



# HOLISTIC HEALTH ASSOCIATION INTERNATIONAL INC

## ETHICAL RESPONSIBILITIES

### Responsibilities to the Client:

1. Members take all reasonable steps to avoid harming their clients, including any form of **exploitation**. *Refer to the section below.*
- 1.1 In the unlikely event that harm does result from the treatment offered or from any unsafe workplace practices, then members will take full responsibility for restitution. **Please note:** *Professional Indemnity Insurance* should be considered in this context.
- 1.2 Members encourage client autonomy, including making informed decisions on their own behalf.
- 1.3 Members are transparent about services and costs involved for all treatment or services offered.
- 1.4 Members must disclose any conflict of interest that may arise in relation to their client.
- 1.5. Members who are confronted with a situation that is beyond their level of expertise must refer the client to another practitioner who is better able to continue treatment for that client.
- 1.6 Members must be open and honest with their client at all times.
- 1.7 Members must never defame or slander a client.
- 1.8 Members must never exaggerate the outcomes of any treatments or services.
- 1.9. Member must never encourage or instruct a client to forgo the medical opinion or treatment offered by their general practitioner, or any other medical doctor.

### Exploitation:

- 2 Members must never exploit clients (past or present) in a financial, emotional, physical, sexual, or any other manner.
- 2.1 Members will not accept or offer payments for referrals.

- 2.2 Members must ensure that they set up, and maintain, professional boundaries between themselves and their client; at no stage should a member interact in any inappropriate relationship (e.g. sexual) that is detrimental not only to the client's therapeutic purpose, but to the industry as a whole.
- 2.3 Sexual relationships between members and their clients are unacceptable and constitute unethical behaviour. This is not restricted to sexual intercourse, but can include any form of physical contact with the purpose of sexual gratification – or could be construed as having that purpose.

### **Contracts:**

- 3 Contracts between members and their clients must be clear and concise, including (but not limited to) all costs involved in the treatment or service.
  - 3.1 If a client is less than 18 years old then their legal guardian must give consent for any treatment or service.
  - 3.2 A client must be capable of giving informed consent for any contract to be binding.
  - 3.3 Members are responsible for communicating the terms of the contract and the treatment or services offered.
  - 3.4 Contracts should include provisions which allow a client, in special circumstances, to terminate the contract. This may include a minimal penalty fee
  - 3.5 Any publicity material (written or oral) must reflect accurately the treatments or services offered, as well as the training, qualifications and experience of the practitioner.
  - 3.6 All contracts must adhere to laws in the society in which the member practises.

### **Responsibilities to other Therapists:**

- 4 Members must never defame or slander other therapist – whether holistic, natural or traditional – nor should they encourage or instruct others to.
  - 4.1 Members will not conduct themselves in their therapy-related activities in ways which undermine public confidence in either their role as a therapist, or in the work of other therapists in this industry.

- 4.2 Members who suspect misconduct by another member of HHAI, and who cannot remedy the situation after discussion with that member, must approach the HHAI body with their concern.
- 4.3 Members must not solicit the clients of other members; as a member you do not have the right to impair the treatments offered by another member therapist, however you are aware that clients seeking a second opinion are able to approach you (or other member therapists) for one.
- 4.4 Members must be open and honest with other practitioners in regards to any potential conflict of interest.

### **Responsibilities to Self – as Therapist:**

- 5 Members have a responsibility to themselves to maintain their own professional knowledge and skills in relation to the chosen field of practice, such as further education. They must monitor their own self-development and progress and never move out of their scope of expertise.
- 5.1 Members must ensure that their own energy levels are balanced and not depleted. This may include taking “time out” to rejuvenate and restore their holistic health and wellbeing.
- 5.2 Members will not perform any consultation or treatment on a client whilst impaired by personal or emotional difficulties, alcohol, drugs (illegal or legal) or for any other cause.

### **Responsibility to Society:**

- 6 Members must work within the law of the society they practise in.
- 6.1 Members take all reasonable steps to ensure that they are aware of all current legislation which may affect their work or the services offered.
- 6.2 Members are committed to promoting the concepts, values and principles of holistic and natural therapy to society in a truthful and positive manner.
- 6.3 Members are committed to protecting society from incompetent, unethical and potentially harmful industry therapists, practices or services by contacting HHAI, the peak industry body or the relevant authorities.
- 6.4 Members must never exaggerate the outcomes of any treatment or service offered, nor are they to present to the society information which is misleading or false.

- 6.5 Members may use their membership listing with HHAI to advertise their services or practices to society at the discretion of HHAI management.

*All HHAI Members (regardless of status) are required at all times to adhere to these Ethical Principles and Responsibilities. Should Members be found – under an intensive and transparent investigation – to have breached any of these Ethical Principles and Responsibilities they will have Membership with HHAI terminated. On termination of membership no correspondence or refund will be entered into or approved.*