

# ARHG Accreditation Review - Effective 01 July 2020

New clauses are shaded grey / Amendments are shaded blue

Criterion	Description	Assessment Measure	Verification process	Current Criteria	ARHG Approved Changes
Criterion 1	National Entity	Association to answer Yes or NO	Check Association website Include in Audit Verify against provider list submitted by Association	<i>It is a requirement of ARHG that accredited associations be a national entity, accepting members from all states and territories.</i>	No Change
Criterion 2	Certified to trade as a company by the Australian Govt	Proof of certification	Copy of - - certificate of registration - ABN/ACN details	<i>It is a requirement of ARHG that accredited associations are certified to trade as a company by the Australian government</i>	No Change
Criterion 3	Code of Conduct, Code of Ethics, Association Bylaws	Association to answer Yes or NO	Copy of Code of Conduct, Code of Ethics and Association Bylaws	<i>It is a requirement of ARHG that accredited providers adhere to an appropriate Code of Conduct, Code of Ethics, and Association Bylaws</i>	Update clause: It is a requirement of ARHG that accredited providers adhere to the National Code of Conduct and any other Code of Conduct, Code of Ethics and/or By-laws required by their association. The document/(s) are to be displayed in a prominent position within the practice premises, together with information about how to make a complaint. Do you have a process in place to verify the above requirements with your members? If not, please advise what process you will implement to meet the requirements.
Criterion 4	Therapy Requirements	Association to answer Yes or NO	Copy of Code of Conduct, Code of Ethics and Association Bylaws	<i>It is a requirement of ARHG that accredited associations demonstrate that:</i>  <i>1. their members do not claim to cure any condition, but that their therapy will assist, relieve, and/or improve certain ailments, illnesses or conditions, and generally promote good health and wellbeing.</i>  <i>2. their members do not make claims which cannot be substantiated</i>	No Change
Criterion 5	Educational Qualifications	Association assesses each providers qualification	Proof of qualification certificate and transcript	<i>From an Australian higher education provider, with at least 200 hours of supervised clinical practice included in this program before graduation.</i>	Update clause: New members (those who have never been registered with an Association) must hold an HLT qualification for their therapy. Providers who hold pre-HLT (RTO) qualifications must prove continuous membership with an Association for an ARHG Accredited Therapy (i.e. the provider is able to demonstrate compliance with ARHG's requirements of up to date CPE, First Aid and Insurance). If the provider does not meet this requirement, they must upgrade their qualification in order to be recognised for an ARHG-recognised therapy.
Criterion 6	Grandfathering		Proof of Qualification and Membership	<i>Prior to the implementation of Registered Training Organisations (March 2002), can demonstrate that:</i>  <i>1. they received (or upgraded) their qualification in Australia</i> <i>2. they have been in practice for at least the last four years</i> <i>3. they have undertaken continuing professional education, as per the membership requirements of their association, for a minimum four-year period</i>	Update clause:  <ol style="list-style-type: none"><li>1. they received (or upgraded) their qualification in Australia</li><li>2. they have been in practice since graduating (with the exception of maternity/paternity for a period of no more than 12 months)</li><li>3. they have undertaken continuing professional education, as per the membership requirements of their association (including during leave of absence), and</li><li>4. they have held continuous association membership since graduating</li></ol>

Criterion 7	Work Experience	Association to answer Yes or NO		<i>It is a requirement of ARHG that accredited providers to funds have had at least minimal work experience</i>	remove – this clause is redundant as it is covered in other criteria
Criterion 8	Professional Indemnity & Public Liability Insurance	Association to answer Yes or NO	Proof of Insurance Certificate	<i>It is a requirement of ARHG that accredited providers hold at least \$1M Professional Indemnity &amp; Public Liability insurance</i>	<ul style="list-style-type: none"> <li>• Increase to \$2M PI and \$10M PL for MAS, REM &amp; MYO and Increase \$5M PI, \$10M PL for ACU, CHM.</li> <li>• ARHG to set up automatic termination of member if insurance policy expires. The date of termination will be the date following the expiry date – i.e. if policy expires on 30/6/2019 the provider will be terminated effective 01/07/2019.</li> <li>• ARHG will implement automatic notification to Associations of upcoming certificate expiry dates. Reminders will be issued 2 months prior to the expiry date, and 1 month prior to expiry. Associations will be notified when members are terminated.</li> </ul>
Criterion 9	Continuing Professional Education	Association to answer Yes or NO	Proof of CPE Points	<i>It is a requirement of ARHG that accredited associations require members to undertake at least 20 hours a year of continuing professional education (CPE) directly related to the therapy concerned. Where a member has been on extended leave and their membership with the Association is up-to-date, an exemption from these CPE requirements may be applied for a period of one year.</i>	Compliance with this requirement is measured through the Association's internal audit process. Associations to increase their internal audits of ARHG-recognised providers from 5% to 7% each year. The Association's will be asked to submit an annual audit report from the internal audits.
Criterion 10	Practice Quality	Association to answer Yes or NO	Noted in Association Conduct, Code of Ethics and Association Bylaws	<i>It is a requirement of ARHG that accredited associations have documented standards of quality that members must meet;</i> <ol style="list-style-type: none"> <li><i>1. Infection control and hygiene procedures and protocols in practices where invasive techniques are used,</i></li> <li><i>2. Therapists' practice premises must meet minimum requirements of patient reception; waiting; treatment room(s); toilet facilities; workrooms, etc., to verify that minimum physical standards and expectations are met and meet all State, Territory and Local Council Laws</i></li> <li><i>3. Maintenance of confidential and secure patient records in practices</i></li> <li><i>4. Adherence to the Privacy Act,</i></li> <li><i>5. Informed clinical consent (either written or verbal) obtained from patients for any procedural treatment offered,</i></li> <li><i>6. Informed financial consent (either written or verbal) obtained from patients before commencing treatment</i></li> </ol>	<p>Change to <u>item 3</u>:</p> <p>Clinical notes must be taken at each consultation, must be written in English and must be maintained and stored in a confidential and secure environment in accordance with the Privacy Act and any other relevant legislation. (Item 4 then becomes redundant and can be deleted).</p>
Criterion 11	First Aid Certificate	Association to answer Yes or NO	Proof of First Aid Certificate	<i>It is a requirement of ARHG that accredited providers hold a current First Aid certificate</i>	<ul style="list-style-type: none"> <li>• ARHG to set up automatic termination of member if First Aid Certificate expires. The date of termination will be the date following the expiry date – i.e. if first aid expires on 30/6/2019 the provider will be terminated effective 01/07/2019.</li> <li>• ARHG will implement a process of automatic notification to Associations of upcoming certificate expiry dates. Reminders will be issued 2 months prior to the expiry date and again at 1 month prior to expiry. Associations will also be notified when members are terminated.</li> </ul>
Criterion 12	Membership with Chinese Medicine Registration Board of Australia	Association to answer Yes or NO	Proof of CMBR Number, verify on Chinese Medicine Board of Australia Website	<i>It is a requirement of ARHG that – members who practice Acupuncture and/or Chinese Herbal Medicine – are registered with the Chinese Medicine Board of Australia</i>	No Change

Criterion 13	Provisions	Association to answer Yes or NO		<i>It is ARHG's expectation that accredited associations will routinely provide their members with the following information; •ARHG accreditation criteria. Members must be aware that if criterion is not met they will be removed from the ARHG provider list. For example, insurance and First Aid renewal, and CPE requirements</i>	No Change
Criterion 14	Working with children/ Working with vulnerable people card	The Association is required to collect evidence that that the provider is compliant.		<i>Nil</i>	New clause: Provider's must ensure they meet the WWC/WWVP requirements specified by the State (where applicable) in which they work. Please advise the process your Association has in place to verify this requirement. If a process does not currently exist, please advise the process for implementation of this verification.
Criterion 15	Association Internal Audits			<i>What is the percentage of member files your Association audits and how often? What is your Associations process for non-compliance?</i>	Compliance with this requirement is measured through the Association's internal audit process. Associations to increase their internal audits from 5% to 7% each year of accredited providers on the ARHG list. The Association's will be asked to submit an annual Audit Report from the internal audits.
Criterion 16	Managing upcoming expiry of First Aid and Insurance			<i>How does your Association manage upcoming or expired First Aid and Insurance Certificates?</i>	No Change
Criterion 17	Dispute Resolution			<i>Does your Association have a Dispute Resolution Process, if so, can you share some of this with ARHG?</i>	Update clause: ARHG requires a copy of your Associations Dispute Resolution Policy and Process
Criterion 18	Public Access to Accredited Providers			<i>Nil</i>	New Clause: Do you authorise ARHG to list information about your providers on the ARHG website for public access (Prov Name, Suburb/Post code and Phone only)? Providers who have requested that their information not be published (identified by the 'not for publishing' check box in the files uploaded to the ARHG database by your Association on a periodical basis) will be excluded from any public lists published by ARHG.
Criterion 19	Information regarding Suspended/Expelled Providers			<i>Nil</i>	New Clause: Does your Association agree (where privacy legislation permits) to ARHG disclosing reasons for expulsion from the ARHG listing as per the following descriptors? 1 = Non-Compliance with Accreditation criteria, 2 = Breach of Code of Conduct, 3 = Undisclosed by Association/Reasons unknown. <b>Please note: if you do not agree to disclosure, please ensure that you nominate 'Option 3' against all providers in the relevant field on the provider lists updated to the ARHG database.</b>

## Minimum Education Requirements

Modality	Education Requirement
Acupuncture	<b>Bachelor level degree</b> from an Australian higher education provider, with at least 200 hours of supervised clinical practice included in this program before graduation
Chinese Herbal Medicine	<b>Bachelor level degree</b> from an Australian higher education provider, with at least 200 hours of supervised clinical practice included in this program before graduation
Massage Therapy	<b>Certificate IV level degree</b> from an Australian higher education provider, with at least 80 hours of supervised clinical practice included in this program before graduation
Myotherapy	<b>Adv Diploma level degree</b> from an Australian higher education provider, with at least 200 hours of supervised clinical practice included in this program before graduation
Nutrition	<b>Bachelor level degree</b> from an Australian higher education provider, with at least 200 hours of supervised clinical practice included in this program before graduation <i>(Must be a standalone qualification, not in conjunction with another modality)</i>
Remedial Therapy	<b>Diploma level degree</b> from an Australian higher education provider, with at least 200 hours of supervised clinical practice included in this program before graduation