain fabulous website. I apologise for the surfeit of adjectives but, to quote big Kev, I'm excited!

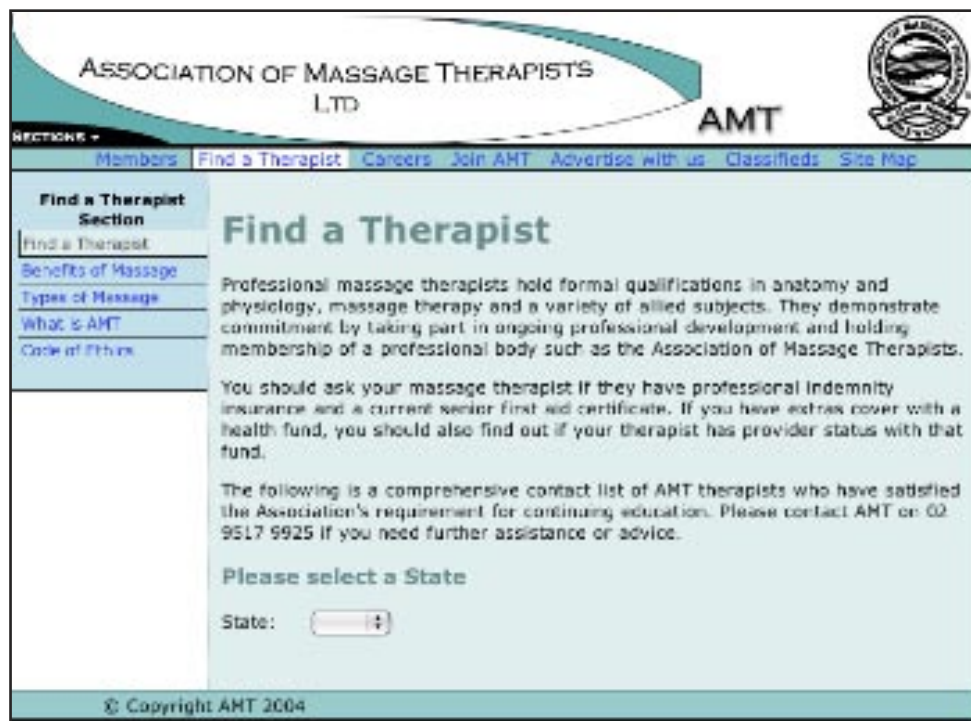
The new website is the culmination of around 18 months of work, from initial discussions and concept all the way through to completion (via plenty of hair loss, swearing and talking to god). Much of the credit for the site goes to our resident IT wonderkind, Steve Vadla, who is responsible for the basic architecture, interface, design and a whole lot of other technical thingummies I am too stupid to spell. Steve also managed to teach Melanie Elsey and I enough XHTML code to compile, edit and upload the bulk of the content to the site.

I'd like to sincerely thank Steve for his dedication, commitment and seemingly endless reserves of patience. Without his hours of unpaid labour, the project would never have had the wings to soar its way into ethernet reality.

So why did it take so long, I hear you ask? The answer to this is simple: lots of new features including a new domain name ...

www.amt-ltd.org.au

One of the most exciting features on the website is the revamped "Find a Therapist" section. This is basically a searchable database (by region) of the 783 practitioner members of AMT who have indicated that they would like to receive referrals from the Association. Just enter your state, region and suburb as prompted and your contact details



should magically appear. If you would like to have your details removed from the online referral service, you should contact Head Office ASAP.

The site also includes a classifieds section. Advertising in the online classifieds is free to AMT members. All you need to do is email, fax or post your advertising copy to AMT Head Office, including your AMT membership number, and your ad will be placed on the website.

Other highlights of the new site include:

- an electronic newsletter archive
- downloadable PDFs of common AMT forms
- a useful web links page
- a news section with all the latest AMT info and events. We will update this section regularly.

But don't let me steal all the thunder. Take the new website out for a test-surf. Be seduced by its superior handling and stylishly appointed interior. Be amazed by its performance in the wet.

And I can get on with the serious work of trying to smash this bottle of champagne over the side of my computer. Ships ahoy!

Massage Online: Website Reviews

Magazines, glossaries & articles

by Kirsten McCulloch

The web sites reviewed in this edition all contain interesting articles or at least a thorough glossary covering a variety of modalities. While all function as therapist directories, only one is Australian-based. Email kem@smop.net with your suggestions for future sites to review.

MassageToday.com

<http://www.massagetoday.com>

Thanks to Melisah Vizzone for recommending this site.

General description

MassageToday.com is an online magazine for massage therapists. Issues are monthly with archives dating back to January 2001.

Some of the articles in the August 2004 edition include:

- A Look Inside the Craniosacral System and How CST Helps—An article by John Upledger;
- Massage to Play Prominent Role at Athens Games
- The Most Common Shoulder Injury — a brief question and answer style article about subscapularis injuries.

The quality of the articles I read was inconsistent with regard to both style and content. Additionally, many of the articles are strongly US-focused and will be of negligible interest to Australian therapists. However, there are enough articles with a wider application to justify a monthly scan of the contents page.

This site also contains a discussion forum but at least half the content seemed to be specifically US relevant.

Ease of navigation

The list of links down the left hand side is present on every page, making navigation quite easy, despite the many aspects of this site. The most confusing aspect is the list of columnists at the bottom left. It

took a little experimentation to discover that this links to the latest article by each regular contributor. While some of these appear in the latest issue, others may be over a year old.

Appearance and speed

As is often the case with multi-dimensional sites, this one is rather cluttered. However, it contains

Message Today
August, 2004, Volume 04, Issue 08

Survey Shows CAM Use on the Rise

In May, the National Center for Complementary and Alternative Medicine (NCCAM) and the National Center for Health Statistics (part of the Centers for Disease Control and Prevention) released the most comprehensive findings to date on complementary and alternative medicine (CAM) use in the United States. According to the Summer 2004 NCCAM newsletter,¹ the data came from responses to CAM-related questions that were included on the annual National Health Interview Survey (NHIS), in which thousands of Americans are questioned on their health-related experiences.

"This survey is unique in that it combines an in-depth survey of CAM use with an in-depth survey of demographics, health status, health care utilization and health behaviors," remarked NCCAM's Senior Advisor for Scientific Coordination and Outreach, Richard L. Nahin, PhD, MPH, also one of the study's authors. "This combination of data allows researchers, policymakers and third-party payers, such as insurers, to make informed decisions concerning CAM."¹

What was the length of your massage education program?

- ☐ 250 hours or fewer
- ☐ 250-500 hours
- ☐ 500-700 hours
- ☐ 700-1,000 hours
- ☐ 1,000-2,000 hours

no intrusive advertising (other than to its own services) and surprisingly little advertising at all. It displays well with a screen resolution of 600x800 pixels. Download time is not bad at all.

MassageTherapy.com

<http://www.massagetherapy.com>

Thanks to Melisah Vizzone for recommending this site too.

General description

The primary function of this site seems to be bringing together therapists and clients. However it also contains an excellent bodywork glossary and a number of well-written and researched articles.

The glossary contains over 250 entries, covering a wide range of topics. Entries range from short essays (428 words on Aston patterning) to one-line descriptions. The entry on 'Bindi', for instance, reads



'This bodywork combines marine algae exfoliation, herbal treatment and light massage'.

Each month a featured modality is described on the front page, with links to featured articles.

There is not a complete list of articles so, to determine how comprehensive the archive is, I tried a few searches. The search engine identified the term 'massage' as too general, but 'massage therapy' elicited 46 articles. My other searches produced the following results:

- Cancer 28 articles
- Roling 3 articles
- Meditation 6 articles
- Rotator cuff 1 article
- Basketball 2 articles
- Autism 4 articles.

The articles I read, which had previously appeared in a print magazine, were well written and researched. Many of them contained references to controlled studies and were compelling reading.

Ease of navigation

The fact that there is no index or list of articles to browse seems to be an obvious flaw but otherwise the navigation in this site is quite simple. There are links to the article search and glossary at the bottom of each screen and each article has links to related articles down the right hand side.

Appearance and speed

Designed to display well on a screen set to 600x800, this site has a simple, pleasant look and feel. While some of the text is in white, making visibility less than ideal, the majority of text is the preferable

black on a light background. There are no large graphics so the page loads quite quickly.

Natural Therapy Pages.com.au

<http://www.naturaltherapypages.com.au>

General description

This is another site primarily focussed on allowing clients to search for therapists but this one is Australian. It has only been online since January this year. It is not specifically massage based, but clients can search for massage therapists under a number of labels such as myofascial therapy, remedial massage, Swedish massage, Thai massage and others.

There is a glossary of terms on this site. While it is nowhere near as comprehensive as that on massagetherapy.com, it does cover all the therapies searchable on the site, making it quite a useful reference for members of the public. The site doesn't host any other articles but does have a useful links section.

The cost for a therapist to be registered is \$10 per month for a minimum of 6 months. At the time of writing there were 684 therapists registered nationwide, at least 431 of whom include massage in their list of modalities. As an indication of the breakdown: in NSW 355 practitioners listed remedial massage, 103 listed sports massage, 106 listed Swedish massage while only 34 listed myofascial release therapy. In the ACT there were two therapists registered against Swedish massage and one against Remedial. None listed sports massage or myofascial release.

Ease of navigation

Being a relatively simple site, the navigation is easy to follow. The search for a therapist appears on the front page. However, to search by region or state, an advanced search is necessary.

Appearance and speed

Again, this site is designed to display well on a screen set to 600x800. It is not too busy and has quite a peaceful feel to it, although I did find the moving text at the top of each page an unnecessary and somewhat irritating distraction. The page loads quite quickly.

It is worth noting that AMT now runs a Find a Therapist referral service through their new website. A listing here is free to AMT members who have indicated they would like to receive referrals.

VALE ARNEILL MORRELL

6.4.1932 – 20.7.2004



by Joel Morrell and Val Jenkins

I would like to publicly express my appreciation for the great wave of love, sympathy and support that has been extended to myself and my family since the recent tragic loss of my wife, Arneill Morrell.

It was just a fraction over 49 years and 9 months since young Nurse Arneill Innes married a young Radiographer, also from Parramatta District Hospital. In that time she was not only to become a wife, a mother, a grandmother, and a great-grandmother but also was my life partner, lover, mistress, guide, support, business partner, nurse, chaperone, washer lady, and even (of late) resident proofreader for a geriatric undergraduate and three different organisations at once.

I have often claimed to be the richest man in the world. This was based on the rare and staggering realisation that the best and closest friend that I have ever had in my whole life just happened to be the woman that I was married to.

On behalf of my children Linda and Peter and their families, I would thank everyone across Australia

and around the world who have so opened their hearts to us.

From Val:

We were all deeply saddened to hear of the recent tragic loss of Arneill Morrell, Joel's beloved wife, best friend and helpmate of some 50 years.

My connection to Arneill was through Joel. Although we only met on a few occasions over the last twelve years, I felt I knew her well as Joel spoke frequently of her in his lectures and workshops – and most recently when Joel was in Mackay in March. We heard some wonderful reminiscences and stories of their life together.

Arneill was always at the end of the phone to help me wherever she could on Association and School matters: for this I'll always be grateful.

Arneill and Joel's total devotion to one another was very special and touched me deeply over the years. We will miss her.

Expressions of Interest in AMT Annual Conference 2005

Are you currently presenting workshops on massage related topics?

We are now seeking submissions from all interested workshop presenters for AMT Conference 2005. The Conference will be held in Sydney.

Please send your workshop or lecture abstract (with proposed title and a brief biography) to:

AMT Conference 2005
Workshop Presentations
PO Box 792 Newtown NSW 2042 Fax: 02 9517 9952
massage@amt-ltd.org.au
Submissions close on 30 November 2004.

Workshop Reviews

by Joel Morrell

A day with the Hunchback of Temple Street

Carol Holden is not only an experienced educator and a brilliant teacher but also a consummate actress. Participants at her June 27th Seated Massage Workshop were enthralled by her clinical picturing of client problems by physically role playing rigidity, contracture and the many chronic postural effects of the modern office. In addition, her grasp of Remedial Massage techniques adapted for seated office procedures was matched by a well thought out Marketing Strategy equally appropriate for Commercial, Industrial or the Public Service environment.



Carol Holden in action

Participant feedback included "Focussed on immediate skills, business plan set up a real help, informative while still great fun, good balance of practical to theory." The venue was just big enough for 14 lucky people to fit in and we apologise to those few who had to work three to one chair.

Carol's next workshop will probably be held in Canberra but hopefully we can see her in action next year in a different part of Sydney too. If you have significant office or industrial staff in your local area, then this is an AMT-accredited workshop not to be missed.

Joint meeting makes history

History was made on 11th July when AMT joined with ATMS and ARM for a combined workshop at the Ryde-Eastwood Leagues Club. The speaker was Chris Masuak and his theme was "Workplace Injuries ... The Massage Therapists Guide to Penetrating the Mysteries of Case History Taking and Developing a Treatment Plan for Injured Workers".

This unique cooperation was a follow on from other joint efforts addressing recent interaction with WorkCover on Provider status for Massage Therapists. A combined submission was sent on behalf of all three organisations and this gave rise to the idea of a combined members day. Over 200 people attended to hear an outstanding speaker cover a very broad range of issues including the role of the insurer, interaction of the main players, referral issues, the purpose of the Treatment Plan, the value of a complete Case History and the proper handling of sensitive information.

Chris Masuak is a very experienced speaker and teacher of Remedial Massage, Anatomy and Physiology, and Communications.

The days' activities were very warmly received. It bodes well for the idea of such cooperation becoming an annual event as we continue the idea of the three groups thinking in harmony and walking in step.

Deadline!

**Deadline for the next issue of
In Good Hands is:**

1st November

**Please email articles to:
newsletter@amt-ltd.org.au**

**If you would like to discuss an idea for an
article please contact Rebecca Barnett on:
0414 732 873**

AMT Survey

by Geof Naughton

Is There Such a Person as a 'Typical' Massage Therapist?

Your Association knows where its members are but we don't know much else about you.

A couple of years ago, when I was president of AMT, I was asked to appear as an expert witness in a court case: a young woman was suing her employer for loss of income when she was injured working as a nurse. The woman was training to become a massage therapist and her claim was for loss of future earnings as a massage therapist. Unfortunately, AMT did not have any facts that I could offer her case – the judge would only let me speak about my situation.

Recently, someone rang Head Office and asked about the possibility of "making a living" as a massage therapist. I know some members do, but how many and where are you? Your Association does not even know how many of its members work full time or part time. Does anyone make a living and support a partner and two children, as a massage therapist in a rural town?

It is important that AMT knows much more about its members. We claim to represent massage therapists in discussions with Health Funds and Government bodies so we need to collect some data!

It is for these reasons that AMT is conducting a survey of its members.

Please complete the survey form which is enclosed with this Newsletter and return it in the Reply Paid envelope we have provided. It should only take you a few minutes.

The Survey is confidential and individual members will not be identified from the results. You are asked to only show the first three digits of your clinic's postcode to ensure this confidentiality.

Please return your completed Survey form in the Reply Paid envelope by 30th September. Results of the survey should then be available to interested members by 31st October 2004.

A reminder to student therapists: Scope of Student Massage

Students must always identify their student status to the client. This may be in the form of a letter that the client signs e.g. "I understand that I am receiving Massage Therapy from a student therapist who is performing Swedish Massage techniques only."

A student **WILL NOT:**

- ✗ treat pre-existing conditions
- ✗ use advanced or corrective techniques or those learned at workshops etc. outside their main course of study
- ✗ give therapeutic advice to clients

Students are only qualified for Swedish Massage - to enhance a sense of wellness and not to treat a condition of illness. Illness or injury, acute or chronic, of any type or degree falls outside the range of work permitted to students.

How to distinguish between therapy and relaxation

Make a decision when taking an appointment or during your history taking procedure. Listen for key verbal signals when questioning the client. Negative verbal signals indicating pre-existing conditions would include:

- ✗ "I've seen 3 doctors and none of them helped..."
- ✗ "I've come because my chiropractor was busy"
- ✗ "My physio says I should get a massage regularly..."

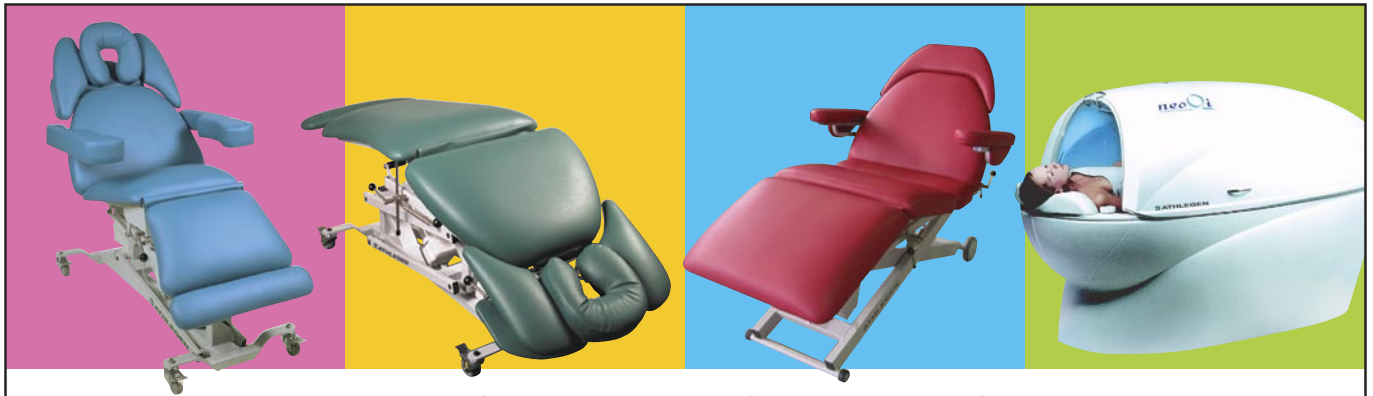
The above indicate that a primary care practitioner is treating the condition that has prompted the request for massage and student level therapy is not appropriate. Similar negative warnings that indicate either acute or chronic conditions include:

- ✗ "I got this sudden pain when I was doing..."
- ✗ "It's been troubling me for weeks, nothing helps"

Conversely, positive verbal signals that indicate that the client's need falls within a student's level of skill as recognised by AMT are:

- ✓ "I had unscheduled overtime and I've had it - I need a good massage"
- ✓ "I never sleep well working nights - I need help to relax"
- ✓ "I'm a waitress, my feet are killing me"

These indicate fatigue, temporary overwork or discomfort of a purely transient nature which would be appropriate for the level of training you have **completed and been assessed in.**



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You and the NSW Privacy Act

In November 2001, new federal privacy legislation was introduced in the private sector. As health service providers, massage therapists now had a legal obligation to protect the privacy of their clients' personal information.

There is now new privacy legislation in NSW, which came into effect on 1st September 2004. *The Health Records and Information Privacy Act 2002* (HRIP Act) protects the privacy of health information in NSW.

The HRIP Act regulates how public and private sector organisations in NSW collect and handle health information. It applies to health service providers (like massage therapists) and organisations that collect, hold or use health information.

The objects of the HRIP Act are to:

- balance the public interest in protecting the privacy of health information with the public interest in the legitimate use of that information
- enhance the ability of individuals to be informed about their health care
- promote the provision of quality health services.

The HRIP Act contains 15 health privacy principles (HPPs) outlining how health information must be collected, stored, used and disclosed. The health privacy principles can be grouped into seven main headings - collection, storage, access & accuracy, use, disclosure, identifiers & anonymity, and transferrals & linkage.

These are legal obligations that must be followed.

The following is a summary only and not a full statement of your obligations under the new Act. Members are strongly urged to read the new guidelines and Health Privacy Principles in detail.

The AMT website contains links to more comprehensive information available from the Office of the NSW Privacy Commissioner, including a downloadable PDF of how to prepare for and fulfil your obligations under the Act.

What is health information?

Health information is personal information, including information about an individual's health or disability at any time (that is past, present or future). It also includes an individual's expressed wishes regarding future health services and the health services provided, or to be provided, to the individual.

Health information includes any information collected by a health service provider during the course of providing treatment and care to an individual.

Therefore, it includes:

- medical information
- personal details such as name, address, treatment dates, billing information
- information generated by a health service provider, such as notes and opinions about an individual and their health.

Health privacy principles at a glance

The 15 health privacy principles (HPPs) are the key to the Health Records and Information Privacy Act (HRIP Act). They are legal obligations describing what massage therapists must do when they collect, hold, use and disclose health information.

Collection

1. Lawful – the health information you collect from your client must be collected for a lawful purpose. It must also be directly related to your activities as a healthcare provider and necessary for that purpose.

2. Relevant – you must ensure that the health information is relevant, accurate, up to date and not excessive. The collection should not unreasonably intrude into the client's personal affairs.

3. Direct – you must collect the health information directly from your client, unless it is unreasonable or impracticable for you to do so.

4. Open – you must tell your client why their health information is being collected, what will be done with it, and who else might see it. You must give your client the opportunity to see and correct their health information, and you must inform them of any consequences if they decide not to provide it.

Storage

5. Secure – your client's health information must be stored securely, not kept any longer than necessary, and disposed of appropriately. It should be protected from unauthorised access, use or disclosure.

Access & Accuracy

6. Transparent – you must provide the client with details about what health information you are storing about them, why you are storing it and what rights your client has to access it.

7. Accessible – you must allow you the client to access their health information without unreasonable delay or expense.

8. Correct – you must allow your client to update, correct or amend their health information where necessary.

9. Accurate – you must make sure that your client's health information is relevant and accurate before using it.

Use

10. Limited – you can only use your client's health information for the purpose for which it was collected, or a directly related purpose that the client would expect. Otherwise you can only use your client's information with their consent.

Disclosure

11. Limited – you can only disclose your client's health information for the purpose for which it was collected, or a directly related purpose that the client would expect. Otherwise, you can only disclose it with your client's consent.

Identifiers & Anonymity

12. Not identified – you can only give your client an identification number if it is reasonably necessary to carry out your functions efficiently.

13. Anonymous – your client is entitled to receive health services anonymously, where this is lawful and practicable.

Transferrals & Linkage

14. Controlled – you must not transfer your client's health information to any person or body who is in a jurisdiction outside New South Wales without their consent.

15. Authorised – your client's health information can only be included in a system to link health records across more than one practice/organisation if your client expressly consents to this.

Lawlink NSW are running a training and education programme about the new HRIP Act. For details visit their website:

<http://www.lawlink.nsw.gov.au/privacynsw>

and follow the quick links on the right hand side.

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Phone: (07) 4059 2008

E-mail: coyle@petos.com.au

Editorial

by Rebecca Barnett

This edition of *In Good Hands* marks somewhat of a personal milestone: it is my fifth anniversary as Editor. That means I now have 20 newsletters under my belt.

So, as I sink deeper into the plush leather upholstery of my Chesterfield lounge and light up my 11th cuban, I find myself reflecting on my editorial term through a smog of cigar smoke and smug self-satisfaction.

I thought it might be amusing to do a statistical analysis of the Newsletter so I have put down my glass of port and picked up my calculator.

Vital Statistic No. 1a

Every issue of the Newsletter eats up between 10,000 and 15,000 words. Therefore, I have overseen the production of at least 200,000 words during my appointment as Editor. Interestingly, my Honours thesis was also 15,000 words in length. So editing the Newsletter is not unlike producing a mini-thesis every 3 months.

Vital Statistic 1b

If every one of AMT's current membership of around 1100 contributed a 1000-word article to the Newsletter, it would constitute enough material for 91.6 editions or 22.91 years-worth of Newsletters. That would take my editorial term to 2791 years, which would also smash Sir Robert Menzies' leadership record by a whopping 11 years.

Vital Statistic No. 2 (pursuant to 1b)

During my term of office, there have *actually* been just 20 regular contributors to the Newsletter, including me. I know because I've counted them. This constitutes a mere 2 per cent of AMT's current membership. So much for smashing Menzies' record ...

This seems as good an opportunity as any to heartily thank those who have been the life-blood of this publication – from the tips of my silk smoking jacket to the toes of my houndstooth slippers, I would like to publicly praise these regular correspondents. Your AMT readership salutes you (and, indeed, all those who have contributed at some point)!

Vital Statistic No. 3

If you took all the AMT newsletters I have edited and laid them end to end, you would still need another 42, 371, 461 editions to reach the moon. I don't think I'll still be editing the newsletter then.

Vital Statistic No. 4

If you have read Joel's report on the election of AMT Office Bearers (page 2), you may have noticed that only one person nominated for each of the available Executive positions. (And some of these people had to be tied to a chair and forced to listen continuously to 'N Sync to "accept" their nomination.)

Now, in certain countries and historical periods, this is called fascism. Obviously, here on the AMT Executive, we prefer to call it "Benevolent Dictatorship" and we are flattered by the enormous trust you place in us.

However, I am occasionally appalled by the fact that, in the five years I have been privileged to edit this Newsletter, no-one has stepped forward to ask for my job. It seems a depressing microcosm of the lack of robustness that has recently crept into Western democracies.

But what am I saying? This is still the lucky country and fascism is just that 7-letter word we learnt about in history class.

Dammit, I've just dropped some ash on my smoking jacket.

Handy practice hints # 37

If you are solar-drying your towels, always check carefully for bird poo before you fold them neatly back into the cupboard.

Are the Health Funds making you sick?

by Melanie Elsey

I am alarmed at how many complaints I have received from members in regard to being recognised as providers by Health Funds. In an attempt to clarify what is required from the various Funds, I have compiled the information below.

The following Health Funds require you to sign a Provider Registration form (usually sent to you when they first receive a claim from your client). They will issue you with a provider number which you should use on your receipts:

AXA
Cardmember
Gay & Lesbian
Government Employees
Grand United
HBA
HCF
Mutual Community
Super Health

Medibank Private require an application form upfront (available from AMT) and will issue you with a Provider Number.

The following is required on all your receipts and can be handwritten:

- client's name
- a description of the service (i.e. Remedial Massage)
- cost of the treatment

The following information must appear on each receipt and cannot be handwritten so you must use a stamp, a sticker or a computer generated receipt:

- your name, your company name and your ABN
- your AMT membership number (e.g.1 -9999) and Health Fund Provider number (if required)
- your practice address (not a PO Box)
- your contact phone number

Why are my clients' claims being refused?

Here is the information I have received directly from my survey of the Funds. The most common

problems with processing claims for rebates include:

- your client does not have the appropriate cover
- you do not have sufficient membership level to offer rebates with that fund
- your business name is different from your Provider/member name
- your provider number or AMT number is not on the receipt
- your provider number or AMT number is not written correctly i.e. AMT1-9999
- your practice address is not clearly shown on your receipt
- you have a PO Box address on your receipt
- the use of generic receipts and/or use of entirely handwritten receipts
- smudged and unreadable stamped information (address labels are a good idea)
- type of service not clear i.e. Remedial Massage
- practice address not clear – if more than one practice address you may require more than one Provider number

How can I reduce the possibility of problems with health funds and stay up to date with changes in requirements?

You can eliminate most problems encountered in your dealings with Health Funds simply by ensuring that all relevant information is on your receipt and that AMT Head Office has your current details. If you have not already done so, please forward a copy of your practice receipt to Head Office and your Insurance Certificate of Currency and Senior First Aid Certificate.

Please take the time to read your Newsletter thoroughly and visit AMT's website - the health fund section contains detailed information on requirements for provider status with the Health Funds. We publish regular updates on their changing requirements in both the Newsletter and on the web.

If you have any further problems with Health Funds or have a question that has not been addressed here, please contact Head Office on 02 9517 9925.

Health Fund Status

AMT has negotiated provider status with the Health Funds listed below. **If you are up to date** with insurance, first aid and CEUs there is no need to apply individually to each health fund: your name will be forwarded for automatic recognition as a provider. Please check the explanation of status levels to see which health funds recognise your level of membership. Also, read the explanatory notes at the bottom of the page to make sure you are providing the necessary information on your receipts. **All other members will need to apply individually.**

Health Funds and Societies	Status
ANZ Health Insurance (HBA)	A
Queensland Country Health	A
Railway and Transport Hospital Fund	A
Reserve Bank Health Society	A
ACA Health Benefits Fund (ARHG)	B
Australian Regional Health Group	B
Cessnock & District Health Benefits Fund (ARHG)	B
Commonwealth Bank Health Society	B
Defence Health (ARHG)	B
Federation Health (ARHG)	B
GMHBA (ARHG)	B
Health Insurance Fund of WA (ARHG)	B
Latrobe Health Services (ARHG)	B
Lysaght Peoplecare (ARHG)	B
Manchester Unity	B
Mildura District Hospital Fund (ARHG)	B
NSW Teachers Federation Health Society (ARHG)	B
Phoenix Health Fund (ARHG)	B
St Luke's Medical & Hospital Benefits (ARHG)	B
Teachers Union Health (ARHG)	B
Transport Health (ARHG)	B
United Ancient Order of Druids (ARHG)	B
Westfund Health Fund (ARHG)	B
Australian Health Management Group	C
Cardmember Health Insurance Plan (HBA)	C
Gay & Lesbian Health Fund	C
Geelong Medical Benefits Fund	C
Government Employees Health Fund (AHMG)	C
Grand United Friendly Society	C
HBA (formerly AXA)	C
HCF	C
HealthCover Direct (HBA)	C
Mutual Community (HBA)	C
National Mutual Health Fund	C
NIB	C
NRMA Health	C
Super Health Plan	C
Victorian WorkCover Authority	C
MBF	D
Medibank Private	E
Australian Unity	F

Status Levels:

A. All AMT practitioner levels

B. All practitioner levels with:

♦One million dollars current insurance

♦Current Senior First Aid (Level 2) certificate

C. Senior Level One, Two or Three members with:

♦One million dollars current insurance

♦Current Senior First Aid (Level 2) certificate

D. Same criteria as for F below. Must send signed consent form to AMT with practice receipt(s).

Please note: All other members please apply directly to MBF

E. Same criteria as for F below. Must complete an application form (available from AMT).

Please note: some Senior Level One members may qualify upon AMT's assessment of their qualifications etc

F. Senior Level Two or Three members with:

♦One million dollars current insurance

♦Current Senior First Aid (Level 2) certificate.

To be eligible to remain on the above Health Fund lists you must:

1. Be financial and have a commitment to ongoing education (ie: an average of 100 CEUs per year)

2. □

practitioner's name, AMT member number (eg: 1-1234), practice address (no PO Box numbers) and phone number. Client's name, date of treatment, nature of treatment (ie: Remedial Massage), and particular health fund provider number may be handwritten.

3. Provide AMT Head Office with a practice address (or business address for mobile practitioners; no PO Boxes) - failure to supply these details to us will result in your name being removed from health fund listings.

4. Notify AMT HO of all relevant practice addresses.

5. Include a copy of one of your receipts (for each practice address) to Head Office with your next AMT membership renewal or correspondence. You should also ensure that Head Office has copies of your current Insurance and First Aid.

Please check the AMT website for further information on specific Health Fund requirements.

www.amt-ltd.org.au

Calendar of Events

Courses accredited by AMT attract 5 CEUs per hour
 Courses not accredited by AMT attract 1 CEU per hour
 Please check dates and venues of workshops (using the contact numbers listed below)

September		CEUs
17, 18, 19	Onsen Muscle Therapy, Volumes 2 and 4. Presented by Jeff Murray Cudgen Leagues Club, Kingscliff. Ph: 07 5524 1024 or 0417 166194	105
20 - 24	Myofascial Release 3 – Jaw and Neck (60 hours). Presented by Patricia Farnsworth, Brisbane. Ph 1800 101 105	300
October		
1 - 5	Craniosacral Anatomy - Myofascial Release 5 (60 hours). NB. Open to ALL people with Craniosacral Training Presented by Paul Doney, The Centre, Randwick. Ph 1800 101 105	300
8 - 10	Myofascial Release 1 (Lower Extremities, Psoas, Shoulder Girdle & Cervical Spine). Presented by Michael Stanborough. Perth. Ph: 08 9496 0792	80
9, 10	The Pelvis and Sacrum. Presented by Paul Conneely Coogee RSL Club. Ph: 02 9369 1215	70
15 - 17	Myofascial Release 1 (Lower Extremities, Psoas, Shoulder Girdle & Cervical Spine). Presented by Michael Stanborough. Canberra. Ph: 0411 398 996	80
17, 24	Mediball - Unit 1 and 2. Presented by James Walsh. Sydney. Ph: 02 4969 1101	70
31	Myofascial Therapy. Presented by Jim Walsh Sydney. Ph: 02 4969 1101	35
31	AMT Members' Day. Electrophysical Therapy. Presented by Mark Deal Sydney. Please see insert for details.	35
November		
13, 14	Mediball - Unit 1 and 2. Presented by Steve Dearing Canberra. Ph: 02 4969 1101	70
15 - 21	Myofascial Release 4 – Structural Integration (60 hours) Presented by Patricia Farnsworth, The Centre, Randwick. Ph 1800 101 105	300
18	Visceral Pathology and Back Pain. The Museum of Human Disease and Hall of Health Uni of NSW. 3pm to 6pm. Ph: 02 4260 6372	13
21, 28	Mediball – Unit 1 and 2. Presented by Penny Elliot and Stephen Dearing. Sydney. . Ph: 02 4969 1101	70
26 - 28	Myofascial Release 2 (The Ribs, Respiration and the Thoracic Spine). Presented by Michael Stanborough. Brisbane. Ph: 07 3249 5333	80
27, 28	Chi Acupressure Massage Workshop. Presented by Master Zhang Hao Chi Chinese Healing College, Burwood. Ph: 02 98999823	70
December		
4 - 7	Myofascial Release 1 – Fundamentals (32 hours) Presented by Ken Gordon, Brisbane. Ph 1800 101 105	160