



Australian Government

HLTMSG010 Assess client massage needs

Release: 1

HLTMSG010 Assess client massage needs

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to gather client information, make a client assessment and determine massage treatment options.

This unit applies to massage therapists providing therapeutic and relaxation massage treatments. It does not include remedial massage assessment techniques.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certificate or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Massage Therapy

Unit Sector

Health

Elements and Performance Criteria

ELEMENTS

Elements define the essential outcomes

1. Determine scope of client needs.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Ensure client completes client intake form prior to assessment.
- 1.2. Clarify client expectations and identify reason client is wanting to receive massage therapy.
- 1.3. Provide clear information about scope and limits of services to be provided.
- 1.4. Collect accurate, relevant and organised health record and document in a form which can be interpreted readily by other professionals.

- 1.5. Recognise needs that are beyond scope of own practice, and discuss other health care options as required with client.
 - 1.6. Identify and respond to any barriers to information gathering and assessment.
 - 1.7. Seek client information respectfully using purposeful, systematic and diplomatic questioning.
 - 1.8. Manage information in a confidential and secure way in accordance with legal and ethical considerations.
2. Conduct client assessment.
 - 2.1. Determine appropriate assessment process.
 - 2.2. Advise client about the assessment process and obtain informed client consent to proceed.
 - 2.3. Follow clinical and therapist hygiene protocols.
 - 2.4. Respect client dignity and anticipate potential sensitivities.
 - 2.5. Seek client feedback on comfort levels throughout assessment process.
 - 2.6. Assess client through palpation and observation.
 - 2.7. Observe and note any client concerns about pain and health.
 - 2.8. Identify and respond to cautions and contra-indications to massage treatment.
 - 2.9. Document all assessment findings.
3. Determine and discuss treatment approach.
 - 3.1. Discuss assessment findings to determine treatment needs.
 - 3.2. Discuss assessment and rationale for treatment with the client.
 - 3.3. Respond to client enquiries using language the client understands.
 - 3.4. Discuss referral and collaborative options with the client.
 - 3.5. Obtain informed consent for massage therapy treatment.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Writing skills to:

- record client assessment information accurately and comprehensively.

Oral communication skills to:

- use listening and questioning to seek information and confirm understanding
- deliver information to an audience in an appropriate manner to ensure comprehension.

Unit Mapping Information

Supersedes and is not equivalent to HLTMSG002 Assess client massage needs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTMSG010 Assess client massage needs

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- conduct a complete client assessment on three different people that involves:
 - completing each assessment within an acceptable commercial timeframe
 - using palpation and observation assessment methods
 - incorporating upper and lower body assessment
 - communicating clear information about services, treatment options and rationale to each client
 - engaging each client in decision making.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- Commonwealth and State or Territory legal and ethical considerations for client assessment:
 - codes of conduct
 - duty of care
 - informed consent
 - mandatory reporting
 - therapist and client boundaries
 - privacy, confidentiality and disclosure
 - records management
 - work role boundaries:
 - working within scope of practice
 - presenting symptoms that require referral to a medical practitioner
 - work health and safety
- health care options for massage clients:
 - allied health services and other health modalities
 - community resources and support services
- factors and barriers that may impact on massage assessment:
 - physical

- psychological
- cultural
- factors that affect individual health status:
 - age
 - gender
 - lifestyle risk factors
 - personal and medical history:
 - comorbidities
 - sequelae and progression of disease
 - mental and emotional health
 - values, attitudes and beliefs
 - balance of rest, activity and sleep
 - physical environment
 - social environment
 - social determinants of health
- client information required prior to assessment:
 - case history:
 - physical health
 - mental and emotional health
 - client expectations:
 - methods to clarify
 - managing
- considerations for performing massage assessments:
 - environment
 - equipment
 - client privacy
 - client instructions
- assessment methods, how and when they are used:
 - palpation
 - observation
 - listening
- cautions and contraindications to treatment and possible indications for referral:
 - weak bone and joint instability
 - neurological dysfunction
 - vascular disorder
 - symptoms outside of scope of practice
 - excessive pain and abnormal responses to treatment
 - protracted pain
 - non-reproducible pain
 - fatigue

- circulatory disorder
- inflammation
- lumps and tissue changes
- rashes and changes in the skin
- oedema
- sudden changes in mood
- infection
- changes in appetite, elimination and sleep habits
- bleeding and bruising
- nausea, vomiting and diarrhoea
- recent changes in body temperature
- major muscle anatomy:
 - surface anatomy
 - palpable bony landmarks
 - actions of individual muscles and muscle groups:
 - temporalis
 - masseter
 - frontalis
 - sternocleidomastoid
 - trapezius
 - levator scapulae
 - latissimus dorsi
 - teres major
 - rotator cuff
 - rhomboids
 - erector spinae
 - quadratus lumborum
 - pectoral
 - abdominal
 - hip flexors
 - gluteal
 - quadriceps
 - hamstrings
 - adductor
 - calf including anterior and posterior
 - deltoid
 - elbow extensors and flexors
 - wrist extensors and flexors
 - forearm pronators and supinators
- skeleton:

- bones of the body
 - major bony landmarks
 - surface anatomy and palpable bony landmarks
- joints:
 - synovial
 - actions
- physiology:
 - soft tissue:
 - muscle contraction
 - muscle physiology including reflexes, chemistry and proprioceptors
 - tendons and ligaments
 - fascia
 - signs of cautions and contraindications:
 - inflammation including cardinal signs
 - injury including acute and chronic grades
 - wound healing including stages
 - pain types
- documentation requirements:
 - accurate
 - comprehensive
 - legible
 - in English
 - using industry terminology and standard abbreviations.

Assessment Conditions

Skills must be demonstrated in a simulated clinical environment that reflects workplace conditions set up for the purpose of skills assessment.

Assessment must ensure access to:

- client information including case history
- treatment plan template
- private consultation area
- adjustable height massage table
- towels or sheets for draping
- oils and balms
- bolsters
- hand washing or hand sanitising facilities.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors, and

- have current clinical experience working as a remedial massage therapist, myotherapist or soft tissue therapist providing services to the general public, and
- hold current practising membership of a relevant Australian professional body that represents remedial massage therapists, myotherapists or soft tissue therapists.

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