

# APPLICATION FOR MEMBERSHIP

Join us now as we create a strong, vibrant and vital spa industry throughout Australasia

## WHO CAN BE A MEMBER?

The Australasian Spa Association (ASpa) welcomes anyone involved or interested in the Spa, Beauty, Health and Wellness Industry and who aspires to achieve and deliver excellence in their field, as a member.

To become a member, please review the various membership options and the associated code of ethics, complete the form, making sure to sign signifying your commitment to the Association's Code of Ethics.

## MEMBERSHIP OPTIONS (please tick)

### Individual Member

This membership type has been developed for individuals such as therapists, or other skilled providers who for personal reasons are interested in becoming part of the ASpa network. We recognise the fee has been paid by the individual and may transfer with the individual should they change their place of work.

- Individual member \$275 per person per annum

### Business Membership

ASpa supports and promotes business involved in the world of Spa such as Spa operations, suppliers of equipment or product, suppliers of services such as consultants and specialists, training providers, etc. There are four options for consideration by businesses considering membership. Three extend a discount when a cluster of memberships are purchased at one time.

- Business with one nominated member AUD \$275 per person per annum
- Business with two nominated members (restricted to small business and only one member receives printed materials) AUD \$429 per two person membership per annum
- Business with five nominated representatives AUD \$1133 per 5 person membership per annum
- Business with 15 nominated representatives AUD \$2772 per 15 person membership per annum

### Student Membership

In recognition of the future workforce of our industry ASpa support and encourage student membership which may be taken out personally or via the training provider.

- Individual student member or student member via college (1-10) \$121 per person per annum
- Student member via college (11-30) \$110 per person per annum
- Student member via college (31+) \$99 per person per annum

Memberships last for a period of one year from the date of registration and are non-refundable. Renewal reminders will be sent to you one month before your current membership is due to expire.

*Note: If residing in Australia membership fees includes GST. For individuals or companies located outside of Australia there is an increased cost for shipping and communications and though the fee does not include GST it is the same.*

## How We Define Members

The member listing within the member's area of the website may be sorted via the following 20 fields. Please tick which of the following are relevant. The categories that you nominate will also identify the codes of conduct that are relevant to you and which must be signed to complete your membership application

**CRS** = Core Standards **IS** = Individual Standards **SO** = Spa Operators

**CPS** = Corporate Standards **ES** = Educational standards

(please tick all applicable)

	CRS	IS	SO	CPS	ES
<input type="checkbox"/> New to Spa Health and Wellness Industry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Industry Professional - Spa Owner or Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Industry Professional - Therapist or Practitioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Industry Professional - Medical/Naturopathy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Industry Professional - Fitness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Industry Professional - Trainer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Educator or Training Facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Associate - Supplier Product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Associate - Supplier Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Associate - Supplier Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Media - Consumer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Media - Industry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Day Spa / Urban Spa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Health Spa, Media Spa, Cosmedi Spa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Wellness Spa, Including Spa Retreats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Destination Spa incl. Hotel & Resort Spas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Salon Spa incl. Dental and Nail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Natural Bathing Spa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Bath House	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I am interested in being active to support ASpa in the following ways:

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# ASPA PROFESSIONAL CODE OF ETHICS

As a member of the Australasian Spa Association I agree to attain and abide by the following code of ethics. Please tick those which are relevant.

## 1. Core Standards

As a member of ASpa, I shall:

- Abide by all applicable laws, licensing, and regulations pertaining to the spa industry and support the enforcement of same;
- Provide services with utmost regard to the health, safety and welfare of their staff and customers;
- In accordance with the relevant statutory requirements, not discriminate against customers nor misrepresent other service providers on the grounds of race, gender, culture, sexual preferences or disability issues;
- Avoid false, misleading or deceptive advertising and marketing practices;
- Endeavour to eliminate any practices that could be damaging to trade or consumers or the dignity and integrity of the broader spa industry;
- Display current licenses, permits; insurance and qualifications pertaining to their business operation;
- Avoid all activities that could be deemed sexually inappropriate or relating to sexual misconduct;
- Encourage membership of ASpa or other industry associations so that the entire spa industry and public benefit from the training, experience and high standards of operators.

## 2. Individual Standards

In relation to myself as a professional, I will:

- Treat all clients according to competent application of accepted techniques and principles;
- Maintain client confidentiality and respect at all times;
- Maintain a professional, courteous and supportive work ethic;
- Work within the scope of my skills and not misrepresent my qualifications;
- Use pre-treatment client consultation as a means of evaluating client care and treatment options.

## 3. Education Standards

As a member of ASpa, I shall:

- Possess minimum trainer qualifications of Certificate IV in Workplace Assessment & Training
- Ensure that students and trainees working as staff, must be identified as such at all times, until they attain their relevant certification/qualification. Clients must be informed at the time of booking, if their operator is not certified to complete the modality requested.

## 4. Spa Operator Standards

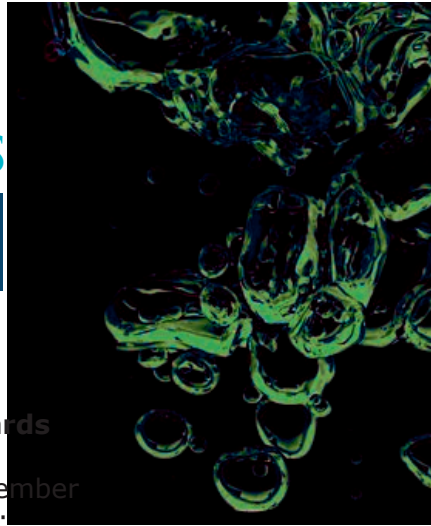
As a Spa Operator and member of ASpa, the business will:

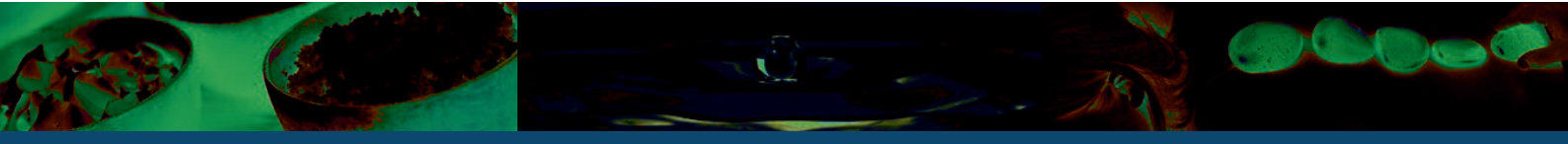
- Adhere to the spa "definitions" as laid down by ASpa when marketing;
- Ensure at least one staff member on-site during hours of operation holds a current first-aid/CPR qualification from a recognised agency;
- Empower staff by ensuring they are sufficiently trained, informed and motivated to be able to offer consistent, high levels of service at all times;  
*Note: Sufficiently trained staff means staff holding industry recognised Beauty/Spa qualifications;*
- Endeavour to implement a Professional Development Plan for each staff member to identify skill gaps and encourage personal growth;
- Ensure Spa facilities are regularly audited to determine health and safety and risk management issues for staff and guests and appropriate action taken on any identified concerns;
- Ensure staff are provided with a comprehensive induction process upon commencement of employment;
- Provide guests with an appropriate consultation and an avenue for feedback on staff, service and facilities;
- Endeavour to meet the reasonable expectations of clients to the best of their ability;
- Display my current ASpa membership decal in a prominent location;
- Be prompt and courteous in dealing with client disputes.

## 5. Corporate Standards

As a business member of ASpa, the business will:

- Administer professional business-to-business client partnerships at all times;
- Present its goods so far as is reasonable in the best possible manner;
- Ensure all promotional activities and collateral shall accurately reflect the product and/or activities of the business;
- Employ staff management practices consistent with those incorporated within the "Spa Operator Standards" category.





**Official Representative** (Other representatives should be provided on a separate page.)

Title: \_\_\_\_\_ First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
 Position: \_\_\_\_\_  
 Business Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 Suburb/Town: \_\_\_\_\_ State: \_\_\_\_\_ P/code: \_\_\_\_\_ Country: \_\_\_\_\_  
 Postal Address: \_\_\_\_\_  
 Suburb/Town: \_\_\_\_\_ State: \_\_\_\_\_ P/code: \_\_\_\_\_ Country: \_\_\_\_\_  
 Tel: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_ Mobile \_\_\_\_\_  
 Email: \_\_\_\_\_ Website: \_\_\_\_\_

**Code of Ethics Acknowledgment**

I (print name) \_\_\_\_\_ acknowledge that a condition of membership includes a commitment to abide by the code of ethics developed by ASpa to define appropriate and expected behaviour for those operating in the Spa, Health and Wellness industry.  
 Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Payment options**

Apply online     I wish to pay by cheque, payable to Australasian Spa Association Ltd  
 Please debit my credit card:     Visa     Mastercard     Amex  
 Card No: \_\_\_\_\_ Expiry Date: \_\_\_\_ / \_\_\_\_ Amount: \$ \_\_\_\_\_  
 Name on Card: \_\_\_\_\_ Signature: \_\_\_\_\_  
 I have paid the amount of \$ \_\_\_\_\_ via EFT to:  
 BSB: 633 108 A/C No: 1298 42704 A/C Name: Australasian Spa Association Ltd Bank: Bendigo Bank



Your membership referral was?  
 Name \_\_\_\_\_ Phone \_\_\_\_\_

Where did you hear about ASpa?  
 Spa Australasia Magazine     Spa Life Magazine     Other \_\_\_\_\_