

Yohome Massage & Myotherapy

ABN: 51653486152 • 285 Victoria St, Abbotsford VIC 3067

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: _____