

# Yohome Massage & Myotherapy

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## Clinical Governance Framework

### 1. Purpose

This framework describes how we ensure safe, effective, person-centred care and continuous improvement.

### 2. Roles & Accountability

Clinic Manager: overall governance, policy review, incident oversight.

Lead Therapist: clinical supervision, case review, skills mentoring.

All Therapists: maintain credentials, follow policies, escalate risks.

### 3. Risk Management & Safety

Screen for red flags and contraindications; use PPE where indicated.

Sharps safety for dry needling; adverse events recorded and investigated.

Business continuity considerations (rosters, cleaning, equipment maintenance).

### 4. Records & Privacy

Accurate, contemporaneous notes for every session; secure storage of records.

Privacy managed per Privacy Act 1988 (Cth) and Health Records Act 2001 (VIC). See Privacy & Consent Policy.

### 5. Incident & Feedback

Clear pathway for incident reporting, client complaints and compliments.

Root-cause review and action tracking; clients informed of outcomes where appropriate.

### 6. Credentialing & CPD

Minimum qualifications: Diploma of Remedial Massage/Myotherapy (or equivalent), current HLTAID011 First Aid/CPR.

Evidence of Professional Indemnity & Public Liability insurance retained on file.

Ongoing CPD; scope-specific endorsements for dry needling and cupping.

### 7. Quality Improvement

Periodic audits: documentation quality, infection-control checks, outcome measure utilisation.

Case conferences and peer review to share learning and update protocols.

### 8. Communication & Coordination

Care plans and referral letters provided to GPs/physios when appropriate, with client consent.

Accessible information for clients, including fees, cancellation policy and what to expect.

### 9. Review

Framework reviewed annually or after significant incidents or regulatory changes.

Approved by Clinic Manager

Signature: \_\_\_\_\_

Date: \_\_\_\_\_