

CONSUMER INFORMATION

CHIROPRACTORS & OSTEOPATHS

“**Chiropractic**” includes the diagnosis, management and prevention of neuro-musculoskeletal disorders and the effect of these disorders upon bodily function and general health.

“**Osteopathy**” includes the static and dynamic assessment of human biomechanics, the diagnosis of somatic dysfunction, and the alleviation of somatic dysfunction by the application of manual treatments.

Chiropractors and Osteopaths may:

- diagnose a patient's complaint using information gained from case history, observation and physical examination, assessment of joint motion and other diagnostic aids (eg x-rays and CT scans);
- treat the patient using a variety of manual techniques such as soft tissue stretching, joint mobilisation or high velocity-low amplitude techniques;
- refer to and/or work closely with other health professionals to achieve the most appropriate treatment and management regime for each patient;
- advise patients on exercise and nutritional programmes;
- treat a variety of physical complaints (eg low back pain, headaches, etc);
- treat beneficiaries of the Department of Veteran Affairs, patients with work-related injuries and injuries from motor vehicle accidents and those covered by private health insurers.

PROFESSIONAL RECOGNITION

Registration with the Chiropractic & Osteopathy Board of South Australia (the "Board") is necessary before a person can gain employment or practice as a chiropractor or osteopath in South Australia.

To qualify for registration a person must:

- have qualifications approved or recognised by the Board;
- have met the requirements determined by the Board to be necessary for the purposes of registration;
- be medically fit to provide chiropractic or osteopathy;
- unless exempted by the Board, be insured or indemnified in a manner and to an extent approved by the Board against civil liabilities that might be incurred in connection with the provision of chiropractic or osteopathy, or proceedings under Part 4 of the Chiropractic & Osteopathy Practice Act 2005; and
- be a fit and proper person to be registered.

Details about recognised courses may be obtained from:

- RMIT University (chiropractors & osteopaths)
www.rmit.edu.au
- Macquarie University (chiropractors)
www.chiro.mq.edu.au
- Victoria University (osteopaths)
www.vu.edu.au

Further information regarding schools in Australia is available from the Board's website www.cbsa.saboard.com.au under the menu heading “*Education*”.

The major professional association for chiropractors in Australia is the Chiropractors Association of Australia (CAA) – website: www.chiropractors.asn.au.

The major professional association for osteopaths in Australia is the Australia Osteopathic Association (AOA) – website: www.osteopathic.com.au.

THE BOARD

The Chiropractic & Osteopathy Board of South Australia is the Statutory Authority in South Australia responsible to Parliament for the administration of the *Chiropractic & Osteopathy Practice Act 2005* ("the Act").

This is an Act to protect the health and safety of the public by providing for the registration of chiropractors, osteopaths, chiropractic students and osteopathy students; to regulate the provision of chiropractic and osteopathy for the purpose of maintaining high standards of competence and conduct by those who provide it; and for other purposes.

REGISTRATION

The South Australian public is entitled to be provided with chiropractic and osteopathy services of the highest possible standard. Statutory regulation of chiropractors and osteopaths plays a vital role in ensuring that appropriate standards of practice are achieved and maintained.

The main purpose of statutory regulation of the chiropractic and osteopathy professions is therefore to protect the public from inadequately trained or incompetent practitioners.

Registration with the Board achieves this objective in a number of ways:

- It provides assurance of minimum standards of competence and training;
- It prevents or restricts practice by unregistered and unqualified practitioners; and
- It provides a mechanism through which poor conduct or incompetence of practitioners can be reported.

It is an offence under the Act for unregistered persons to practise chiropractic or osteopathy, or to use a prescribed word ("chiropractor", "osteopath", "manipulative therapist", or "spinal therapist") or its derivatives to describe themselves or a service that they provide.

The Act provides an exemption for registered physiotherapists to use the titles "manipulative therapist" or "spinal therapist".

YOUR RIGHTS AS A CONSUMER

Your rights include:

- **RESPECT**

You should be treated with respect and courtesy.

- **SERVICE**

Quality of service should always be of a high standard. The cost of services should be known to you at the outset.

- **COMMUNICATION**

You have a right to be listened to and to be given information in an appropriate manner.

- **CONSENT**

You should be informed at the commencement of service of any foreseeable implications, complications and procedures likely to be used.

- **PRIVACY & CONFIDENTIALITY**

Your privacy and confidentiality must be respected.

- **COMPETENCE**

You should expect safe and competent service.

CONCERNS

If you feel concerned about the conduct or practice of your chiropractor or osteopath you could:

- Talk to your chiropractor or osteopath;
- Talk to another health professional or another chiropractor or osteopath;
- Contact the office of the Board or refer to information and documents available under "Complaints" on the Board's website: www.cbsa.saboard.com.au; or
- Contact the Office of the Health Complaints Commissioner (website: www.hcsc.sa.gov.au)

NOTIFICATION OF COMPLAINTS

Members of the public have a right to notify the Board if they are seriously dissatisfied by the conduct of a chiropractor, osteopath, chiropractic student, osteopathy student or service provider, or with the treatment they have received.

Notification of a complaint should be made in writing, using the Board's "*Notification of Complaint*" form.

Reference should be made to the "*Information Sheet for Notifiers*" and the "*Investigation Process*" documents for further information.

All documentation can be downloaded and printed from the Board's website: www.cbsa.saboard.com.au under the menu heading "*Complaints*".

Comprehensive information regarding the legislation, the Board and its role, responsibilities and activities, together with all Board publications, is available from the website: www.cbsa.saboard.com.au

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