



---

**MATERIALS  
REQUIRED**

Notebook, pen, calculator.  
Access to the Internet and a printer.

---

**TEXTBOOKS**

Compulsory textbooks:

- Nature Care College Business Skills Student Workbook
- Weir M. Complementary medicine: ethics and law. Third edition. Ashgrove, Qld: Prometheus Publications; 2007

Recommended Reading:

- Gerrish R, Leader S. Flying solo: how to go it alone in business. Crows Nest, NSW: Allen & Unwin; 2005
- Hope J. Will your business idea work? Croydon, Vic: Tertiary Press; 2002
- Medhurst R. The business of healing. Greenock, S.A: Author published; 2008.

Websites:

Useful websites are included in the relevant sections in the Student Workbook.

---

**COURSE OUTLINE:** The following is a guide only. The facilitator may alter the program at his/her discretion to best meet the needs of the particular group and to accommodate either 'intensive' or 'week-by-week' delivery.

---

**SESSION 1:****ADMINISTER A PRACTICE**

Practice administration: regulatory requirements

Introduction

Why good administration is worth the effort

Seek professional advice

Getting started – professional requirements

Getting started – legal considerations

Practice administration: administrative and financial systems

Introduction

Policies and procedures

Reasons for keeping good financial records

Financial record keeping basics

Goods and services tax (GST)

Income tax and PAYG tax

Practice administration: business operations and marketing

Introduction

Selling goods and services

Follow operational strategies

Follow marketing strategies

Networking to increase business referrals

Practice administration: human resources

Introduction

Human resources – policies and procedures

Legal rights and obligations

Equal opportunity and anti-discrimination

Stress at work

---

**SESSION 2:****REFERRAL SKILLS AND WORKPLACE RELATIONSHIPS**

**Nature Care College Pty Ltd** ABN 77 105 282 264

46 Nicholson Street, St Leonards NSW 2065

Tel: +61 (0)2 8423 8333 Fax: +61 (0)2 9436 0503

email: [info@naturecare.com.au](mailto:info@naturecare.com.au) website: [www.naturecare.com.au](http://www.naturecare.com.au)

The Australian health system  
Introduction  
Overview of the Australian health system  
Current issues in health care  
Personal hygiene  
Promote a positive approach to health

Referral plans for clients  
Introduction  
Determine the need for referral  
Develop relationships with other professionals  
Community and other support services  
Summary

Working effectively with others  
Introduction  
Effective communication in a health setting  
Writing effectively  
Effective workplace relationships  
Contribute to workgroup activities  
Maintain professional work standards  
Personal skill development

---

### **SESSION 3:**

### **LEGAL AND ETHICAL RESPONSIBILITIES**

Complementary health care: ethics and law – introduction  
Introduction  
What are laws and ethics?  
Overview of the Australian legal system  
Principles of contract law  
Relevant legal and ethical issues in complementary health

Regulation of the health professions: code of conduct  
Introduction  
What is statutory registration?  
National registration scheme for health care professionals

Scope of practice  
Code of conduct for unregistered health practitioners  
Handling complaints

Duty of care and informed consent  
Introduction  
What is negligence?  
Informed consent

Privacy, confidentiality and client records  
Introduction  
Privacy and confidentiality  
Child protection  
Client records

Please be respectful of your fellow students and arrive on time for class. Please ensure all mobile phones are turned off prior to the commencement of class.