

Shiatsu Therapy Association of Australia Inc.
ANNUAL REPORT 2018





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2018 AT A GLANCE

It's been a busy year! A huge thankyou to all National Council members for hundreds of hours of volunteer work for shiatsu and STAA members.

A run-down of some of 2018's activities includes:

Save Shiatsu Rebates campaign

- Contacted all MPs and senators, educating them about shiatsu and summarising our position to Save Shiatsu Rebates
- Met with Minister Greg Hunt's principal advisor, Alex Caroly
- Consulted with Jon Wardle, Associate Professor of Public Health at UTS and core member of Australian Research Centre in Complementary and Integrative Medicine (Jon is on the advisory panel for the new review of natural therapies announced 7 April 2019)
- Submission to Department of Health on 3 August with recommendations and reasons supporting the retention of shiatsu rebates
- Encouraged and supported members and clients to contact local MPs and senators providing sample letters and tips – thanks to Geraldine Doyle who met with senators in Tasmania and the following members who contacted their MPs – Kaiya Seaton, Issi Arron, Dorothy Douglas, Jane Pollard, Belinda McIntosh, Alik Zouliou, Adrienne Smillie, Lenka Persi, Chris Joynes, Samatha Sharp, Michele Bisetto, Brooke Allen, Cathy Caven, Liz Atkins, Vivienne Miles, Emma Strapps, Chris Easdown, Marjorie Scott, Ann Hocking and Andrew Scott.
- Supported and promoted the Your Health Your Choice campaign partnering with Australian Homeopathic Association

Health funds

- Continued professional relationships and monthly updating with all health funds
- Contacted shiatsu-friendly health funds encouraging shiatsu benefits as "incentives"
- Met with Bupa representatives

Research

- Extensive work on STAA Workforce Survey article

Communications Strategy

- Partnered with Elevate Communications and developed a communications strategy

Mentoring Project

- Mentoring project launched

Website

- Fresh look for website with new content and mobile-friendly design
- Updated worldwide research activities
- Developed short videos for members and public

Conference and Workshop

- Supported and promoted Yong Kuo's Application of Mindfulness to Shiatsu and Your Daily Life workshop
- Preparations for 2019 conference



PRESIDENT

Dorothy Douglas

STAA and National Council activities over the past year have been influenced by changes to our relationship with private health funds. While these significant changes are not of our choosing nor agreement, they do not change our values and priorities as an organisation.

They have highlighted for us some choices we do have. These include:

- ★ further developing services for meeting members' needs in a number of ways;
- ★ publicly promoting shiatsu;
- ★ continuing to actively keep lines of communication open with health funds about possible developments and government ministers about our questions relating to the government review;
- ★ engaging with legislative processes as we are able; and
- ★ stimulating public awareness and lobbying about the removal of private health funds subsidies for shiatsu.

These have been some of our ways to proactively grasp opportunities for growth in a time of change.

The National Council and administration have consistently worked to develop specific projects that are careful of our values and resources, and aimed to harness our shared passion and commitment for shiatsu to achieve concrete benefits to members.

Working from the base of member input, the survey of members late in September–October 2018 provided a clear indicator that the public promotion of shiatsu was seen as a priority. This information supported discussions with Elevate Communications about a co-ordinated communications strategy for shiatsu and STAA.

Since those discussions in October 2018 we have taken a number of actions included in the strategy. Some of them include:

- ★ a recent letter to the Minister for Health, Hon. Greg Hunt and a request for an appointment with him;
- ★ the change.org petition;
- ★ updating and adding to our website;
- ★ developing video and past *Pointers* articles libraries for the website, and

★ launching the STAA Mentoring Pilot Program.

We are pleased to work with Elevate Communications. It was voted as Australia's Small Consultancy of the Year in 2017 and 2018 by the Public Relations Institute of Australia (PRIA). We have found our consultants responsive and appreciative of our organisation and values.

The Mentoring Pilot Program is underway and will run until 30 June 2020. Evaluation and review will then be conducted for development of an ongoing program for STAA members. It is an exciting time of lively interactions and collaboration between members. I feel confident in the future of shiatsu and STAA when I see this engagement by passionate, committed and skilful members.

An important project has been running behind the scenes. This is the STAA Shiatsu Workforce Survey article. Emma Strapps, Director of Research and Development is to be commended for how she has carried this project since its first conception as the STAA Workforce Survey in 2014. She has now submitted an article about this survey for consideration for publication by the *Journal of Integrative Medicine*.

Emma has been supported by a number of people along the way. I especially note the recent contributions of Dr Jennifer Hunter as advisor and editor, and Paul Spence as analyst for the article.

Emma will be delivering a brief presentation at the 14th International Congress on Complementary Medicine Research (ICCMR) in early May 2019. The theme of the Congress is 'Pathways and Partnerships' and Emma will be speaking about the challenges we face as a low profile modality and small organisation. The presence of our Director of Research and Development at this Symposium is intended to provide opportunities for other professionals to hear about shiatsu and what it can contribute to healthcare in Australia.

We can, at times, be limited by the small size of our organisation. Yet our asset is the strength of our people. We have a capacity to work collaboratively and responsively. And, enduring passion, dedication and commitment to the knowledge and skills of shiatsu practice solidly underpin the high motivation for the work evident when I speak with practitioners.

This is always evident when we come together for our Annual Conference. Linda Rago with Sandra Dexter and Suzie Coulston have once again created a space we can enter and grow through connecting and sharing. I see the warmth, positive attitudes and skilful organisation these women bring to making our conference possible and I am grateful.

Working with the National Council and Sandra Dexter is always an inspiration to me. I appreciate how Sandra has overseen and monitored STAA ongoing actions. She has patiently helped me learn new skills so as to work more efficiently and effectively, and is always intelligent and thoughtful, responding to requests within the whole context of STAA administration.

I am confident in my work with the National Council as reliable in their unfailing good humour and goodwill, following through on tasks and communicating with others about them. This goodwill within our organisation is outstanding and something I see as our important strength.



VICE-PRESIDENT

Linda Rago

As Vice President it is my role to support to the President as she guides our organisation forward. As we lobbied the federal health minister and organised support for our members to petition individual elected government representatives about the proposed loss of health rebates (came into effect 1 April 2019), our President began the groundwork to establish a solid mentoring framework. This project will link our elders and educators to younger professionals and will encourage further study and expansion of knowledge. It is a 'forward thinking' project and the benefits of this program will help keep us united.

We postponed our 2018 conference to the Gold Coast 2019 for a wide range of reasons. I missed the annual personal contact with other members and realised how much I value STAA events. Although I will remain the conference organiser for 2019, it will probably be the last one I organise for STAA but I hope to attend annual gatherings in the future.

I enjoyed researching how we could roll out a promotional campaign organised with minimal funds and personnel. I was delighted to enlist and connect professionals from different organisations to help us (Tracey Foley from Amnesty International and Mel Deacon from Elevate Communications). I am sure these relationships can be nurtured into powerful strong connections that offer us assistance and valuable guidance as we negotiate a changing marketplace.

I've also tried to keep the STAA Facebook site energised, focused and ticking over. Perhaps there is another STAA member who is either social-media savvy or keen to get involved. It would improve STAA's presence in the public eye to post instagram photos and expand our Facebook site as a marketing and educative tool.

While shiatsu is struggling to contest a stronger position in the 'commercial' world or in mass public recognition, I realise each individual who enters my clinic to lay on the futon is the central point of focus at that moment not the macro situation. As individual practitioners we have clear understanding of the therapy we offer to aid healing but perhaps we are not so interested in the collective position until it either demonstrates beneficial support of us personally or effects us negatively. When you hold a position on STAA's National Council, it is your responsibility to look forward with a critical eye and do the best you can to support the collective whether the external environment is sympathetic or hostile.

I'd like to congratulate all on National Council for their skills, effort and energy to support research, initiate large scale projects and perform a range of duties that are imperative for future outcomes.



DIRECTOR OF RESEARCH

Emma Strapps

It has been an immense year for National Council and for my role within it! This year, I have had an opportunity to develop my skills not just as a shiatsu practitioner but also as researcher, writer and political advocate/adviser—some of which are skills that still surprise me.

This year I have spent many hours writing and getting to publication STAA's first academic article with the help of a highly professional team that included Dr Jennifer Hunter, whose patience and expertise was infinite; Paul Spence, whose skill with numbers and spreadsheets is phenomenal; and Dorothy Douglas, always patient and wonderful wordsmith. While engaged in this process, I have discovered enthusiastic practitioner-researchers around the world and this continues to inspire me.

In May I have the opportunity to represent STAA and shiatsu at the 2019 International Conference on Complementary Medicine Research. I am very proud to present the Workforce survey data to a wider international community of complementary medicine researchers and the opportunity to expand our engagement within academia. Leading on from this, STAA will launch its next phase of research development. If it is one thing I have learnt in this role so far, it is to take each little step one at a time, celebrate the accomplishment and then take the next step. While STAA has a grand vision of our long-term goals, we need to keep focused on what is possible within the scope of our resources. So please keep your eyes open for opportunities to participate in research projects in the near future.

I have also contributed to writing letters and submissions to government regarding the private health fund changes affecting shiatsu. For me this journey is about more than just my clients losing their rebate (small as it is) — it is about the devaluing of my profession based on ideology and not on fact. My passion — and life's work — is to develop and uphold the professional standards, value and respect that, through our work as shiatsu practitioners, we have earned. It has been challenging but also empowering. I have learnt so much. As I rise to the challenge, accept the call to action I do not let the situation detract in any way from my shiatsu practice as I continue to support many clients on their life journeys as well. That is where my heart is, where my joy comes from.

I wish to thank the incredible team on Council this year who have been so supportive, respectful and courageous as we navigate together a changing climate for our work. As we mature as an association and as a community, I look forward to the opportunity to contribute and support the practice of shiatsu on National Council in this next phase of development. Watch this space!



TREASURER

Peter Caldwell

STAA made an operating loss of \$10,240 through 2018. It has been a difficult year.

Most of this loss is accounted for by the decline in membership income (\$5000) and the decline in merchandise income (\$3500). The absence of a conference in 2018 is not material in this result. The conferences have generally run at about break even in previous years.

If conference expenses are removed from the equation, we see that Operating Expenses for each of the past few years amount to about \$62,000. This figure appears to be about the minimum that is required for STAA to function. There may be some cost savings to be identified, but they are not likely to be significant.

The strength of an organisation such as STAA hinges on its membership. There needs to be sufficient numbers to fund the operation, and from those numbers there needs to be a pool of dedicated people who are prepared to take on the (voluntary) workload of the National Council.

It helps if there is an administrator, with involvement, knowledge and dedication beyond the call of normal duty.

STAA certainly has people with that dedication on National Council now, and most certainly has the administrative might of Sandra Dexter. However, 230 members, at the current subscription rates might fall short as far as funding goes.

I understand that STAA's relevance might appear to have diminished in the current climate, but I think that is important that members do what they can to promote shiatsu and STAA and perhaps persuade those they know whose membership has lapsed to re-join.

Please see the comparative Profit & Loss and Balance Sheet for the 2018 calendar year for full details.

PROFIT AND LOSS

Shiatsu Therapy Association of Australia Inc.

For the 12 months ended 31 December 2018

	Dec-18	Dec-17	Dec-16	Dec-15	Dec-14
Income					
Advertising Income	\$2,170.00	\$1,715.24	\$2,060.60	\$2,495.00	\$5,110.01
Brochures Income	\$175.00	\$70.00	\$0.00	\$0.00	\$0.00
Conference Income	\$1,010.00	\$27,545.50	\$14,082.62	\$595.00	\$0.00
Fundraising Income	\$0.00	\$1,415.09	\$1,940.00	\$0.00	\$0.00
Membership Income	\$47,100.40	\$52,045.80	\$57,752.75	\$52,482.00	\$54,484.00
Membership refunds	-\$112.50	-\$70.00	-\$318.00	\$0.00	\$0.00
Merchandise Income	\$110.00	\$3,652.00	\$869.21	\$50.00	\$5.00
Workshop Revenue	\$465.72	\$0.00	\$879.70	\$0.00	\$0.00
Total Income	\$50,918.62	\$86,373.63	\$77,266.88	\$55,622.00	\$59,599.01
Gross Profit	\$50,918.62	\$86,373.63	\$77,266.88	\$55,622.00	\$59,599.01
Plus Other Income					
Dividends - unfranked	\$0.00	\$2,312.61	\$0.00	\$0.00	\$0.00
Expense reimbursement	\$54.65	\$0.00	\$0.00	\$0.00	\$0.00
Interest received	\$146.01	\$219.56	\$372.18	\$364.25	\$974.71
Miscellaneous	\$330.69	\$115.24	\$0.00	\$186.14	\$0.00
Total Other Income	\$531.35	\$2,647.41	\$372.18	\$550.39	\$974.71
Less Operating Expenses					
Accountancy	\$945.00	\$945.00	\$1,530.00	\$500.00	\$0.00
Administration fees	\$32,165.47	\$35,102.69	\$36,634.85	\$31,956.51	\$33,186.07
Advertising and promotion	\$3,789.60	\$803.39	\$1,728.04	\$6,426.18	\$8,541.88
AGM/Annual report	\$860.00	\$360.00	\$0.00	\$0.00	\$0.00
Annual Return	\$56.90	\$0.00	\$0.00	\$0.00	\$0.00
Bank Fees And Charges	\$424.96	\$379.74	\$474.16	\$441.59	\$598.41
Cleaning/rubbish removal	\$84.00	\$0.00	\$0.00	\$0.00	\$0.00
Conference/seminar costs	\$950.00	\$19,633.46	\$15,630.86	\$5,032.87	\$972.59
Donations	\$500.00	\$0.00	\$0.00	\$0.00	\$0.00
Electricity	\$385.00	\$572.00	\$583.00	\$0.00	\$0.00
General expenses	\$0.00	\$1,495.01	\$681.35	\$2,061.10	\$3,406.48
Gifts	\$203.05	\$120.00	\$0.00	\$0.00	\$0.00
Insurance	\$2,085.25	\$1,994.73	\$865.25	\$2,278.49	\$827.66
Interest	-\$0.14	\$0.00	\$0.00	\$0.00	\$0.00
Internet	\$2,837.73	\$2,715.97	\$2,583.56	\$3,413.58	\$707.78
Journal editing & lay-out	\$2,294.94	\$2,231.28	\$1,347.36	\$0.00	\$0.00
Journal printing	\$3,496.90	\$3,796.10	\$1,962.40	\$0.00	\$0.00
Legal fees	\$0.00	\$55.80	\$294.40	\$0.00	\$440.00
Materials & supplies	\$0.00	\$630.00	\$0.00	\$0.00	\$0.00
Membership	\$0.00	\$0.00	-\$100.00	\$65.00	\$0.00
Office supplies	\$59.85	\$0.00	\$0.00	\$0.00	\$0.00
Postage	\$1,502.60	\$1,655.98	\$1,086.30	\$1,491.03	\$1,578.61
Printing & stationery	\$549.50	\$2,526.80	\$3,448.20	\$673.71	\$1,821.57
Rent - Office	\$2,786.75	\$4,290.00	\$4,372.50	\$0.00	\$0.00
Rent on land & buildings	\$0.00	\$0.00	\$0.00	\$5,434.05	\$4,352.50
Rent-Storage	\$2,532.00	\$1,144.00	\$1,166.00	\$0.00	\$0.00
Research & development	\$660.00	\$0.00	\$952.00	\$0.00	\$0.00
Sundry expenses	\$677.69	\$0.00	\$0.00	\$0.00	\$0.00
Telephone	\$1,843.30	\$2,060.90	\$2,338.56	\$2,164.54	\$2,162.23
Travel, accom & conference	\$0.00	\$1,242.95	\$0.00	\$0.00	\$595.70
Total Operating Expenses	\$61,690.35	\$83,755.80	\$77,578.79	\$61,938.65	\$59,191.48
Net Profit	-\$10,240.38	\$5,265.24	\$60.27	-\$5,766.26	\$1,382.24

BALANCE SHEET

Shiatsu Therapy Association of Australia Inc.

As at 31 December 2018

	31 Dec 2018	31 Dec 2017	31 Dec 2016	31 Dec 2015	31 Dec 2014
Assets					
Bank					
Community Solutions Cheque Acc	\$6,103.31	\$1,374.55	\$549.03	\$4,037.38	\$5,142.17
Mastercard Account	\$551.48	\$259.82	\$432.01	\$0.00	\$0.00
Westpac Business Cash Reserve	\$10,109.91	\$25,370.71	\$20,758.80	\$17,642.19	\$22,303.66
Total Bank	\$16,764.70	\$27,005.08	\$21,739.84	\$21,679.57	\$27,445.83
Total Assets	\$16,764.70	\$27,005.08	\$21,739.84	\$21,679.57	\$27,445.83
Net Assets	\$16,764.70	\$27,005.08	\$21,739.84	\$21,679.57	\$27,445.83
Equity					
Current Year Earnings	-\$10,240.38	\$5,265.24	\$60.27	-\$5,766.26	\$1,382.24
Retained profits	\$27,005.08	\$21,739.84	\$21,679.57	\$27,445.83	\$26,063.59
Total Equity	\$16,764.70	\$27,005.08	\$21,739.84	\$21,679.57	\$27,445.83

During the past year on the STAA National Council, I have witnessed and been a part of many changes.

The most recent and obvious change nationally was to shiatsu private health fund rebates—removed as a result of flawed and biased government decisions. Disputing this decision has been a major focus of mine, both personally and with the National Council (NC) for the past year. This decision provoked a “where to from here?” question which inspired many ideas and decisions for the future of STAA and shiatsu to flow. Whilst petitions, letters and other political action have been ongoing, the NC team’s work to move forward with both resilience and determination has been rewarding.

Over the year I have been involved in the creation of a promotions campaign with both the NC and a company called Elevate Communications. Working in meetings with Elevate was inspiring and allowed the NC as a group to set up and begin implementing a promotional plan with a goal for shiatsu to become a household name in Australia.

In my capacity as Secretary, I have participated in NC meetings, taken and distributed Minutes and prepared the Agendas for meetings.

I have enjoyed and been inspired throughout the year by the teamwork, determination and tenacity of the NC under the leadership of Dorothy Douglas.

I look forward to contributing further to the National Council for the next year during this exciting and vibrant time.



SECRETARY
Ann Hocking



**INDUSTRY
REFERENCE
COMMITTEE
REPRESENTATIVE**
Anne McDermott

Executive summary

The disciplines within the Complementary Health sector aim to improve an individual's health and wellbeing through the use of a number of different modalities and the application of the respective belief systems that accompany them. The growing numbers of individuals who seek out these modalities believe them to be an effective means of contributing to their health care needs and improving their general wellbeing and quality of life.

Professionals within the Complementary Health sector advocate for the integration of Complementary Health disciplines with the practice of more conventional treatments, and consider their modalities as contributing to a more holistic approach towards treatment, support and care.

The Complementary Health Industry Reference Committee (IRC) has nine qualifications under its remit which are packaged within the HLT Health Training Package. The qualifications are aligned to job roles within the following sectors:

- Ayurveda
- Aromatherapy
- Kinesiology
- Massage and Remedial Massage Therapy
- Shiatsu
- Reflexology
- Traditional Chinese Medicine Remedial Massage.

The National Schedule details the training package review and development work commissioned by the Australian Industry and Skills Committee (AISC). The National Schedule is informed by this Industry Skills Forecast, which outlines the proposed timing for the update of existing training package products.

This Forecast has been compiled using a number of information sources, including academic literature, statistical data, IRC member input and expertise, feedback received via public consultation, and an industry analysis of both new and emerging workforce skills needs within the Complementary Health sector.

Complementary Health Industry Reference Committee 2018 Industry Skills Forecast

The Industry Skills Forecast, including the Proposed Schedule of Work was available via Skills IQ's website for comment and promoted to over 17,000 stakeholders registered in Skills IQ's network for feedback.

The draft was prepared through an online national survey administered in November/December 2017 and in consultation with the Complementary Health IRC, with input from wider industry stakeholders.

There is no Training Package development work proposed in 2018–19. Consultation with the IRC and wider industry has not identified skills gaps which require immediate action.

The Complementary Health Training Package products are proposed for review in the 2019–20 year. These Training Package products were initially scheduled for review in the 2018–19 year, however industry notes that it is vital to allow for the proper implementation and use of the training products, which were extensively reviewed in 2015, before recommending any further revisions.

The following qualifications submitted cases for change to the IRC for 2019–20 and are under discussion:

- HLT52615 (Diploma of Ayurvedic Lifestyle Consultation)
- HLT62615 (Advance Diploma of Ayurveda)
- HLT42015 Certificate IV in Massage Therapy
- HLT52015 Diploma of Remedial Massage
- HLT52515 Diploma of Reflexology

No request, input or feedback for change has been received regarding our current qualification – HLT52215 Diploma of Shiatsu and Oriental Therapies, and therefore the IRC is recommending deferring any work to 2020–21, in order to ensure that there is sufficient delivery and industry feedback that has taken place to assess what needs to be updated.

The following qualifications will also be deferred to the 2020–2021 review cycle:

- Diploma of Clinical Aromatherapy
- Diploma of Kinesiology
- Diploma of Traditional Chinese Medicine (TCM) Remedial Massage

For further information regarding:

Complementary Health Industry Reference Committee 2018 Industry Skills Forecast

<https://www.skillsiq.com.au/IndustryEngagement/IndustryReferenceCommittees/>



ORDINARY MEMBER

Alex Caldwell

Government announcements that were made in October 2017 regarding the removal of rebates for many natural therapies have now manifested into reality. There have been many consequences, with no doubt more to come.

STAA National Council is doing everything conceivably useful to address the changes, to push back against prejudice, to fight for recognition of the high standards that we uphold, to be valued for what we do.

The process has at times been tiring, sometimes disheartening; but there is never even a hint that shiatsu is not worth the effort. To the contrary, there is renewed resolve to promote shiatsu to the community. We know its value; we see how well our clients respond to the work.

STAA remains central to upholding and developing shiatsu as a profession, and for that reason all members of National Council give their time... so that we can stay connected and strong in what we do.

It has been my privilege to be a member of this inspiring and dedicated group.



ORDINARY MEMBER

Russell Makoto

It has been a year of slowly getting a feel for how things run in the national council. Watching and listening and getting to know other council members in a different environment has been an enjoyable experience. What has struck me most is the inclusive energy of all involved.

As I begin to get my feet under me I am excited about being able to contribute to the mentoring pilot program. This is something I feel passionate about and that I believe will strengthen the network of shiatsu practitioners that STAA is.

STAA is a small organisation that I have found has an ethos of integrity to the art of shiatsu. The national council, ably led by Dorothy, donate their time in a humble, yet persistent manner. I hope to be able to contribute further in the coming year.

AGM 2018 Minutes

Sunday 27 May 2018, 4pm

Online via Google Hangouts

1. Welcome from President

Dorothy Douglas opened the AGM at 4.13pm and welcomed everyone.

2. Attendance

Present

Sofia Adams, Brett Bannon, Alex Caldwell, Olivia Cheng, Maree Crutch, Sandra Dexter (Admin), Dorothy Douglas, Ann Hocking, Russell Makoto, Anne McDermott, Linda Rago, Andrew Scott, Emmas Strapps

Apologies

Viola Barnes, Jenny Dorrington, Link McElvenny, Glenn Polley, Marjorie Scott, Adrienne Smillie

Proxies

None

3. Previous Minutes and Business Arising

Moved that the Minutes of the 2017 STAA AGM be accepted as a true and accurate record.

Moved – Linda Rago

Seconded – Andrew Scott

Carried

Business arising from 2017 minutes

None

4. 2017 Annual Report

2017 Annual Report tabled. Moved that the Annual Report be accepted.

Moved – Linda Rago

Seconded – Andrew Scott

Carried

President's Summary

STAA has had a busy year. There has been a lot of activity around lobbying the government over the private health fund rebates. I have been in touch with members of parliament about the discussion that has been taking place about imposing the GST on natural therapies.

We have also been very active about sustaining communications with our membership. This has been both a rewarding personal and professional experience.

STAA has been facing strong external influences. This has given us cause to review and discuss what our needs and priorities are and that is an ongoing conversation.

We are also very conscious of declining membership numbers. There is a normal attrition rate of membership that is not now being equally offset by new members. This offset is due to retirement of members and a decline in enrolments in registered training organisations. Some of this is due to the very high cost of compliance for training organisations. Also the pressure of funding cuts within the VET sector within recent years and the influence of unconscionable behaviour of individuals and organisations exploiting the funding system for their personal gain. Sadly this has been a very small number of people, however the impact on the industry has been significant in the training sector.

So the National Council is responding to these challenges in a number of ways. We are also looking and taking action on developing mentoring guidelines which we understand to be a very important provision for members.

I am deeply grateful for the work with the National Council and I grow from working with other people. I feel that I have been blossoming in a whole range of skills.

Working with Sandra Dexter our Administration Officer, I find her to be utterly reliable. She is completely steadfast in her commitment to our association. She is thorough in how she goes about her business. I can always rely on her to dot the i's and cross the t's and keep me compliant, honest and ethical. She is efficient in how she goes about her business, she is knowledgeable about the industry and the functions of our association. Also her firsthand contact with members is invaluable. She is patient and I deeply appreciate that. She also manages me quite well. That's an advantage.

The National Council team brings we great joy. It feels an honour and a privilege to be working with these exceptional human beings. We are sharing similar values and aspirations with one another and each bring individual and specific talents and skills to the work. I enjoy the fluidity of the way members pair up, do some tasks together, come back to the group and form different pairings for different tasks in a very fluidic and collaborative way. each with the interests of the other first and foremost in their thinking. I am deeply grateful for the unwavering commitment to STAA and Shiatsu of each of these exemplary people in their own way. And I thrive on the experience of how each person brings their intent and integrity.

Change to National Council Members:

We have two National Council members changing their roles or leaving the Council. Vivien Watmough has served with the STAA National Council tirelessly for 13 years in different roles. She will continue with the National Council as an Ordinary Member. However, her service as Membership Secretary and as President has been admirable and as I said tireless. We look forward to seeing Viv when she returns from her trip.

Andrew Scott has been our Treasurer and he is leaving the National Council although he remains a member of STAA. He has provided a very practical perspective supporting the sustainability and the continuity of our association. He provides invaluable advice of practical financial matters. He reads and interprets our financial records very well and sympathetically and he provides very warm hearted advice about how we can manage our objectives and the resources of the association. Thank you very much Andrew. We warmly wish you great success as you see success in your new business endeavours.

5. Election of Office Bearers

All members of the 2017/18 National Council stood down and all positions were declared vacant. Andrew Scott was the returning officer. The following nominations were received for National Council 2018/19:

Member	Position	Nominated by	Seconded by
Dorothy Douglas	President	Alex Caldwell	Emma Strapps
Linda Rago	Vice President	Alex Caldwell	Emma Strapps
Peter Caldwell	Treasurer	Dorothy Douglas	Emma Strapps
Ann Hocking	Secretary	Emma Strapps	Alex Caldwell
Emma Strapps	Director of Research	Linda Rago	Alex Caldwell
Vivien Watmough	Ordinary member	Linda Rago	Alex Caldwell
Alex Caldwell	Ordinary member	Linda Rago	Emma Strapps
Anne McDermott	Ordinary member	Linda Rago	Alex Caldwell
Russell Makoto	Ordinary member	Akhalita Makoto	Dorothy Douglas

All nominations were accepted and carried.

6. Any Other Business

A reminder to everyone that an email to the Administration Officer is always handled really well and efficiently and you can communicate with any member of the National Council. Each of us has an email address. So, if there is a particular person you would like to address, you can do it that way or a general statement can be sent to Sandra at Administration.

Via a chat feed the following was asked:

Olivia Cheng: Regarding the Save Shiatsu campaign, is there an update on where the legislation is at in Parliament?

Emma Strapps: As far as we know the legislation has not gone through as yet and will not be voted on until June. We have until the end of this month to submit any responses that we have to that draft. You can yourself find the draft legislation online and have a read and write a personal response through the parliament website. STAA has been working a lot on a submission that is a response on behalf of members and we will submit that very soon. And then in June we will know what the decision is.

Dorothy Douglas: We are waiting to be provided with a date to make our submission and my intention is to then publish that submission into the members section of the STAA website, so that everyone can read it themselves. The legislation is going through the lower house in June, however it still needs to pass through the senate, which could take another few months, which is why we are asking members to continue to communicate with members of parliament and in particular the independent members of parliament because one independent of parliament as we are aware it can have a significant influence on how decisions get made in Australian parliament. So keep on sending your emails to your members of parliament. Please. I hope that answers Olivia's question sufficiently

Olivia Cheng: Thank you. It does!.

There were no further questions raised.

President's Concluding Statement:

I would like to express the joy and privilege of the Interactions I have had with members of STAA over the past 12 months. Practitioners who are out there in the field, doing the work, meeting the client's encountering the human condition, bringing their heart hands, soul and body, integrity to work in ways that speak so strongly and clearly about the power, the beauty and the effectiveness of shiatsu.

I have also been very touched, moved and grateful glad that a number of members have been proactive in the lobbying campaign and supporting the voice and the upstanding for practitioners in Australia in their communications with members of parliament. I would like to acknowledge that contribution publicly and the contribution is significant.

AGM declared closed at 4.32pm

STRATEGIC PLAN 2017–2020

Our Vision

Shiatsu is a recognised element of an integrated healthcare system.

Our Mission

To sustain a professional network that promotes shiatsu within the Australian community.

Our Values

To nurture, respect, collaborate and act with integrity.

GOAL	STRATEGY
1. Develop and sustain our membership	Seek member feedback regularly and proactively Lobby private health funds to provide rebates for shiatsu Deliver outstanding workshops and an annual conference Establish and facilitate a mentoring program Create peer supervision opportunities
2. Communicate proactively and effectively with members, registered training organisations and the public	Maintain an effective and interactive website Maintain a bank of media resources Publish a biannual journal – <i>Pointers</i> Circulate a regular e-newsletter – <i>Tsubo</i> Maintain a commitment to relevant annual forums for members and registered training organisations
3. Consolidate the discipline of shiatsu through education, research and development	Sustain a commitment to postgraduate research Manage continuous improvement through Continuing Professional Education (CPE) program Establish and maintain a Register of Teachers and of Mentors/ Supervisors Contribute to policy development within the healthcare system
4. Partner with people, organisations and community	Seek opportunities to collaborate locally, nationally and internationally Source funding for research
5. Sustain an effective, sustainable and supportive organisation	Retain accountable, supported and satisfied staff Continually develop and maintain quality IT systems Respond to membership needs



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