



REIKI AUSTRALIA
In Touch

Code of Conduct for Professional Reiki Treatment Practitioners 2010

October 2009; To be reviewed within five years

Preamble

Upon entering the practice of Reiki, each practitioner accepts the responsibility and trust vested in the practice of Reiki, and the corresponding obligation to adhere to and maintain Reiki Australia's Code of Conduct for Professional Reiki Treatment Practitioners. Professional Reiki treatment practitioner members have a responsibility to the client, society, and Reiki Australia, to provide safe, competent care to clients. The Code of Conduct for Professional Reiki Treatment Practitioners in Australia is a guideline to set national minimum standards for accountable professional conduct.

Purpose of the Code of Conduct for Professional Reiki Treatment Practitioners

- To inform the professional Reiki treatment practitioner of the minimum standards for professional, ethical and moral conduct.
- To inform the public of the minimum standards for professional, ethical and moral conduct, and indicate to the community the values and standards which professional Reiki treatment practitioners uphold.

- To provide appropriate bodies with a basis for decisions regarding standards of professional, ethical and moral conduct.

Code of Conduct for Professional Reiki Treatment Practitioners

Each professional Reiki treatment practitioner will:

1. Provide professional, safe, ethical and competent treatments;
2. Adopt standard precautions for infection control
3. Uphold the highest professional standards of their practice;
4. Practise in accordance with current laws, professional, moral and ethical standards relevant to complementary healing practice;
5. Respect the dignity, culture, values, and beliefs of clients and significant others in the provision of Reiki treatments and/or teaching;
6. Promote and support the health, wellbeing and informed decision-making of clients in the provision of Reiki treatments;
7. Promote and preserve the trust that is inherent in the privileged relationship between professional Reiki treatment practitioners and their clients with respect to both their person and their property;
8. Treat as confidential personal information obtained in a professional capacity;

9. Keep appropriate records;
10. Refrain from engaging in exploitation, misinformation and misrepresentation, in regard to health care products and Reiki practice;
11. Treat all individuals with integrity, impartiality and respect;
12. Ensure all professional relationships and interactions will be ethical and non-exploitative financially, sexually, emotionally or in any other way; and
13. Recognise the value of self-treatment and also receiving Reiki from another as part of their on-going self-development.

If a professional Reiki treatment practitioner is unable to uphold all of the elements of this Code with any client, s/he is required to decline to treat that client, and where possible refer them to another practitioner.

Explanatory Statements in relation to the Code of Conduct for Professional Reiki Treatment Practitioners

I. Provide professional, safe, ethical and competent treatments

1. The professional Reiki treatment practitioner is personally accountable for the provision of professional, safe, ethical and competent Reiki treatments. Therefore the practitioner is responsible for maintaining the competence necessary for current practice.

2. The professional Reiki treatment practitioner should advise employers or the appropriate authority of their level of competence, as well as limitations. Where care is delegated to another practitioner, the delegating practitioner will ensure that the delegation of care does not in any way compromise their responsibility to duty of care to the client.
3. Professional Reiki treatment practitioners must encourage their clients to inform their treating medical practitioner (if any) of the treatments they are receiving.
4. Professional Reiki treatment practitioners must have a sound understanding that adverse interactions are possible between the treatments they provide and other treatments or medications, whether prescribed or not. They are required to document any adverse reactions reported to them by their clients.
5. Professional Reiki treatment practitioners must ensure that appropriate first aid is available to deal with any misadventure during a Reiki session.
6. Professional Reiki treatment practitioners who have serious concerns about the treatment provided to any of their clients by another health practitioner must refer the matter to the appropriate health care complaints authority in your state or territory.
7. The Code is not intended to provide direction for the resolution of specific ethical dilemmas, nor can this document adequately address the definitions of terms and concepts which are part of the study of ethics. If faced with an ethical dilemma Reiki Australia members

are encouraged to contact the Reiki Australia Ethics Committee.

8. Members are also encouraged to undertake discussion and educational opportunities in order to identify ethical dilemmas as well as apply ethical reasoning and clarify for themselves issues related to the provision of professional, safe, ethical and competent treatments.

II. Adopt standard precautions for infection control

Professional Reiki treatment practitioners must adopt standard precautions for the control of infection in their practice.

III. Uphold the highest professional standards of their practice

1. The agreed standards for the professional practice of Reiki include a number of statements such as this Code and the Code of Ethics for Professional Reiki treatment practitioners. Professional Reiki treatment practitioners are responsible for ensuring that the standard of their care is congruent with the agreed standards of Reiki Australia, thereby ensuring safety for, and enhancing health outcomes and wellbeing of their clients.
2. Professional Reiki treatment practitioners have a responsibility to themselves to maintain their own effectiveness. They are expected to monitor their own personal functioning and to seek help and/or withdraw from giving treatments when their personal resources are sufficiently depleted through personal or emotional challenges, illness, disability, drugs or any other change to their lives that may impair their effectiveness as professionals.

IV. Practise in accordance with current laws, professional, moral and ethical standards relevant to complementary healing practice

1. Professional Reiki treatment practitioners are required to be familiar with all relevant laws so as to ensure that they do not engage in practices prohibited by such laws or delegate to others activities prohibited by those laws.
2. Professional Reiki treatment practitioners must not accept financial inducements or gifts for referring clients to other health practitioners or to the suppliers of therapeutic goods or devices.
3. Professional Reiki treatment practitioners must not offer financial inducements or gifts in return for client referrals from other health practitioners.
4. Professional Reiki treatment practitioners who wish to provide treatments to children must act in accordance with their state/territory legislation and regulations. This may include requiring practitioners to have a police check and card for working with children.

V. Respect the dignity, culture, values and beliefs of clients and significant others in the provision of Reiki treatments

In providing treatment, the professional Reiki treatment practitioner treats with consideration and respect the wishes and decisions of clients, students and their significant others. The practitioner should seek, where possible, assistance and advice from properly qualified interpreters, ethnic advisers or relevant cultural support persons as necessary.

VI. Promote and support the health, wellbeing and informed decision-making of clients in the provision of Reiki treatments

1. Within their role and scope of competency, professional Reiki treatment practitioners educate and inform clients and significant others regarding the nature and purpose of their treatment, thus enabling them to make informed decisions.
2. In situations where clients are unable to decide or speak for themselves, the practitioner must endeavour to ensure that the perspective of the client is represented by an appropriate advocate.

VII. Promote and preserve the trust that is inherent in the privileged relationship between professional Reiki treatment practitioners and their clients with respect to both their person and their property

Clients can find themselves in a vulnerable situation when they enter the practitioner/client relationship. Clients trust that professional Reiki treatment practitioners will personally cause them no physical or psychological harm, and will not abuse their property.

The professional Reiki treatment practitioner must, before commencing a treatment, obtain informed consent. This includes describing the recommended hand positions for the treatment and the client agreeing to the use of those hand positions.

Where there is a clear clinical basis for placement of hands over the genitals or breasts as part of the Reiki treatment, the Reiki treatment practitioner must obtain signed consent from the client prior to treatment; the client can then receive treatment appropriate to their condition.

These steps are essential to prevent misunderstandings and the perception of inappropriate touching or sexual misconduct.

VIII. Treat as confidential personal information obtained in a professional capacity

1. The professional Reiki treatment practitioner has a legal and moral duty to protect the privacy of the client by confining communications obtained in a professional capacity to other practitioners involved in the care of the client for professional purposes.
2. The client should be informed that in providing competent care, it may be necessary for the professional Reiki treatment practitioner to disclose certain information relevant to clinical decisions which must be made by other health practitioners involved in the client's care.
3. Where practicable, consent is to be sought from the client or a person entitled to act on behalf of the client before information is disclosed. In the absence of consent, the professional Reiki treatment practitioner uses professional judgment regarding the necessity to disclose particular details, giving due consideration to the interests, well-being, and safety of the client and recognising that the practitioner may be required to disclose certain information to practitioners in the broader health care system.
4. Where information is required for teaching and research, the professional Reiki treatment practitioner ensures that anonymity and privacy of the client are protected, and that the information for research is obtained by consent.

IX. Keep appropriate records

Professional Reiki treatment practitioners must maintain accurate, legible and current records for each client consultation.

X. Refrain from engaging in exploitation, misinformation and misrepresentation, in regard to health care products and Reiki practice

1. Professional Reiki treatment practitioners should be aware that when engaged in promoting commercial products, there is a risk that the title 'Reiki Treatment Practitioner', or 'Accredited Reiki Treatment Practitioner' or 'Professional Reiki Treatment Practitioner' could be seen to endorse the worth of the product.
2. Reiki treatment practitioners must not engage in any form of misinformation or misrepresentation in relation to the services they provide or as to their qualifications, training or professional affiliations.
3. In describing their practice professional Reiki treatment practitioners must avoid comparisons to other practices or practitioners, Reiki or otherwise, e.g. 'is more effective than ...', 'accesses a higher vibration than ...'.
4. Professional Reiki treatment practitioners must provide truthful information as to their qualifications, training or professional affiliations.

XI. Areas of Competence and Client Relationship

Individuals are entitled to make decisions related to their own welfare, based on accurate information given by the

practitioner. If clients are not present or able to speak for themselves, the practitioner will ensure, where possible, that someone is able to accurately represent the person's perspective.

XII. Relationship with other Health Care Professionals

1. Members will respect a client's faith in their primary care provider.
2. Members will acknowledge the roles of other health care professionals, and will refrain from denigrating them or their legitimate practice.
3. Members will have due regard for advice, treatment or therapy that may be provided to a client by another health care professional.
4. Members will be aware of the limitations of their own particular fields of training and qualification, and will, when necessary, refer clients to, and co-operate with, other health professionals.

XIII. Professional Excellence

It is expected that members will:

1. Be aware that professional judgment and conduct may be impaired by the use of alcohol and drugs, and therefore abstain from these substances when acting in a professional capacity;
2. Continually enhance their professional qualifications, knowledge and skills throughout their careers, and assist those who may work under their supervision to attain further professional knowledge and experience;

3. Cultivate clear communication with their clients and fellow health professionals. With the latter, this will encompass the sharing of professional knowledge;
4. Ensure that premises where they conduct their practice offer privacy and are maintained in a clean and tidy manner. Members will maintain appropriate standards of attire and personal hygiene during clinical practice;
5. Ensure that all equipment used in their practice is maintained in good order so as to maintain appropriate safety for the client;
6. Refrain from professional misconduct, including plagiarism, inappropriate omission of information, and the making of false or deceptive statements;
7. Take personal responsibility and accountability for their decisions and actions as professional practitioners in society. They will be aware that their actions and choices in behaviour and communication may have an effect on others. Where conflict of interest may arise, the practitioner will take prompt steps to resolve the issue; and
8. Refrain from making either diagnosis or prognosis for their clients.

Discipline

All professional Reiki treatment practitioners are bound by the Code of Conduct for Professional Reiki Treatment Practitioners and, on joining Reiki Australia, shall be required to sign that they have read, and subscribe to, the above Code. Any professional Reiki treatment practitioner Member, Accredited Reiki Treatment Practitioner, or Clinical Practitioner Member

found to be in breach of this Code shall be liable to disciplinary action under the rules of Reiki Australia.

Any member who suspects any breach of this Code of Conduct for Professional Reiki Treatment Practitioners has a responsibility to notify the Executive Director of Reiki Australia in writing of the alleged breach in the interests of the public, the members of Reiki Australia and the integrity of the practice of Reiki.

Requirement to Display Code and other information

Professional Reiki treatment practitioners must display a copy of each of the following documents at all premises where the practitioner carries on his or her practice:

1. Reiki Australia's Code of Conduct for Professional Reiki Treatment Practitioners; and
2. Reiki Australia's Complaints Procedure.

Copies of those documents must be displayed in a position and manner that makes them easily visible to clients entering the relevant premises.



Complaints Procedure

March 2010; To be reviewed within five years

Procedure to be followed in case of complaint about the professional conduct or ethics of members.

I. Who may complain about what?

1. All Reiki Australia members are bound by Reiki Australia's Code of Ethics. Reiki Treatment Practitioner members and Accredited Reiki Treatment Practitioner members are also bound by a Code of Conduct for Professional Reiki Treatment Practitioners. Copies of both codes can be viewed on Reiki Australia's web site at www.reikiaustralia.com.au
2. If a consumer believes that a member of Reiki Australia has breached an aspect of either code, a complaint may be made against the member (the respondent).
3. Reiki Australia cannot deal with complaints against individuals who are not members of Reiki Australia.

II. How can a complaint be lodged?

1. A complaint can be made to Reiki Australia either by a member of the public seeking or using a service provided by a member of Reiki Australia, or by a

member of Reiki Australia about another member (the individual lodging the complaint is the Complainant). A complaint must be lodged in writing and signed by the Complainant.

2. The complaint must be addressed to the Executive Director and delivered by post to the Office of Reiki Australia, Suite 16, CPIHC (Crescent Place Integrated Health Centre) 136 Mapleton Rd Nambour, QLD 4560
3. Where a member of Reiki Australia makes a complaint about another member, or a member makes a complaint about the organisation, the complaint will be handled in accordance with Reiki Australia's Grievance Policy and Procedures. A copy of this policy may be obtained by a member of Reiki Australia at no cost by contacting the Reiki Australia office by phone on 1300 664 780, or by email at contact@reikiaustralia.com.au
4. Upon receipt, a complaint becomes the property of Reiki Australia's Board of Directors and strict confidentiality will be maintained.
5. The following will not be received by Reiki Australia:
 - Verbal complaints
 - Anonymous complaints
 - Written complaints not in the English language

III. What information does a complaint need to include?

1. You should supply as much information as you can to substantiate the complaint. Reiki Australia's Disciplinary Committee will rely solely on the information you provide.
2. It would be useful for the Disciplinary Committee if you can specify the section of the Code of Ethics or Code of Conduct for Professional Reiki Treatment Practitioners that you believe the member has breached.

3. Ensure that you supply your own contact details, including postal address, telephone numbers and if applicable, email address.
4. If more than twelve months have passed since the occurrence of the alleged incident, you must state why such time has lapsed before making the complaint.

IV. What will happen to the complaint?

1. Acknowledgement of receipt of the complaint will be provided to you within 14 days.
2. With this acknowledgement will be a form for you to sign agreeing to the following:
 - a. That all information presented by you will be passed on to the respondent. (Your contact details will not be passed on. However, the complaint cannot be processed unless the respondent also sees the complaint and has the opportunity to tell their side of the story);
 - b. That you authorise the respondent to release to the Disciplinary Committee confidential information relevant to the complaint;
 - c. That you are not, at this stage, intending legal action against the member and if you decide to take independent legal action you will notify Reiki Australia of your intention to pursue the matter legally.
3. A copy of the complaint will be forwarded to the Disciplinary Committee, which is appointed by Reiki Australia's Ethics Committee on an ad hoc basis. It consists of the members of the Ethics Committee and may include appointed Reiki Australia members so that the total is not less than three and not more than five

members. A member who is party to the complaint will not be appointed to the Disciplinary Committee.

4. A complaint will not be processed if it is considered by the Disciplinary Committee to be vexatious, trivial, misconceived, lacking in substance or not in good faith.
5. The Disciplinary Committee will not process the complaint if the matter that is the subject of the complaint has been lodged with the police, or if legal proceedings have been issued or are pending.

V. How will the complaint be handled?

1. The Board will advise the member about the complaint unless there are valid grounds to delay notification.
2. The member will be invited by the Board to respond, in writing, to the complaint within twenty-one days.
3. When the Disciplinary Committee has received the response the committee will meet to consider the information from both parties. If a response from the member is not received within twenty-one days from the date the notice is posted by registered mail, then the complaint will be upheld and sanctions imposed.
4. The Disciplinary Committee will process the complaint and submit its report to the Board within a reasonable time, stating in writing whether or not the complaint has been upheld.
5. If the complaint has been upheld the Disciplinary Committee will make a recommendation to the Board regarding discipline of the member.
6. The Board will advise the member of its finding and, if the complaint has been upheld, advise the member of their right of appeal.

7. The process undertaken by the Disciplinary Committee on receipt of a complaint is totally confidential. Whether or not a complaint is upheld, Reiki Australia accepts no liability for any loss, actual or perceived, including monetary loss or personal discomfiture, in relation to the process and/or sanctions imposed.
8. Reiki Australia is not responsible for travel or any other expenses incurred either by the Complainant or the Respondent in connection with any stage of the complaint.
9. Meetings of the Disciplinary Committee are not open to the public.

VI. What sanctions might be imposed?

Any of the following sanctions, or others considered appropriate by the Disciplinary Committee, may be imposed. The compliance/non-compliance of these sanctions will be supervised by the Chair of the Disciplinary Committee or its appointed delegate.

1. A probationary period of 1 to 3 years with:
 - a. A requirement to demonstrate specified change/improvement by a specific date
 - b. Provision for a reporting supervisor, acceptable to Reiki Australia, but chosen by the member, to monitor the member's Reiki related activities involving the public
2. Exclusion from the membership body with:
 - a. Termination of any professional status or membership

- b. A directive to cease any supervision or other Reiki related activities involving the public for a specified period or indefinitely
3. Such other sanctions as may from time to time be considered appropriate to the particular circumstances of a case.

VII. What right of appeal does a member have?

1. Appeals must be lodged in writing with the Chair of Reiki Australia, Office of Reiki Australia, Suite 16, CPIHC (Crescent Place Integrated Health Centre) 136 Mapleton Rd Nambour, QLD 4560. All appeals must be accompanied by any supporting documentation.
2. The Chair of Reiki Australia, or their delegate, who may take advice from the association's solicitor, will consider the appeal. In deciding whether an appeal will proceed or not the Chair of Reiki Australia, or their delegate, is empowered to investigate and interview witnesses in relation to any possible breach of the following criteria:
 - a. There has been a material breach of procedure laid down in the Policies, Code of Ethics and Code of Conduct for Professional Reiki Treatment Practitioners, or Reiki Australia's Protocols and Procedures.
 - b. There has been intimidation of any party involved in the Complaints Procedure.
 - c. There is a bias by any person involved in the Complaints Procedure in a 'judiciary' capacity.
 - d. There has been failure to disclose a relationship between the investigator and/or a person involved in the Complaints Procedure.
3. The decision of the Chair of Reiki Australia, or their delegate, will be final as to whether any of the above

criteria are met. If the criteria are satisfied the remainder of the procedure will take effect, as set out in this section.

4. The Chair of Reiki Australia, or their delegate, will appoint up to three people not previously involved in the case (the Appeal Panel), to decide the appeal. One member must be a member of the Board of Reiki Australia previously uninvolved in the complaint and one member must be from outside the Reiki profession.
5. The Appeal Panel will review the evidence on which the decision of the Disciplinary Committee was made, the decision and the sanctions imposed. The Appeal Panel can, at its discretion, interview the respondent and the complainant. Both parties must be given the opportunity to provide additional information and both must be interviewed via the same means.
6. The Appeal Panel will report its decision to the Chair of Reiki Australia, or their delegate, who will implement the decision, which will be final.
7. The decision of the Appeal Panel will be notified to both parties and also to the Disciplinary Committee in writing within seven (7) working days. No reasons are required to be provided for the decision.

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