



## **MASSAGE NEW ZEALAND STANDARDS OF PRACTICE**

Massage New Zealand Incorporated (MNZ) is the Self-Regulatory body which oversees competencies which have been achieved by its members via NZQA approved courses (or their equivalent with regard to overseas applicants).

This document details the standards for all MNZ registered massage therapists working within their particular scope of practice as massage therapists.

All registered MNZ therapists abide by these standards as well as the Code of Ethics which is required to be displayed at all clinic spaces where a registered therapist works.

These standards are based on clinical skills and their application, client safety, professional integrity and communication.

Complementing the standards, there is a clear public complaints procedure which is available to the public via the MNZ website: [massagenewzealand.org.nz](http://massagenewzealand.org.nz)

All correspondence should be addressed to:

[admin@massagenewzealand.org.nz](mailto:admin@massagenewzealand.org.nz)

Telephone: 0800 367 669

Standards	Code of Practice
<b>Interpersonal skills</b>	Be polite and considerate with clients
	Listen to clients and respect their concerns and preferences
	Give clients information they need in a way they can understand
	Work in partnership with clients to find the best treatment for them
	Obtain client's informed consent before commencing treatment
	Acknowledge your client's individuality in how you treat them
<b>Privacy</b>	Use appropriate draping to preserve the dignity and modesty of the client.
	Keep all communication between client and therapist confidential unless given specific permission to share.
	Keep written clinic records secure in locked cabinet.
	Use appropriate IT security via up-to-date antivirus and firewall software when using computer records.
	Ensure that the clinic space is easily accessible and maintains the privacy of the client.

Standards	Code of Practice
<b>Privacy cont.</b>	Obtain client's consent prior to posting on social media.
<b>Client Health</b>	On first consultation get client to complete and sign a client history information sheet and update where required.
	Inform client during session on what treatment will be provided and continue to monitor and update where required.
	Assess pressure, tissue tolerance and comfort levels during sessions and communicate with client on an ongoing basis.
	Use appropriate assessment techniques and measures to assess client needs.
<b>Hygiene and Health</b>	Keep the clinic in a tidy and hygienic condition.
	Maintain a high standard of personal hygiene and dress in an appropriate professional manner.
	Therapist will never knowingly work on a client if they believe they may pass on an illness or infection.
	Use gloves where necessary as part of infection control e.g. intraoral or intranasal work and if therapist has any cuts or lesions.

Standards	Code of Practice
<b>Education</b>	Obtain and maintain professional knowledge and skills.
	Have an NZQA approved level of qualification or equivalent.
	Work within the Scope of Practice for the relevant level of qualification.
	Undertake data analysis, draw conclusions and report findings in a scientific format to promote and offer opportunities for professional development and dissemination of current therapeutic massage research to peers and colleagues (Level 7).
	Possess skills in clinic management, clinical reasoning and therapeutic and sports interventions (Levels 6 & 7).
	Possess the skills to run a small business in a competent manner.
	Comply with MNZ membership requirements for Continuing Professional Development (CPD).
<b>Safety &amp; Quality in Practice</b>	Be able to conduct a client evaluation sufficiently to make a working assessment and formulate a treatment plan.

Standards	Code of Practice
<b>Safety &amp; Quality in Practice cont.</b>	Be able to formulate and deliver a justifiable treatment plan or refer where necessary.
	Ensure that your client records are full, accurate and completed promptly.
	Keep within Scope of Practice.
	Work with Evidence Informed Practice and ensure that clients are not given inaccurate or out-of-date information.
	Hold a current First Aid Certificate or equivalent.
<b>Professionalism</b>	Ensure that beliefs and values do not prejudice client care.
	Comply with equality and anti-discrimination laws.
	Respect clients' rights to privacy and confidentiality.
	Be open and honest when dealing with clients and colleagues and respond quickly to complaints.
	Ensure any problem with one's own health does not affect clients.
	Be honest and trustworthy in financial dealings whether personal or professional.

Standards	Code of Practice
<b>Professionalism cont.</b>	Recognise the potential contributions that other health providers can make to the wellbeing of a client.
	Effectively participate in the planning, implementation and evaluation of inter-professional approaches to client care, where such approaches are appropriate and available.
	Support colleagues and cooperate with them to enhance client care.
	Keep comments about colleagues or other health providers honest, accurate and valid.
	Act with integrity in the professional practice.
	Uphold the reputation of the profession through good conduct.
	Abide by the MNZ Code of Ethics, abide by the Health and Disability Commissioners Code of Rights
	Comply with health and safety regulations where applicable.
	All advertising that involves an objective effect i.e. “improves fertility”, “removes scar tissue” etc, must be able to be substantiated by robust scientific evidence.
<b>Legal and Cultural Requirements</b>	Have an understanding of The Treaty of Waitangi and its implications for culturally safe practice.
	Have an understanding of the various laws applying to massage therapy in NZ.

Standards	Code of Practice
<b>Legal and Cultural Requirements cont.</b>	Be aware of the referral process for complaints to the Health and Disabilities Commissioner.
	Display Code of Rights and Code of Ethics in clinic space.
	Comply with any bylaws pertaining to massage therapy in your area.
	Be aware of cultural appropriateness and respect in order to meet clients' needs.