

Geoffrey Mogridge

**A Report by the
Deputy Health and Disability Commissioner**

(Case 06HDC09882)



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

Parties involved

Ms A	Consumer/Complainant
Mr Geoffrey Mogridge	Provider

Complaint

On 13 June 2006, the Commissioner received a complaint from Ms A about the services provided by Mr Geoffrey Mogridge. The following issue was identified for investigation:

- *The adequacy and appropriateness of the care provided to Ms A by Mr Geoffrey Mogridge.*

An investigation was commenced on 4 July 2006.

Information reviewed

- Information from Ms A
- Information from Mr Mogridge

Independent expert advice was obtained from shiatsu practitioner and naturopath Ms Val Cooksley.

Information gathered during investigation

Mr Geoffrey Mogridge

Mr Mogridge describes himself as a “self employed Natural Therapies Practitioner”, and works in the Auckland region. He is not a registered health practitioner. He described the range of therapies he provided in 2003 as being the same as those stated in a brochure he provided, dated 16 January 2006:

“By definition I am a Natural Therapies Practitioner specialising in readings, healing, counselling (both spiritual and personal) and facilitate a variety of workshops.”

During the investigation of two previous complaints¹ Mr Mogridge described his specialty as “healing”. He provided “lifepath readings” based on clairvoyant/clairsentient numerology “to help people work with different aspects of their lives emotionally, mentally and also physically”. He also provided “spiritual healing”, “massaging in some cases”, and ran a variety of workshops (“aimed at not only helping people on a spiritual sense but also in a physical sense in relation to their daily lives”).

Mr Mogridge stated that he has a certificate in Shiatsu massage but has no other formal qualification relating to massage, although he stated that he has received tuition in remedial and Swedish massage.

Chronology

In her letter of complaint, Ms A gave an account of a consultation she had with Mr Mogridge that took place in March 2003:

“I made an appointment with [Mr Mogridge] for a numerology consultation, based on my name and birth date, given to him over the phone. This was in 2003, shortly after my split from my husband of 18 years.

When I sat down in front of his desk, shortly afterwards he commented on how my back pain was apparent to him, even to the point he felt uncomfortable. He then offered to give me a massage, although I could not afford to pay this extra expense. He offered me this for [free] and then set up the massage table in the next room. He massaged my back which was quite relieving and unobtrusive. Then he asked me to roll onto my back and I recall becoming very uncomfortable when his hand proceeded to go back and forth between my breast. At the time I wondered how this could have anything to do with one’s back, but having never had a massage before and knowing no techniques I felt I couldn’t comment.

I did however feel cheap and somewhat violated; it did not feel right to me.

I did not speak up about it at the time ... because after many years in an unhappy marriage my self-worth was at a low point.

..

I myself have subsequently trained with the New Zealand College of Massage in Levels ... One, Two and Three. I myself know the parameters of safe and appropriate conduct when massaging an individual ... and I still regard [Mr Mogridge’s] conduct on my own massage from him as being inappropriate, unsafe and threatening.”

¹ See Opinions 06HDC07873 and 06HDC09325.

Ms A stated that she was undressed from the waist up, covered by a towel or sheet, when Mr Mogridge massaged between her breasts.

Mr Mogridge advised that he does not specifically recall Ms A, although he was consulted by two women with the same name in March 2003, and he accepts that it is probable Ms A was one of these two women. Mr Mogridge has not disputed Ms A's account of what occurred when she attended for her numerology reading and her subsequent massage. Mr Mogridge was interviewed about the massage he provided:

“Interviewer: [When] you're going to perform a massage such as the one which [Ms A] has described, do you explain to the client what you're going to do beforehand?

Mr Mogridge: If we're going to do a massage, yes, are we going to use oil, do clothes need to be removed to do that, yes.

Interviewer: So would you have explained to her that you would be massaging her in an area which normally strangers don't go near?

Mr Mogridge: Ok, in relation to would I be massaging her between the breasts? No.

Interviewer: You wouldn't explain that?

Mr Mogridge: I wouldn't explain and have time to basically explain to somebody where you would massage all the way through, I [do not] know of any ... massage therapists that describe where they're going to do what they're going to do in all sorts of detail. Normally when somebody goes for a massage, I know sometimes if it's [the] neck and shoulders or a particular area, I'd tell them that. If I just go for a general massage, I just leave myself open to whatever I am going to expect and believe most people do the same. If someone has a specific area of pain, then they can ask a massage therapist to work specifically on that area.

Interviewer: Have you ever made use of a chaperone?

Mr Mogridge: A chaperone?

Interviewer: Yes, when you provided massage [for] a female client.

Mr Mogridge: No I have not.”

Mr Mogridge explained that it was not uncommon for him to massage the area of the sternum as “[i]t helps relieve a lot of the tension and also helps with the heart.”

In summary, Mr Mogridge stated that he did not see any “wrong-doing” in the massage he provided Ms A. He stated:

“I actually find ... it almost a little ridiculous that someone would make a complaint on that basis.”

Mr Mogridge further stated:

“I do regret that [Ms A] found [the massage] uncomfortable and also that for whatever reason she was unable or unwilling to express this at the time ...”

Independent advice to Commissioner

The following expert advice was obtained from registered massage therapist Val Cooksley:

“I have been asked to provide an opinion to the Health and Disability Commissioner on case number 06/09882.

I hereby declare that I have read and agree to the Commissioners Guidelines for Independent Advisors.

I am a qualified and registered Shiatsu Practitioner and Naturopath, and have [been] practising and teaching Shiatsu for the last 28 years.

I am currently a member of the Education Committee of the professional body for Shiatsu in New Zealand i.e. the ‘Shiatsu Practitioners Association Aotearoa Inc’.

Qualifications: Diploma of Shiatsu
 Diploma of Naturopathy

Referral Instructions from the Commissioner are as follows:

To provide independent expert advice about whether Mr Geoffrey Mogridge provided an appropriate standard of care to [Ms A].

[At this point Ms Cooksley notes the questions asked of her, which are repeated in her advice. These have been omitted for the sake of brevity.]

Information Reviewed

Source: Health and Disability Commissioner

1. Letter of complaint (page 1 to 2)
2. Notification letters (page 3 to 4)
3. Information from Mr Mogridge (page 5)
4. Transcript of interview with Mr Mogridge (page 6 to 12)

Source: Massage Institute of New Zealand Inc (MINZI)

1. Code of ethics (appendix)
2. Rules of Practice (appendix)

[At this point Ms Cooksley describes the background events of the complaint. These have been omitted for the sake of brevity.]

1. Please comment generally on the standard of massage care provided by Mr Mogridge to [Ms A].

[I am] unable to comment fully on the general standard of massage care due to insufficient information.

However prior to rubbing [Ms A's] sternum; it is the responsibility and duty [of] Mr Mogridge to re-ensure he has taken the required steps to:

- a) obtain fully informed consent from [Ms A] to approach any area close or adjacent to the breast area;
- b) take into account her comfort, welfare and privacy, particularly when asking her to roll over on to her back to work on the front of her body;
- c) give a satisfactory explanation of methods or techniques to be used and area of body to be treated.

2. What professional standards are relevant in this case?

While practising any body work/massage in New Zealand, practitioners are bound by the rules governing the members of any professional body representing their particular modality that they belong to.

The following are the main professional Associations to consider for guidelines:

- Members of the Massage Institute of New Zealand Inc (MINZI) are bound by MINZI Code of Ethics and Rules of Practice (see Appendix 1)
- Members of the Charter of Natural Health Practitioners are bound by the Charter's Code of Ethics. (see Appendix 2)
- Members of the Shiatsu Practitioners' Association Aotearoa (SPAA) are also bound by the Association's Code of Ethics. (see Appendix 3)

Each of these Professional Associations have set training or competency standards that their members are required to achieve before they can be registered as a practitioner. Members are also required to attend ongoing post-graduate training annually to remain registered members.

Massage training Standards are on the NZQA framework. Shiatsu training standards in New Zealand are 1600 hours over a 3 year period.

Practitioners are not bound by law to belong to any Professional Association in New Zealand. The Consumer must check the practitioners' credentials for themselves.

As Mr Mogridge is not a member of the Shiatsu Practitioners Association Aotearoa Inc. and this complaint is about massage, the professional standards for massage are referred to for this question.

Code of Ethics of MINZI (Massage Institute of New Zealand Inc); the professional body of massage therapists, states:

2. Practitioners must give priority at all times to their clients' comfort, welfare and privacy.
5. Treatment must not commence until the client understands what is involved and the expected outcome.

Rules of Practice (MINZI)

Complete and explicit records of transactions must be kept, including specific details of treatment, so that should any questions of malpractice arise, the Board may be in a position to adjudicate.

It's the practitioner's responsibility to ascertain from each client any preference the client may have regarding type of treatment, and to inform the client if they are unable to offer the preferred treatment.

CODE OF ETHICS & PRINCIPLES OF ETHICAL BEHAVIOUR of The New Zealand Charter of Health Practitioners Association Inc:

The Principles of 'ethical behaviour' which are applicable to all Practitioners of the Natural Health Professions of New Zealand, whether they are 'Chartered Practitioners' or otherwise, including those Practitioners and Students who may not be engaged directly in clinical practice, are those Principles which follow, namely, a direction to each person:

Principle 1: to consider at all times your first priority and duty to be the health and well-being of your patient.

Principle 2: to place your professional ability and integrity amongst your primary duties and concerns.

Principle 3: to recognise your limitations and the specialised skills of others in the prevention and treatment of ill-health and disease.

Principle 8: to maintain at all times accreditation within the modality/s to which your knowledge and skills apply.

PRINCIPLES AND CODE OF PRACTICE

Advice and treatment will not be given for disciplines [in which] a practitioner does not hold accreditation for in New Zealand.

Regular post-graduate study or research must be undertaken to maintain skills and knowledge to a recognised standard of performance.

3. Were these standards met?

If Mr Mogridge had been a member of a professional body governing Health or Massage, he has not met the following requirements:

‘Complete and explicit records of transactions must be kept, including specific details of treatment.’

Concerning ‘Treatment must not commence until the client understands what is involved and the expected outcome’, I am limited in my professional opinion by the absence of this information in [Ms A’s] statement, as she has not stated that she did not give consent.

However it is my professional opinion that when taking in consideration the close proximity of the sternum to the breast, that Mr Mogridge did not appear to take the necessary steps to ensure he had obtained fully informed consent from the patient regarding ‘rubbing the sternum’ prior to using this technique.

Principle 8: to maintain at all times accreditation within the modality/s to which your knowledge and skills apply.

Advice and treatment will not be given for disciplines [in which] a practitioner does not hold accreditation for in New Zealand.

He has not produced qualifications to show that he meets the required training standards set by the relevant governing professional associations/bodies.

4. Please comment on the appropriateness of Mr Mogridge decision to massage [Ms A’s] sternum.

There are pressure points on the sternum (refer to the following question [5]) which may be appropriate to use for regulating the Heart and calming the spirit.

To be appropriate Mr Mogridge would need to explain what he was doing and why. The provider would then need to ask for fully informed consent before proceeding.

Please note a consumer remains fully clothed throughout a Shiatsu session, therefore if these points were learnt as part of his Shiatsu tuition, any techniques used on the sternum would have been taught to be applied with consumer remaining clothed.

There are other massage modalities that do rub the sternum directly on the skin.

5. Please comment on Mr Mogridge's statement that massage of the sternum 'helps relieve a lot of the tension and also helps with the heart'.

There are 6 acupressure/acupuncture/shiatsu points located on the midline of the sternum.

These points would be indicated for use for the following symptoms:

Sensation of fullness in the chest

Pain in the chest.

Pain of the sternum

Pain radiating from the heart to the back

The action of these points are:

To regulate the heart and calm the spirit

Unbind the chest

6. What information should be provided, or consent obtained, prior to the massage described by [Ms A]

a) Provide information on treatment options available.

b) Provide an explanation of what is going to be done and why.

c) Inform [Ms A] of areas being treated, particularly areas close to parts of the body which have an association or connotation as 'sexual organs'

d) Fully informed consent needs to be obtained before treatment commences.

Refer to Question 2: Code of Ethics and Rules of Practice MINZI."

Code of Health and Disability Services Consumers' Rights

The following Rights in the Code of Health and Disability Services Consumers' Rights are applicable to this complaint:

Right 4

Rights to Services of an Appropriate Standard

...

- (2) *Every consumer has the right to have services provided that comply with legal, professional, ethical, and other relevant standards.*

Right 6

Right to be Fully Informed

...

- (2) *Before making a choice or giving consent, every consumer has the right to the information that a reasonable consumer, in that consumer's circumstances, needs to make an informed choice or give informed consent.*

Right 7

Right to Make an Informed Choice and Give Informed Consent

- (1) *Services may be provided to a consumer only if that consumer makes an informed choice and gives informed consent, except where any enactment, or the common law, or any other provision of this Code provides otherwise.*

Opinion

This report is the opinion of Tania Thomas, Deputy Commissioner, and is made in accordance with the power delegated to her by the Commissioner.

Opinion: Breach — Mr Geoffrey Mogridge

Introduction

Mr Mogridge describes his specialty as "healing". He provided services "to help people work with different aspects of their lives emotionally, mentally and also physically". He also provided "spiritual healing", "massaging in some cases", and has run a variety of workshops ("aimed at not only helping people on a spiritual sense but also in a physical sense in relation to their daily lives"). He advertised that he was a "natural therapies practitioner" specialising in healing and counselling.

I consider Mr Mogridge to be a health care provider under section 3(k) of the Health and Disability Commissioner Act 1994 (the Act), as he “holds himself ... out, as providing health services to the public”. The services Mr Mogridge provided were intended to, and advertised as, “services to promote health” and included massage services. Therefore, I am satisfied that Mr Mogridge provided “health services” to Ms A in accordance with the definition in section 2 of the Act.

Informed consent

Mr Mogridge provided Ms A with massage services. Therefore, under Right 6(2) of the Code of Health and Disability Services Consumers’ Rights (the Code), Mr Mogridge had a duty to provide the information that Ms A needed to make an informed choice about the provision of those services. Mr Mogridge also had an obligation to ensure that Ms A gave informed consent before providing the massage services, as required by Right 7(1) of the Code.

Although Mr Mogridge does not recall the services he provided to Ms A in any detail, he has accepted that the account she gave of the massage is an accurate one: that he suggested to her that she have a massage, and that part of that massage included him running his hands between her breasts. Ms A stated that she was undressed from the waist up, covered with a towel or sheet, when Mr Mogridge massaged between her breasts. This is corroborated by Mr Mogridge, who stated that it was his normal practice that the client, in this case Ms A, to be undressed, and that he would not have advised his client that he would be massaging in the area of her breasts.

My independent expert shiatsu practitioner and naturopath advisor, Ms Val Cooksley, advised that there are pressure points on the sternum, which may be massaged to regulate the heart and calm the spirit. However, in order to perform massage of the sternum appropriately, “Mr Mogridge would need to explain what he was doing and why. [He] would then need to ask for fully informed consent before proceeding.” She advised that, prior to the massage, Mr Mogridge should have provided information on treatment options available; provided an explanation of what would be done and why; informed Ms A of areas to be treated, particularly areas close to parts of the body which have an association or connotation as “sexual organs”; and obtained fully informed consent.

There is no evidence that Mr Mogridge obtained Ms A’s consent to him massaging between her breasts. Indeed Mr Mogridge has admitted that he would not explain to women whom he was massaging that he was intending to massage between their breasts.

Mr Mogridge did not advise her of what he was proposing to do, or provide information about why he considered this area should be worked on. In my opinion, this was information that he needed to provide for Ms A to give informed consent. Although he has stated that massaging the area of the sternum was not uncommon for him, this does not preclude him from specifically obtaining consent from a client before embarking on a massage in such close proximity to an intimate area. Providers

who do not adequately explain the services being provided run the risk of making the consumer feel confused and uncomfortable. Ms A has described feeling “cheap and somewhat violated” as a result of Mr Mogridge massaging between her breasts.

Mr Mogridge had a duty to explain to Ms A the nature and extent of the massage he proposed to give, and why this massage would be beneficial, before providing massage services. By failing to provide this information, in my opinion Mr Mogridge breached Right 6(2) of the Code. As a consequence, Mr Mogridge also breached Right 7(1), as he provided a service without Ms A’s informed consent.

Documentation

Documentation of services provided is important to ensure quality and continuity of services. All health service providers, including massage therapists, have a professional obligation to document the services provided to consumers. The expectation that massage providers document information about services provided to clients is demonstrated by the Massage Institute of New Zealand’s Rules of Practice, which state:

“Complete and explicit records of transactions must be kept, including specific details of treatment.”

Mr Mogridge stated that he has no documentation that describes the massage services he provided to Ms A. Accordingly, by not keeping any record of the services he provided to Ms A, Mr Mogridge failed to provide services that complied with professional standards, and therefore breached Right 4(2) of the Code.

Other comment

Although there is no evidence that enables me to state that Mr Mogridge was attempting to sexually exploit Ms A under the guise of a massage, it was he who suggested Ms A required a massage, and he who massaged between her breasts. I note that Mr Mogridge has received no formal massage training, apart from a course in Shiatsu massage.

In Opinion 06HDC07873 (page 9), Mr Mogridge stated that “many” of his clients had also become his “girlfriends”. In Opinion 06HDC09325 (page 24), I stated my view that Mr Mogridge was a “sexual predator”. I also note that, since the publication on the Health and Disability Commissioner’s website of the above cases, a further complaint about Mr Mogridge has been received, and is being investigated.

As a result of my concern about protection of the public, I intend to name Mr Mogridge in the abridged copy of this report to be placed on the Health and Disability Commissioner website. I also consider that, in light of the emerging pattern of

conduct by Mr Mogridge, the public interest requires his referral to the Director of Proceedings.

Follow-up actions

- Mr Mogridge will be referred to the Director of Proceedings in accordance with section 45(2)(f) of the Health and Disability Commissioner Act 1994 for the purpose of deciding whether any proceedings should be taken.
 - A copy of this report, with details identifying Ms A removed, but naming Mr Mogridge, will be sent to the Massage Institute of New Zealand Incorporated, and placed on the Health and Disability Commissioner website, www.hdc.org.nz, for educational purposes.
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Addendum

The Director of Proceedings considered the matter and decided not to issue any proceedings. Whilst there was a breach of the Code, the nature of the breach was not sufficiently serious to warrant bringing proceedings before the Human Rights Review Tribunal.

Appendix 1

Massage Institute of New Zealand Incorporated

CODE OF ETHICS

1. Practitioners must uphold the dignity and status of their profession at all times.
2. Practitioners must give priority at all times to their clients' comfort, welfare and privacy.
3. Practitioners must not exploit the trust of their clients for financial gain or other purposes.
4. Practitioners must limit themselves to their spheres of competence.
5. Treatment must not commence until the client understands what is involved and the expected results.
6. Practitioners must supply clean linen and towels, be cleanly and appropriately attired, and provide clean toilet and washing facilities.
7. Practitioners must not associate with any business, practice or trade which in any way contravenes this Code of Ethics.
8. The practitioner may at his/her discretion refuse to treat any person.

Any person considering that the above Code of Ethics has been breached should write to the National Secretary, Massage Institute of N.Z. Inc.

RULES OF PRACTICE

Where it is necessary to take action under the Code of Ethics of rule 3, if the practitioner is unsure of action s/he should consult with any of the Board's members.

Complete and explicit records of transactions must be kept, including specific details of treatment, so that should any questions of malpractice arise, the Board may be in a position to adjudicate.

Practitioners' premises shall have a satisfactory standard of privacy.

It is the practitioners' responsibility to ascertain from each client any preference the client may have regarding type of treatment, and to inform the client if they are unable to offer the preferred treatment.

Practitioners must be familiar with the relevant legal Acts relating to the practice of their modality in New Zealand.

The practitioner should adhere to the Code of Ethics at all times and if s/he is in any doubt they should seek the advice of a board member. Recorded details should be noted and forwarded to the Secretary without divulging client confidentiality.

Practitioners must ascertain and abide by local by-laws.

A practitioner shall not use his/her membership for the promotion, commercialism, endorsement or enhancement, of any product, remedy or commercial enterprise.

Advertising shall be discreet and professional. Any Advertising which in the opinion of the board is deemed unsuitable, shall be withdrawn from use.

Any matters released by a practitioner involving the Institute must be cleared by Board Members before publication.

[www.minzi.org.nz/policies/code of Ethics](http://www.minzi.org.nz/policies/code_of_Ethics)

Appendix 2

**“THE NEW ZEALAND CHARTER”
OF THE ‘AFFILIATE SIGNATORIES’ OF THE
NATURAL MEDICINE, TRADITIONAL MAORI MEDICINE,
TRADITIONAL CHINESE MEDICINE AND
NATURAL THERAPIES PROFESSIONS**

CODE OF ETHICS

PRINCIPLES OF ETHICAL BEHAVIOUR

The Principles of ‘**ethical behaviour**’ which are applicable to all Practitioners of the Natural Health Professions of New Zealand, whether they are ‘**Chartered Practitioners**’ or otherwise, including those Practitioners and Students who may not be engaged directly in clinical practice, are those Principles which follow, namely, a direction to each person:

Principle 1: to consider at all times your first priority and duty to be the health and well-being of your patient.

Principle 2: to place your professional ability and integrity amongst your primary duties and concerns.

Principle 3: to recognise your limitations and the specialised skills of others in the prevention and treatment of ill-health and disease.

Principle 4: to honour and respect the skills of your professional Colleagues and uphold your Profession and its ongoing traditions.

Principle 5: to improve your professional knowledge and skills using current research so that the best possible advice and available treatment can be afforded to your patient.

Principle 6: to maintain a confidentiality of patient information at all times unless a legal duty of disclosure is demanded in a particular case of law.

Principle 7: to refer to other practitioners, patients whom require treatment or advice outside the scope of your present knowledge and training.

Principle 8: to maintain at all times accreditation within the modality/s to which your knowledge and skills apply.

Principle 9: to uphold acceptable guidelines for practitioner/patient relationships, these must be maintained on a professional and treatment protocol basis only.

All Chartered Practitioners must confirm in writing the acceptance of these principles of Ethical behaviour on the membership application form before being Considered full members of the Society.

GUIDE TO THE ETHICAL BEHAVIOUR OF NATURAL HEALTH PRACTITIONERS

Being mindful of the terms and legitimate expectations of “**The New Zealand Charter of the Affiliate Signatories of the Natural Medicine, Traditional Maori Medicine, Traditional Chinese Medicine and Natural Therapies Professions**”, the Governing Councils of the Professions each in turn and jointly, as the case may require, by their representatives, hereby accept the responsibility of expressing and delineating the standards of ethical behaviour expected of Chartered and other Practitioners of the Natural Health Professions of New Zealand.

In order to assist individual Practitioners to better understand their duties and responsibilities, an expanded interpretation of the ‘**Principles of Ethical Behaviour**’ is further expressed in the following Articles.

PRINCIPLES AND CODE OF PRACTICE

The procedures listed are a broad précis of best business practice management as they apply to articles 1 to 42.

All patient records to be kept in accordance with best business practice and confidentially.

All treatment and advice given will be within the scope of acceptable modality standards for which the practitioner is accredited.

All equipment used for treatment, diagnosis and dispensing will comply with local body and national regulations.

Advice and treatment will not be given for disciplines a practitioner does not hold accreditation for in New Zealand.

Regular post-graduate study or research must be undertaken to maintain skills and knowledge to a recognised standard of performance.

A referral list of alternate practitioners must be maintained to facilitate referral of patients outside attending practitioners scope of practice.

Practitioners must abide by all local by-laws and regulations and national acts of parliament as they may apply.

No practitioner shall make claims, for which they are not qualified to make in regard to treatment protocol or diagnosis.

The rights of fellow practitioners shall be upheld at all times with regard to their expertise and knowledge.

Any Chartered Practitioner found to be compromising the confirmed by-laws or codes of the New Zealand Charter of Health Practitioners Incorporated will be called upon to attend a disciplinary hearing for review of their Chartered Status.

For a full copy of code of ethics see
<http://www.healthcharter.org.nz/philosophy>

Appendix 3

Shiatsu Practitioners Association Aotearoa

CODE OF CONDUCT AND ETHICS

Introduction

This is a written Code of Ethics which provides a common standard for all Ordinary Members and Practitioners and Teachers to follow. This has the advantage of giving confidence to the public by enabling them to know the ethical standards of the Association.

A Shiatsu therapist, by becoming either a Student, Associate or Registered Practitioner of the Shiatsu Association, agrees to be bound by and to observe this Code of Conduct and Ethics and to submit to the jurisdiction of SPAA (NZ) Inc in relation to it.

The Rules

SPAA (NZ) Inc does not discriminate on the basis of sex, ethnicity, religion or age.

- SPAA members shall obtain an overview or profile of the client's state of being and health history and discuss any problem areas that may contra-indicate Shiatsu in accord with the SPAA guidelines.
- In cases where Shiatsu may be or is contra-indicated, members shall acknowledge their professional limitations and refer the client to the appropriate medical or complementary health professional.
- Member of SPAA shall maintain the highest standards of professional conduct and promote the art and science of Shiatsu bodywork.
- SPAA members should be dedicated to their own self-development and personal growth and maintain the highest standard of professional work and integrity through the on-going renewal of their holistic and technical skills.
- Treatment of a client is legally permitted only with his or express or implied consent.
- When a member of the public asks for treatment the practitioner shall ensure that the client understands the nature of the treatment that will be given.
- Practitioners shall recognise the client's right to refuse treatment or ignore advice.
- Practitioners shall respect at all times the confidence of the client and diagnostic findings acquired during consultation and/or treatment which shall not be divulged to anyone without the client's consent. Findings and treatment

shall only be divulged when failure to take action would constitute a menace or danger to the client or another member of the community. Practitioners shall also abide by the Privacy Act, and specifically not distribute/share any client mailing lists.

- SPAA members shall keep accurate and up-to-date records regarding any client's treatments.
- SPAA members will in no way instigate or tolerate any kind of sexual advance while acting in the capacity of a Shiatsu practitioner.
- A member shall not lay claim to services, therapy or cures for which he/she is not specifically trained or suitably qualified.
- The practitioner shall not countermand instructions or prescriptions given by a medical doctor.
- Practitioners must be familiar with the law relating to the practice of medicine in New Zealand.
- Members shall be aware of and abide by the law.