

# Newsletter

Issue 13

December 2004



## Message from the President Professor Vivian Lin

On behalf of all members of the Board, I would like to extend best wishes to everyone for an enjoyable and safe holiday season. The end of 2004, whilst not taken up with the "busyness" of renewal since we changed the registration year, will be busy once more, for the office staff, as grandparenting draws to an end on 31 December 2004.

This marks the end of an important era in registration of Victorian Chinese medicine practitioners. "Grandparenting" was the term used by Government to refer to its implementation of the transitional provisions set out in section 94 of the Chinese Medicine Registration Act 2000. In developing a grandparenting policy for existing practitioners, the Board needed to balance the value of high standard of education with the absence of such courses historically and balance the establishment of standards that assure safe practice from all practitioners with the right to livelihood amongst existing practitioners.

The extreme diversity of qualifications and experiences made this a considerable challenge. The Board sought to be inclusive with the grandparenting standards so that more practitioners would be incorporated into the regulatory net whilst concurrently guaranteeing safe practice. To apply the policy in a fair and just manner in the assessment of the over 1000 applicants for registration has been a mammoth effort on the part of both Board and staff members.

We have tried to document these processes in successive annual reports and trust they have been helpful in documenting this historic development. All registered practitioners should have received a copy of the 2003/2004 Annual Report. The Board is accountable to the people of Victoria through Parliament. The tabling and publication of the Annual Report serves

this purpose, as does the Board's provision of regular and comprehensive information on its website and in this quarterly newsletter. If you did not receive the report please contact the office and request one.

From 1 January 2005 we need to establish processes for registering practitioners in accordance with section 5 of the Act. To this end we are now well progressed with the approval of courses. To date, two Victorian education institutions have had courses approved for registration purposes and three others have submitted applications. Updated information about this process is always available on the website at:

<http://www.cmrb.vic.gov.au/registration/approvedcourses.html>

The alternative for applicants from other courses and institutions will be to sit an examination and the Board is now in the process of planning and preparing for this.

Also from 1 January 2005, another important step will be for other health registration boards to endorse their own practitioners for the practice of acupuncture. The Chinese Medicine Registration Board has sought to work co-operatively with the other boards and has established close communication with most.

The Board recently met with representatives from HBA. Several issues were addressed at this meeting and are outlined, from HBA's perspective, in the article on page 4, titled "HBA's Commitment to Natural Therapies for Victorians". The Board is concerned about several of the issues raised and encourages all practitioners to read the article and contact HBA if they have any queries.

The Board recently held another meeting with the Reference Group and subjects discussed at some length included:

- Use of title
- Strategies for promoting and acknowledging good practice
- Continuing professional development and education for practitioners

The input from these people is of much value to the Board in developing consistent and functionally integrated policy responses for consumers and practitioners.



## Office Hours Over Christmas

The office will be open every day except for the Christmas Day holiday (Monday 27 December) and the New year's day holiday (Monday 3 January). Don't worry if the answering machine comes on and please leave a message.

Phone: +61 3 9499 3800

Or if preferred you can email us at;

- [admin@cmrb.vic.gov.au](mailto:admin@cmrb.vic.gov.au)
- [registrar@cmrb.vic.gov.au](mailto:registrar@cmrb.vic.gov.au)

## Farewell To Vanessa Williams

As much as Vanessa loved working with Chinese Medicine regulation, her true, life passion lies elsewhere – in organic farming and permaculture. After three wonderful and demanding years with the Chinese Medicine Registration Board, she is off to NSW to pursue further training, beginning with a Certificate IV in Organic Farming.

We are most distressed for ourselves at this great loss, but at the same time appreciate the excellent work Vanessa has done with us and genuinely wish her well with the next chapter of her life journey.

Vanessa has been a pleasure to work with and has performed her duties with a high level of integrity and diligence. The establishment phase of a new organisation and the implementation of new legislation has required a complex level of analysis and problem-solving, a high degree of flexibility and an ability to do many things at once, sometimes very fast! Vanessa

has always delivered and this has been appreciated.

The only thing she didn't quite achieve as planned, was learning to speak Chinese. She says, "After a semester of trying to decipher the various tones I found I still didn't know when I was being asked my name or when I was being asked out".

Dare we say, however, that with her background now in regulation, her aspiration to work in the area of organic certification is an excellent choice, in our opinion. The organic farming industry will be much advantaged by the addition of someone like Vanessa.

The Board officially farewellled Vanessa at its Christmas dinner on 14 December, but Vanessa will still be at the office until the end of December helping all those "grandparents" to get their applications in.

**BEST WISHES TO VANESSA!**



## Recency Of Practice

The Chinese Medicine Registration Act 2000 empowers the Board to refuse renewal/ registration if the Board believes the applicant has not had sufficient experience in the practice for in the preceding 5 years.

It is widely agreed that health care practitioners have a professional obligation to maintain their knowledge and skills. The Chinese Medicine Registration Board supports the view that practitioners must retain responsibility for their own professional development and competence.

In anticipation of registration or renewal applicants who cannot demonstrate recency and on the basis that a simple process is preferred, this policy has been adopted by the Board.

### Assessing recency

Applicants are asked to assess and attest to whether they have had sufficient practice experience within the preceding 5 years to maintain their competence in the division/s in which they are seeking registration or renewal of registration.

When deciding on their response, they are advised to give personal consideration to the following matters:

- Have I practised at all since (5 years ago)? Is it enough to maintain competence?
- What is my current level of knowledge and skills and how do I know?
- Have I participated in regular "Continuing Professional Education"? What have I done within the last 12 months?
- Have I received feed-back from patients, an employer or a peer? What did they say? Does this indicate that I am competent?
- How effective am I in promoting a positive image for the practice of Chinese medicine.

### Policy

If an applicant for registration cannot demonstrate or attest to recency of practice, the Board will require completion of one clinical practice unit from within a CMRB-approved course and the minimum number of hours is as follows:

- If the person has previously practised, the minimum number of hours should be 100.
- If the person has not practised since completing their qualification, the minimum number of hours should be 200.

Information about approved courses is available on the Board's website at:

<http://www.cmrb.vic.gov.au/registration/approvedcourses.html>



## Welcome to James Thomas



With the departure of Vanessa Williams, to organic green pastures, we are pleased to welcome James Thomas as the new Assistant Registrar.

James has most recently worked as a Customer Service Representative with a major bank, though he has had a career spanning university administration, professional practice administration, and company administration, and operating his own business.

He is looking forward to getting to know the Board members, and working with them and Debra to help make the operations of the Board and the office as smooth as possible.

For leisure activities, James is fond of sailing and bushwalking. He is married with seven "grown up" children.

## HBA'S Commitment to Natural Therapies for Victorians

Jim Durkin

Risk Manager – Claims

BUPA Australia (operating as HBA in Victoria)

HBA appreciates the opportunity to contribute to this edition of the CMRB newsletter. This article aims to assist you in better understanding HBA's position and expectations in relation to complementary alternative therapy services.

As a leading health fund, HBA recognises that many Victorians value alternative or complementary medical disciplines. A great number of our members utilise the services and treatments offered by these practitioners. Most levels of extras cover with HBA provide benefits for services such as acupuncture, Chinese herbalism, Western herbalism and homeopathy.

### Understanding your services

In the interests of our members, and our business as a health fund, we are endeavouring to gain further understanding of:

- the extent to which our members utilise the services of complementary and alternative therapy practitioners, and
- the health benefit that they derive from that service or treatment.

This is to facilitate a better understanding of the services used by our members, which we pay benefits for and is in line with our approach to all disciplines covered by HBA. It is not our intention to become involved in the clinical process and the decisions made by practitioners.

### Communicating with you

To this end, we have commenced a series of mail-outs to selected providers. The mail-outs include a provider profile, which provides details of the provider's 'Services Per Patient' (SPP) and 'Benefits Per Patient' (BPP). Specifically, we advise each provider of their SPP/BPP levels compared to the state average of their peers.

In comparing practitioners, we recognise one situation can vary from the norm for varied and legitimate reasons. As such, providers are invited to give feedback. This has proven to date, to be a useful exercise in identifying factors that may contribute to differences in service statistics.



However, the feedback process raised several other points. For example, some servicing did not seem to relate to the addressing of specific patient needs aimed at achieving clinical outcomes. Some of the responses included comments such as 'The patient just turns up at my practice, and wants to see me'. There are also concerns regarding clinical need, the providing of treatment, or the resolution of specific conditions when a number of family members are seen together on the same day. Furthermore, in cases where a provider sees a number of patients more than fifty times in a year, we may seek to ascertain the aim and desired outcome of such high frequency of visits.

### Service components and documentation

Along with other disciplines covered by HBA, such as physiotherapy or chiropractic treatment, complementary and alternative therapy treatment should always include components such as history taking, diagnosis, treatment plan, treatment, ongoing assessment/prognosis and resolution. If a resolution is not reached, i.e. if the treatment being provided is not giving relief or an improved patient outcome, then the services or treatment require re-evaluation, cessation or the patient should be referred on.

It is also important that all services are properly and fully documented and that accounts and receipts clearly detail the dates of service, item numbers and so on. This information can, in some instances, be imperative to HBA's claiming process, and is integral to the conduct of audits that are carried out as part of regular fund practices.

### What HBA covers

HBA pays a benefit for a Chinese herbal consultation, but no benefit for the herbs or other medication provided to the patient. Payment for these should come directly from the patient, and no claim should be made to HBA for these.

As a major private health fund, it is very important that our members value their HBA private health cover and that they are receiving high quality services and attractive benefits. Claiming patterns impact on premiums and we are conscious of our members' sensitivity to increases in their fund contributions. As such, it is our obligation to continually review and better understand the services for which we are paying benefits.

Jim Durkin would be happy to speak with any registered practitioners directly, and can be contacted on (03) 9937 4443 to discuss any of these issues.

## Grandparenting Ends on 31 December 2004

The transitional provisions as per s94 of the Chinese Medicine Registration Act 2000, based upon which, the Chinese Medicine Registration Board formulated its grandparenting policy, end on 31 December 2004.

After this date, any registration application received cannot be dealt with in accordance with the grandparenting policy and applicants will be obliged to meet the requirements of s5 \* of the Chinese Medicine Registration Act 2000 (the Act).

In June 2004 the Board conducted an advertising campaign in local/regional newspapers across Victoria, alerting the public to the requirements of the Act. Just recently a similar advertising campaign was conducted alerting Chinese medicine practitioners to the requirement to register and the end of grandparenting.

Since this advertisement, we have received a number of inquiries and requests for application forms. The largest group represented has been naturopaths but there may still be some Chinese medicine practitioners who are unaware of the requirement to register and may wish to take advantage of the opportunity that grandparenting offers.

Your assistance with disseminating this important information would be appreciated.

### \*Section 5. Qualifications for general registration

A person is qualified for general registration as a Chinese medicine practitioner or a Chinese herbal dispenser if that person—

- (a) has successfully completed a course of study approved by the Board; or
- (b) in the opinion of the Board, has a qualification that is substantially equivalent or is based on similar competencies to a course of study approved by the Board; or
- (c) has passed an examination set by or on behalf of the Board; or
- (d) has a qualification that is recognised in another State or Territory of the Commonwealth for the purposes of undertaking work of a similar nature to that which a person, holding a qualification to which paragraph (a), (b) or (c) applies, is qualified to undertake.



## Refused Applicants Who Have Pursued Further Training Must Reapply Before 'Grandparenting' Ends.

Applicants who have previously been advised of a decision to refuse an application to be registered under the Chinese Medicine Registration Act 2000 (the Act), and were advised of the option to complete further training in order to register, must reapply to the Board before 'grandparenting', as per s94 of the Act, ends on 31 December 2004.

Applicants who have pursued this option and intend to reapply must submit an application form, available from the office or at <http://www.cmr.gov.au/registration/appform.html>, the form must be accompanied by evidence of the further training and a reapplication fee of \$75. This MUST reach the CMRB office by 31 December 2004, or it cannot be considered under 'grandparenting'.

If you have any queries please call the office +61 3 9499 3800 and we will be glad to assist you.

# Telstra Young Business Women's Award

## Chinese Medicine Practitioner Wins In Victoria

Dr Carolina Gonzalez  
Doctor of Traditional Chinese Medicine (Chinese Medicine)  
Owner, The Nature of Balance, South Yarra

Luisa Carolina Gonzalez, Registered Acupuncturist under the Chinese Medicine Registration Act 2000, is the 2004 Victorian winner of the Panasonic Young Business Women's Awards of Australia.

Luisa Carolina Gonzalez was born in 1976 in El Salvador. In 1985, when she was nine years old, she and her family fled their war-torn homeland to begin a new life in Australia. Although Carolina did not know English before arriving here, within months she became the interpreter both at her primary school for new Spanish-speaking immigrants, and at home, on behalf of her parents in communicating with banks, hospitals, real estate agents, etc.

Luisa graduated from Victoria University in Melbourne in 2000 with a Bachelor of Health Science-Acupuncture. Since then, she has grown her client base to over 1,000 new and returning patients. Carolina has rarely advertised; her business has grown purely through word of mouth and referrals, a significant accomplishment for one with no formal business training and for whom English is a second language.

The Telstra Business Women's Awards seek women to recognise and reward for their successes and the differences they make. In the process, the Awards raise issues of importance to all women in business and provide the next generation of business and community leaders with the inspiration they need.

Dr Ziggy Switkowski, CEO of Telstra Corporation, says that over the years the Telstra Business Women Awards have celebrated a diverse range of winners from all walks of life.

"Some have a few years' experience and others have many. Some are in traditional fields of business, others are trail-blazing new career paths. What they all share is a strong sense of self and a belief that anything is possible - and they share their stories with us. Although they come from various backgrounds and industries, they all share a passion and commitment to excellence and the long list of high-calibre winners, over 10 years, highlights the remarkable quality of Australian business women.

Developing relationships with so many talented women has been a rewarding journey for Telstra and we are proud of the many opportunities the Awards have afforded all entrants."

### Interview With Luisa by the Registrar of CMRB

#### Why did you choose Chinese medicine?

Chinese medicine was always my passion, as it integrates philosophy, mind, body and soul.

The main pull towards Chinese medicine for me was the notion of preventative medicine and natural medicine. I have a belief in our natural surroundings and that within our "self" there exists the healing properties to gain and maintain ultimate health.

#### What did your family think about your choice to become a Chinese Medicine practitioner?

My Salvadorean family was very concerned about my career



choice as they knew very little about it. They said, "You're not even Chinese, what are you doing?!" When I proceeded with my course they then asked, "Can you buy a house if you work in this profession?" They were concerned that I would not succeed, very often voicing their concerns and urging me to consider a more traditional career such as accounting. I now joke with them about this.

#### How did you find the study of Chinese medicine?

I found the study very interesting and exciting. I was very curious to find out more. I found the course very healing as it helped me, then at 20 yrs of age, widen my awareness and find out more about myself. I also love the idea of energy! At school, I first became interested in "natural fertility" which is the area I now focus on and enjoy great success in.

#### How did you come to establish your practice at its current location?

Whilst working in retail on a part time basis, plus 3 years as a solo practitioner from a small room at the back of a beauty salon and doing home visits. My ultimate vision has always been to open a 'Wellness Centre' that kept people healthy instead of people only visiting when they are sick. To achieve this, my centre would need to offer services and products to enrich physical, spiritual, and mental health. I aimed to include massage, Chinese medicine, naturopathy, myotherapy, life coaching and reiki. In June 2003 I began to write my vision into a business plan. I already had 400 clients in my database, which I had built up in 3 years of practice. I found premises big enough to accommodate my dream 200 metres from my first practice room and the beauty salon. I renovated the whole floor, painted, installed plumbing, decorated, applied feng shui, furnished it, branded it and opened the doors on 15 October 2003. It was just me! Slowly I invited practitioners from other health areas to join me. I was then introduced to the wonderful world of contracts and began to learn about business leadership and to finally focus on my vision. Once I had the majority of the practitioners in place, and with a limited promotional budget, I announced that the 'Nature of Balance' had moved and

expanded. All my clients were extremely happy and supportive.

### **What were your early days in practice like?**

The early days in practice were both exciting and challenging. My overheads had quadrupled and my income was the same for the first 3 months. People management was also challenging. I sacrificed a lot at the time, as the practice was very expensive to run. My learning curve was huge in the early days and I just had to keep reminding myself to trust and believe that it would all work out.

### **How have you developed your current “clienteles”?**

For the past 4 years all my clients have come through word of mouth and minimal advertising in the Yellow Pages. Since winning the Award, I have attracted many new clients who have read about me and my practice in the media, or heard me speak at a seminar

### **Are they unique?**

My clients are exceptional and very proactive about their health. They are also curious about how to optimise their energy and harmony within. They believe in the philosophy at the core of ‘Nature Of Balance’ – that you have the power to feel great, and continue to feel great. It is about prevention and maintenance to get the very best out of life.

### **Who nominated you for the Telstra Business Women’s Award?**

Initially, my husband Mario. I then received about 20 other nominations from various clients and by the time the 20<sup>th</sup> pack came through, I decided to take the time myself, to write. If nothing else, I felt it may be a great opportunity to meet women like myself in their own businesses.

### **What was the Award process like?**

I firstly had to submit an application, which was very comprehensive. This process led me to take stock of what I had achieved in such a short period of time. It was a time to reflect which I found useful and rewarding. The Award process itself was phenomenal. The ‘Awards Team’ was welcoming and supportive and sought to ensure we all got the most possible from the experience. The women I met through the process in various forums organised by the ‘Awards Team’ are inspiring. Meeting them has benefited me enormously, both personally and professionally.

### **Tell us about when you were told you had won.**

My husband left home at 6am, for his morning run. He asked me whether I had written my speech for the awards and I told him that after meeting all the amazing candidates, I could see no prospect of me winning. We later attended a luncheon at the Sofitel. It was quite a glitzy luncheon as this was the 10<sup>th</sup> year of the awards and there was a record attendance. The event is incredibly well organised. When my name was read, I screamed. I was in awe and had a sense of disbelief. I could barely absorb that I had won. I walked up to the stage and when it was my turn to say my speech I spoke with great openness and thanked everyone for the honour of winning such a prestigious award. I spoke of passion, love, focus and about dreams against the odds and how everyone has the ability to be what they want to be. Everyone now tells me that there wasn’t a dry eye in the room.

### **What has happened since?**

After 6 reflective days in Bali following the awards, “walking my talk” and maintaining balance in my own life through holiday and time with my mum, I was the subject of much interest from the media. I have been interviewed by the Herald-Sun 3 times,

in addition to the Stonnington News and the Melbourne Weekly. I was blessed to find an incredible woman, who shall remain anonymous, who agreed to be my mentor. I have given an inspirational speech to the Panasonic Sales and Marketing team, spoken at the VRC and most recently at an ‘Eyeliner Event’ seminar called ‘Women Living With Passion. I have been invited to various cocktail parties and have met some extraordinary people. I have now engaged a marketing specialist to assist me with my 3, 6 and 12-month plans.

### **What are your plans for the future?**

My business plan is to spread the word on proactive health and wellness. I aim to be an active member in the Chinese medicine community and to launch a corporate program. My ultimate goal is to franchise my business and for the name to be recognised as “guaranteed world best practice standards” in my field.

As the principal practitioner of ‘The Nature of Balance’, Luisa provides therapies in acupuncture and massage, using aromatherapy, Australian Bush Flower essences, nutrition, vitamins, herbs and Reiki in her treatments. ‘Natural Fertility’ is her special focus and helping couples to conceive is one of the most rewarding parts of her job.

In the near future Carolina has plans to take her specialist approach into corporate Australia, offering wellness packages to companies wanting to invest in the physical and spiritual well-being of their employees.

As a first-generation migrant and a Spanish-speaking business owner, Luisa serves as a role model in the Spanish community. She is always eager to share her time to speak with youth, encouraging and inspiring them to overcome socio-economic, language and educational barriers and standing up as an example of one who has done so.

In her spare time, she loves to spend time with her husband Mario, with their families, and with her cat George. She also loves Latino dancing and painting, yoga and Pilates.

The Chinese Medicine Registration Board of Victoria congratulates Luisa and wishes her well in her endeavours to deliver quality health care.



## Traditional Medicines Congress

In September, the Board received an invitation from the State Administration of Traditional Chinese Medicine (SATCM) to attend the 'Third Congress on Traditional Medicine' to be held in Beijing from 12-14 November 2004.

Fortunately Ms Glenys Savage, Prof T Chiang Lin and Prof. Charlie Xue were able to attend as CMRB representatives and Glenys Savage also gave a presentation on behalf of the Board. Addresses at the opening ceremony included:

- the Vice Minister for Health and Director General of State Administration of Traditional Chinese Medicine, She Jing, Opening Speech and report, 'Strategic Thinking on Strengthening the Heritage and Development of TCM';
- Chairman Li Zhen Ji, 'China's Strategy of Famous doctors of TCM';
- Choi Seung-Hoon, WHO Regional Secretary, 'WHO Plans for developing Traditional Medicines'.

Academic papers were presented at plenary and concurrent sessions over 2½ days on legislation, management, standards, education, research and clinical areas. Although our representatives attended the different sessions to hear a variety of papers, our main interest was in legislation and standards. Papers were presented in these sessions by delegates representing Health Departments from a number of European and Asian countries including Norway, France, Croatia, Italy, England, India, China and regional areas, Hong Kong, Mongolia; North Korea and Laos.

It appears that Victoria is viewed as very progressive with regard to the statutory regulation of Chinese medicine.

Following the CMRB presentation Ms Savage was invited by doctors from Beijing University of Traditional Chinese medicine to give a presentation to postgraduate students at the university. They were interested in Chinese medicine related developments in Victoria and Australia. Ms Savage gave an hour long presentation (to about 50 students), which was well received. Many of these students are interested in coming to Australia and were unfamiliar with the registration process.

A meeting took place between SATCM's Vice Director, Prof Li and Prof Shen Zhi Xiang, and the CMRB representatives. Fortunately, Mr Chun Guan Li from the Victorian Department of Human Services (Drugs and Poisons Unit) was at the conference too and was able to join this meeting. Issues discussed included:

- 1 General aspects of Registration in Victoria and China;
- 2 Grandparenting issues in Victoria;
- 3 Memorandum of Understanding (MOU) between SATCM, Department of Human Services and CMRB
- 4 Scheduling of Chinese herbs

The proposed MOU is between SATCM, CMRB and the Department of Human Services and is currently being reviewed by the Department with a view to an official signing in the very near future.

Further discussions with Professor Shen regarding the scheduling of Chinese herbs and work currently being undertaken by the CMRB, included the development of monographs and the benefits of having access to information from the Chinese Pharmacopoeia and other work undertaken in China.

The CMRB greatly appreciates the care and support shown to its representatives, by SATCM.

## Chinese Medicine Council of Hong Kong

Whilst Ms Glenys Savage was in China to attend 'Third Congress on Traditional Medicine', the Board took the opportunity to have her visit and meet with the Chinese Medicine Council of Hong Kong (CMCHK). CMCHK is a statutory body established under the Chinese Medicine Ordinance, 1999.

Issues discussed at a meeting on 18 November 2004 included:

1. Hong Kong and Victoria registration issues
2. Examination of registration applicants
3. Monographs for Chinese herbs
4. Policy issues
5. Professional indemnity insurance
6. Future relations with the CMRB

There are approximately 5,000 registered practitioners in Hong Kong and there are no separate divisions for Acupuncturists and Chinese Herbalists. With regard to examination of registration applicants:

- The Council requires all applicants to undertake exams
- To be eligible they must have graduated from a course approved by the CMCHK
- Theory exams must be passed first before undertaking clinical examinations

- The exams are set externally using experts from China
- Ten compulsory subjects of Chinese Medicine are covered

Two papers of ½ day each are conducted over 2 days. There are 300 Multiple Choice Questions, and 150 general questions on each paper. The pass mark is 55%.

The clinical examinations include 6 units, covering gynecology, pediatrics and specialist areas and the examination process includes an oral interview (½ hour) for 2 clinical cases and 4-5 questions on each case, i.e. candidates are required to answer 10 questions on 2 cases in ½ an hour. The pass mark for the clinical examinations is 60%.

The Council is keen to maintain a working relationship with the CMRB and welcomes further interactions, which the CMRB will be pursuing.

For further information you can visit the Council's website at [www.cmchk.org.hk](http://www.cmchk.org.hk)

## Privacy Statement

The right to privacy is a value that is highly regarded by Australians. The Chinese Medicine Registration Board takes privacy seriously and is committed to protecting the privacy of individuals. This includes health and other confidential information, which is necessary for the Board to carry out its functions under the Chinese Medicine Registration Act 2000. The Board will take all reasonable steps to protect individual information from loss, misuse or unauthorised disclosure or destruction.

The Board endeavours to balance the rights of privacy with the need to be accountable and transparent in its dealings. Certain information will not be available under freedom of information laws. This includes private information relating to another individual, the Board's internal working documents and material obtained in confidence.

*The Board's full privacy policy is available on the website at [www.cmr.vic.gov.au](http://www.cmr.vic.gov.au) or from the office on phone (03) 9499 3800.*



# English Language Proficiency

All applicants for general registration, whose first language is not English, must have completed an acceptable English Language Test. This is to ensure that they can communicate competently and safely with patients, their families, colleagues and other health care practitioners. The Board considers that a comprehensive knowledge of English is essential to safe and effective practice of Chinese Medicine in Australia.

The English language requirements must be met before:

- The application for registration will be assessed under s5(a) or s5(b), OR
- The applicant may sit the registration examination under s5(c)

The test must have been undertaken not more than three years before lodging the application for registration. A certified copy of the test results must be forwarded to the Chinese Medicine Registration Board, before an application can be finalised.

## Acceptable Tests

The acceptable tests are as follows.

### International English Language Testing System (IELTS)

Only the academic test is acceptable and the minimum acceptable result is 6.0 in each component.

### Occupational English Test (OET)

The minimum requirement is B-level in all four sections.

### TOEFL – American Test for English as a Foreign Language

This will only be accepted if the test included the spoken component. The minimum requirement is 237 (test of written English 4.5)\*

\* This is the score for entry to a Bachelor level program at RMIT University. Next level down is Advanced Diploma and lower 213 (TWE 4.0). For Melbourne University undergraduate entry it is 233 (TWE 4.5) and for Latrobe University is 233 (TWE 5.0)

## Unacceptable Tests

The Business English Certificate (BECS) is unacceptable.

## Exemptions

The requirement to complete an English language test may be waived where the practitioner:

- Has successfully completed Chinese Medicine post-secondary education of at least 2-years fulltime duration, for which English is the medium of instruction.
- Has original evidence of successful completion of another test, which can be demonstrated to be of an equivalent standard to one of the acceptable tests.

## Contact details regarding testing

IELTS Australia

GPO Box 2006

CANBERRA ACT 2601

AUSTRALIA

Telephone: +61 2 6285 8222

Facsimile: +61 2 6285 3233

Email: [ielts@idp.edu.au](mailto:ielts@idp.edu.au)

Website: [www.ielts.org](http://www.ielts.org)

## Occupational English Test (OET)

Language Australia

GPO Box 372F

Level 4, 51 Queen St,

MELBOURNE Victoria 3001

AUSTRALIA

Telephone: +61 3 9612 2600 or +61 3 9612 2610

Facsimile: +61 3 9612 2601

Email: [oet@la.ames.vic.edu.au](mailto:oet@la.ames.vic.edu.au)

Website: [www.languageaustralia.com.au](http://www.languageaustralia.com.au)

## TOEFL

Website: [www.ets.org/toefl](http://www.ets.org/toefl).

See website for test centre locations, test dates, the TOEFL bulletin (PDF file), and online

registration. Two test delivery formats, paper-based and computer-based. The TOEFL exam assesses Reading, Writing & Listening and as an option, you can also register for the Test of Spoken English (TSE). The TSE measures the ability of non-native speakers to speak in an academic or professional environment. From September 2005, a new test will assess all four communicative skills (Reading, Listening, Speaking and Writing.).

# Formal Hearing Summary

## Hearing Five

A formal hearing conducted on 25 October 2004 resulted in the practitioner being found to be in breach of section 16 of the *Chinese Medicine Registration Act*, in that he had obtained registration in the acupuncture division by fraud or misrepresentation. Mr Yao when applying for registration as a practitioner in both divisions of the register had submitted a false qualification purporting to be a graduation certificate for a five year undergraduate course in acupuncture, moxibustion and massage at Shanghai College of Traditional Chinese Medicine. The hearing panel found that the Board had relied on the false qualification in its decision to grant registration in the acupuncture division. Mr Yao's registration in the acupuncture division has been cancelled, as required by section 16.

The hearing panel also fined Mr Yao \$4,000 as a result of a finding that he had engaged in unprofessional conduct of a serious nature, being of a lesser standard than that which might reasonably be expected of a registered practitioner by his peers and professional misconduct. The conduct complained of was that, knowing he had submitted the false qualification to the Board, he continued to conceal the falsity of the qualification after he became registered; that during the preliminary investigation into the complaint he falsely asserted the genuineness of the false qualification; that after registration he continued to be a member of a professional association having (albeit prior to becoming registered) knowingly submitted the false qualification to the association and that he had attempted to increase his chances of obtaining provider status with a health fund by supplying the false qualification to that fund.

The full decision is published on the website at:

<http://www.cmr.vic.gov.au/board/board/Finaldetermination-Yao.pdf>



## Memorandum Of Understanding Between State Administration Of Traditional Chinese Medicine (PRC), CMRB and DHS

On 1 November the legal member of the Board, David Halstead, practitioner member Tzi Chiang Lin and the Registrar met with: Prof. Shen Zhi Xiang (Director General) and Dr Li Zhenji (Deputy Director General – working in the Department of International Co-operation) from the central office of the State Administration of Traditional Chinese medicine (SATCM).

After attending the AACMA conference in Brisbane, Prof. Shen and Dr Li came to Victoria to discuss regulation of Chinese medicine in Victoria.

The Chinese Medicine Registration Board and SATCM have agreed on the details of a Memorandum of Understanding and subject to joint agreement with the Department of Human Services, this will be formally signed in the near future.

This will recognise and formalise the Parties' desire to promote and develop cooperation in the field of Chinese medicine, to reach a closer relationship through mutual cooperation and benefit, while agreeing to abide by the laws and regulations of

their own countries. The Memorandum of Understanding provides the framework within which more detailed cooperative agreements can be developed for joint consideration by the Parties. Photo: Left to right – (need to get it printed and confirm order)

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## Office Staff

<b>Debra Gillick</b>	Registrar
<b>Vanessa Williams</b>	Assistant Registrar

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