



**TAKING CARE
MOBILE MASSAGE**

COURSE GUIDE

MASSAGE WITH CONFIDENCE



Level 2,
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Course Overview

This course is designed to equip remedial massage therapists with the knowledge and skills to confidently deliver care across a diverse range of client's and environments. You will cover key areas such as aged care, disability (NDIS), manual handling, manual lymphatic drainage (MLD), industry understanding, and person-centred care. This course is aligned with the professional industry standards and best practices for safe, ethical and effective massage therapy.

Target Audience

Massage therapists with a minimum qualification of Certificate IV in Massage Therapy.



Learning Outcomes

Module 1 - Person-Centred Care and Communication

By the end of this module, participants will be able to:

- 1.** Define the core principles of person-centred care and explain their relevance in therapeutic massage practice.
- 2.** Demonstrate effective person-centred communication techniques, including active listening, empathy, and respectful engagement.
- 3.** Reflect on client feedback and practitioner experiences to improve care quality and adapt to diverse client needs.
- 4.** Recognise the importance of therapist well-being and ethical boundaries in sustaining safe, compassionate, and person-centred practice.



Module 2 - Aged Care and Massage

By the end of this module, participants will be able to:

- 1.**Describe the physiological and cognitive changes associated with ageing, including common conditions encountered in aged care.
- 2.**Apply appropriate massage techniques and adaptations for elderly clients, including those in palliative or oncology care.
- 3.**Recognise the emotional impact of grief and loss in aged care environments and identify strategies for maintaining therapist wellbeing.
- 4.**Interpret relevant regulations and compliance requirements for massage therapists working in aged care, using case studies to support practical understanding.

Module 3 - Disability and Massage

By the end of this module, participants will be able to:

- 1.**Explain the structure and purpose of the National Disability Insurance Scheme (NDIS) and its relevance to massage therapy practice.
- 2.**Describe common disabilities and outline appropriate massage techniques and modifications to support client safety and comfort.
- 3.**Apply principles of person-centred and trauma-informed care when working with clients living with disability.
- 4.**Identify key compliance responsibilities, documentation standards, and funding considerations for therapists working under the NDIS.

Module 4 - Manual Handling and Risk Management

By the end of this module, participants will be able to:

- 1.** Explain the principles of manual handling and the importance of applying safe techniques in a care setting.
- 2.** Demonstrate the correct use of slide sheets and safe repositioning techniques to support client comfort and therapist safety.
- 3.** Identify key strategies for fall prevention, incident response, and safe client transfers and ambulation assistance.
- 4.** Outline workplace safety responsibilities, including the recognition and reporting of hazards in accordance with duty of care and risk management protocols.



Module 5 - Manual Lymphatic Drainage

By the end of this module, participants will be able to:

- 1.**Describe the anatomy and physiology of the lymphatic system, including lymph nodes, lymphatic vessels, and watersheds
- 2.**Explain the principles of lymphatic flow and fluid movement in relation to manual lymphatic drainage.
- 3.**Identify common conditions where MLD is indicated or contraindicated and outline appropriate treatment considerations.
- 4.**Demonstrate foundational MLD techniques and apply a basic treatment sequence in accordance with best practice guidelines.



Module 6 - Industry and Business Understanding

By the end of this module, participants will be able to:

- 1.**Demonstrate effective time management strategies and workflow organisation in mobile and clinic-based massage settings.
- 2.**Maintain accurate clinical records and uphold safety, privacy, and professional boundaries in accordance with industry standards.
- 3.**Apply ethical decision-making principles and reflect on professional responsibilities in diverse workplace scenarios.
- 4.**Compare different employment models, outline business basics relevant to massage therapists, and identify options for ongoing professional development.



Module - Person Centred Care and Communication

- Introduction to Person-Centred Care
- Principles of Person-Centred Care
- Person-Centred Communication
- Feedback and Reflection
- Adapting to Diverse Needs
- Therapist Wellbeing and Ethics

Module - Aged Care and Massage

- Understanding the Ageing Process
- Dementia and Support Strategies
- Grief, Loss & Therapist Well-being
- Common Conditions in Aged Care & Massage Considerations
- Benefits of Massage for the Elderly
- Palliative and Oncology Massage
- Regulations and Compliance in Aged Care Massage
- Case Studies for Practical Insight

Module - Disability and Massage

- Understanding the NDIS
- Understanding Disability
- Techniques & Modifications
- Person-Centred & Trauma-Informed Care
- NDIS Compliance and Funding Essentials



Module - Manual Handling and Risk Management

- Introduction to Manual Handling
- Slide Sheets and Safe Repositioning
- Fall Prevention and Incident Management
- Transfers & Ambulation Assistance
- Workplace Safety and Responsibility

Module - Manual Lymphatic Drainage

- Introduction to MLD
- Anatomy & Physiology of Lymphatic System
- Lymphatic flow and fluid movement
- Conditions relevant to MLD
- Lymph Nodes and Watersheds
- MLD treatment sequence

Module - Industry and Business Understanding

- Managing Time and Workflow
- Clinical Records and Safety
- Professional Conduct, Safety and Boundaries
- Ethical Practice and Decision Making
- Employment Models and Business Basics
- Professional Development and Industry Rights

Assessment Overview

- Online quizzes with each module
 - One short written assignment on Continuing Professional Education (CPE)
 - In-person practical assessment of MLD sequence
- Certificate of Competency will be issued to participants who successfully complete all assessments, including the practical component.

Delivery Method

All modules are delivered online and self-paced
One in-person practical day for review and MLD practical assessment

Course Duration

Participants will receive access to online content for approximately 5–6 weeks prior to the scheduled practical day
Course cohorts run approximately every 2 months

Support

Support for technical assistance or learning support, please contact:
Email: training@takingcaremobilemassage.com.au



1. Enrolment Procedures

1.1 Registration

- All participants must complete the official registration form available online via the portal on the website.
- Registrations are accepted on a first-come, first-served basis until the course reaches capacity.
- Payment must be received in full at the time of registration unless a prior written arrangement has been made.

1.2 Confirmation

- Upon receipt of the registration form and full payment, a confirmation email with course details will be sent to the participant (including user access).
- Participants should not make travel or accommodation arrangements until receiving confirmation.

1.3 Special Requirements

- Participants with special needs or accessibility requirements must indicate them during registration to ensure accommodations are arranged.

2. Refund Procedures

2.1 Cancellations by Participant

- Cancellations must be submitted in writing (email or letter).
- Refunds are granted based on the following schedule:
 - o More than 14 days prior to course start: Full refund minus an administrative fee (typically 10% of course cost).
 - o 7–14 days prior: 50% refund.
 - o Less than 7 days: No refund, unless exceptional circumstances apply.

2.2 Substitutions

- Substitutions are permitted at no additional cost if notification is given at least 2 days prior to the course.

3. Activity Cancellation

3.1 Cancellation by Organization

- The organization reserves the right to cancel or reschedule a course due to insufficient enrolment, instructor unavailability, or unforeseen circumstances.
- In such cases, participants will be offered:
 - o A full refund, or
 - o The option to transfer to another session or course.

3.2 Force Majeure

- The organization is not liable for delays or cancellations due to events beyond its control (e.g., natural disasters, strikes, pandemics).
- In such cases, alternative arrangements or partial refunds may be offered at the discretion of the organization.

4. Attendee Complaint Process

4.1 Submitting a Complaint

- Participants are encouraged to provide feedback and may submit formal complaints in writing within 7 days of the course completion.
- Complaints should be addressed to the Course Coordinator via email or a feedback form.

4.2 Resolution Process

- The Course Coordinator will acknowledge the complaint within 3 business days.
- An investigation will be conducted, and a written response will be provided within 10 business days.
- If unsatisfied, the participant may escalate the issue to the Program Manager or Director of Professional Development.

4.3 Confidentiality and Fairness

- All complaints are handled with confidentiality and impartiality.
- The organization is committed to resolving complaints in a timely, respectful, and constructive manner.



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