



Treatment Training Manual

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An Introduction to Organic Skin Australia Facial Treatments

Organic Skin Australia offers a series of Signature facial treatments perfect for a range of complexions and skin conditions. Certified Organic and 100% natural formulations, ensure exceptional healing, balancing and rejuvenating properties and a full immersion into a chemical-free facial experience. Each facial treatment is designed to achieve a glow of health and vitality, whilst offering a sensory experience via massage techniques to stimulate and detoxify.

Treatment Selection Guide

	Dry/ Dehydrated	Oily/ Combination	Acne/ Congested	Mature/ Sun Damaged	Sensitive/ Irritated
Signature Organic Infusion Facial					
Purify*		❖	❖		
Hydrate	❖			❖	❖
Signature Organic Power Facial					
Boost & Refresh	❖	❖	❖	❖	❖
Nourish & Soothe	❖				❖
Balance & Clear*		❖	❖		
Bright & Light*				❖	
Treatment Facial					
AHA Renewal Peel + Booster			❖	❖	

*Treatment protocols coming 2025

Creating a space of sanctuary

From the moment your client enters, it is important that they feel a sense of peace and calmness so that they can fully immerse in the holistic benefits of an OSA facial treatment. Some suggestions for creating this space:

- Offer your client an OSA Organic Glow Tea - cool in summer/warm in winter.
- Minimise the intrusion of outside noise.
- Provide soft welcoming lighting.
- Monitor the most comfortable room temperature and ensure linens are warm and appropriate weight. (for the climate)
- Keep the space fresh and clean with non-toxic, fragrance free cleaning products
- Diffuse a pure essential oil blend to create an embracing, uplifting aroma - never use artificial fragrances as many people are sensitive to these.
- Play relaxing, soft background music

Therapist energy balance

You, the therapist, are the key to the difference between a mediocre treatment and an exceptional treatment. Your touch, your energy and presence are all vitally important not just for the quality of treatment you deliver but also for maintaining your own energy levels. Exploring techniques such as mindfulness, breathwork and exercises for clearing, centering and grounding can help prevent burn out and support you in ensuring every treatment is as brilliant as the next.

Keeping your energy fresh throughout the day is not always easy especially when there is not much time between clients to “clear” from the energy of your previous client. With statistics indicating that 80% of clients attend spas to release stress, you can be certain that you will be exposed to a LOT of other people’s energetic stress release. Therefore, learning to clear yourself of stressed energy between clients should be a vital part of your energy ‘self preservation”. Here are some suggestions of ways you can clear and balance your energy before and during treatments and at the end of your working day:

- Exercise and stretching - get your energy flowing through Qi Gong (Chinese Yoga) or Yoga body movements.
- Breathing exercises - Pranayama alternate nostril breathing balances the left and right hemispheres of the brain and calms the mind. Breath of Fire breathing releases toxins and accumulated stress.
- Visualisation and meditation - Use your mind’s eye (third eye - seat of consciousness) to visualise your energy being cleared and balanced and to improve your overall awareness and presence.
- Aromatherapy - breath in Peppermint or Rosemary oil to refresh the senses or Australian Sandalwood to strengthen and protect.

All of these suggestions can be completed in just a few minutes. Once you feel calm, centred, grounded and present in your body, you are ready for your next treatment.

Therapist healing touch

“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel” - Maya Angelou

As a therapist, your very first touch can ensure your client receives a truly immersive treatment. The awareness that everything is energy and everything responds to energy is a good reminder that as

therapists, we need to be especially sensitive to our clients. Your client is placing themselves in your hands, being vulnerable and the more they can sense your care, presence and confidence, the more they will be able to relax.

Have you ever received a massage or treatment from someone whose attention was elsewhere? Did you feel the detachment and lack of heart? A client can feel this as a disconnected experience, even if the technique is perfect - and it may result in them never returning. So be fully present for every client and bring your best to the moment.

- Keep your own energy clear
- Keep your attention present
- Breathe deeply, guiding your client to sync with your flow of breath
- Keep good posture to allow for good energy flow
- Feel the energy from your client and project a sense of ease and reassurance



OSA Signature Facial Treatments

OSA Signature Organic Infusion Facial

The OSA Signature Organic Infusion Facial is customised to address your specific skin goals, whilst immersing you in pure relaxation. Potent active botanicals deliver an infusion of vitamins, minerals and antioxidants, resulting in a radiant glow of vitality. Combined with a soothing Gua Sha Massage to detoxify, improve circulation and promote a more balanced complexion, this treatment will restore both your skin and your well-being.

Choose from:

Purify; Balance congested or devitalised skin with deeply cleansing bioactives that will detoxify and purify, leaving a smooth and refreshed complexion.

Hydrate; Relieve stressed, tired, dry or dehydrated skin with a boost of deeply replenishing oils and bioactives that will nourish and nurture for the ultimate glow.

Key Ingredients & Benefits
OSA Signature Organic Infusion Facial - Purify
<p>Kakadu Plum - Has the highest bio available pure plant source of vitamin C. When topically applied, it may assist with providing antioxidant protection and works to enhance skin radiance and resilience as a brightening agent.</p> <p>Quandong - Rich in antioxidants and vitamins C and E. Its natural fruit acids have a brightening effect on the skin reducing the appearance of dark spots and hyperpigmentation. Its anti-ageing properties promote collagen production and improve skin elasticity.</p> <p>Lilly Pilly - A good skin purifier with excellent antioxidant properties. It has good astringent properties that improve firmness of the skin, while its high vitamin C and fruit acid (AHA) content have great anti-ageing effects.</p> <p>Mountain Pepper Berry - has anti-inflammatory properties. It contains potent antioxidants which protect the skin from breaking down and ageing and work synergistically with vitamin C to intensify its antioxidant activity.</p> <p>Pineapple Extract - Contains vitamin C, which stimulates collagen production, fades dark spots, protects the skin against sun damage, and helps fight the signs of ageing. It also contains AHA's and enzymes that work to chemically exfoliate your skin, brighten your complexion, leaving the skin smoother and more even toned.</p> <p>Papaya Extract - Rich in essential vitamins, minerals, antioxidants, and enzymes that brighten, reduce the appearance of fine lines, have anti-inflammatory properties, and are beneficial for acne control.</p> <p>Bentonite - A mineral-rich (calcium, magnesium, and iron) clay that absorbs excess oil, exfoliates, and offers anti-inflammatory properties.</p> <p>Kaolin - Helps draw out excess oil or sebum from the skin and gently exfoliates.</p>
OSA Signature Organic Infusion Facial - Hydrate
<p>Kakadu Plum - Has the highest bio available pure plant source of vitamin C. When topically applied, it may assist with providing antioxidant protection and works to enhance skin radiance and resilience as a brightening agent.</p> <p>Quandong - Rich in antioxidants and vitamins C and E. Its natural fruit acids have a brightening effect on the skin reducing the appearance of dark spots and hyperpigmentation. Its anti-aging properties promote collagen production and improve skin elasticity.</p> <p>Lilly Pilly - A good skin purifier with excellent antioxidant properties. It has good astringent properties that improve firmness of the skin, while its high vitamin C and fruit acid (AHA) content have great anti-ageing effects.</p> <p>Castor Seed Oil - An effective replenisher for the skin and also provides anti-inflammatory properties.</p> <p>Macadamia Oil - Rich in fatty acids which helps prevent premature ageing and Transepidermal Water Loss (TEWL) making it ideal for hydrating dry, sensitive skin. Its high concentration of phytosterols protects the cellular membrane assisting epidermal barrier function.</p> <p>Cocoa Butter - A rich plant butter used to nourish and hydrate dry, flakey skin.</p> <p>Shea Butter - A plant butter rich in fatty acids, vitamin E and lipids It improves the elasticity of the skin and has great moisturising, regenerating and softening properties.</p> <p>Rosehip Oil - Contains high levels of vitamins A & E and is used for its anti-ageing and skin soothing benefits. Helps to repair and maintain the skin leaving it nourished, smooth, supple and vibrant.</p>

Protocol - OSA Signature Organic Infusion Facial - PURIFY

Time: 60 mins (+ 15 mins first time consultation)

Skin type: Normal, combination/oily, congested, devitalised

Treatment benefits:

- Customised response to balance and treat skin concerns, relieve stress and encourage skin vitality.
- Deeply cleansing, detoxifying and balancing.
- Improve tone and texture while strengthening the skin.

You will need:

OSA Gentle Oil Cleanser	Consultation form	Organic Cotton Buds
OSA Active Enzyme Cleanser	Gua Sha Stone	Facial Steamer (optional)
OSA Face Exfoliant	Hot damp hand towels	Eye Pillow (optional)
OSA Balancing Mask	Warm dry hand towel	Pillow/bolster
OSA Rejuvenate Face Oil	Small bowl	Bed Linens
OSA Day Moisturiser	Facial/mask brush	
SPF Moisturiser (optional)	Organic cotton wool pads	

Step 1 - Cleanse (Makeup Removal & First Cleanse)

OSA Gentle Oil Cleanser

Apply 1 pump of Gentle Oil Cleanser to a damp cotton pad and gently wipe away eye and lip makeup. Apply 2-3 pumps of Gentle Oil Cleanser to the face, neck and decolletage and work over the skin to remove makeup and impurities.
Use a hot towel compress to remove the cleanser.

Step 2 - Cleanse (Second Cleanse & Cellular Activation)

OSA Active Enzyme Cleanser

Apply 2-3 pumps of Active Enzyme Cleanser to the face, neck and decolletage and work over the skin to deeply cleanse.
Leave cleanser on the skin for 2 mins to allow the enzymes to activate.
Use a hot towel compress to remove the cleanser.

Step 3 - Exfoliate

OSA Face Exfoliant

Apply Face Exfoliant (approx size of a 20c coin) to the face, neck and decolletage and using moistened fingertips, massage over the skin using light, circular motions.
Leave exfoliant on the skin to allow the AHA to activate and perform a scalp massage for 5 mins.
Use a hot towel compress to remove the exfoliant.
Ensure exfoliant granules are thoroughly removed from the skin by lightly brushing the surface of the skin with a dry cotton pad.
*Steam may be used whilst exfoliating.

Step 4 - Hydrate & Tone

OSA Face Mist

Ensure the guests eyes are closed, place your hand on the forehead, and let them know you are about to mist the skin.
Mist 3-4 sprays of Face Mist over the face, neck and decolletage and lightly tap into the skin.

Step 5 - Facial Massage & Gua Sha Massage

OSA Rejuvenate Face Oil & Gua Sha Stone

Apply 2-3 pumps of prewarmed Rejuvenate Face Oil to the face, neck and decolletage.
Perform the Neck and Decolletage Massage to stimulate the lymph nodes and assist with lymph

drainage. Continue on with the OSA Facial Gua Sha Massage sequence.
*optional to pre-warm the Gua Sha stone in hot water/hot towel cabinet.
Perform the OSA Signature Facial Massage Sequence

Step 6 - Remove Rejuvenate Face Oil (optional)

Use a hot towel compress to remove the Rejuvenate Face Oil.

Step 7 - Eyes

OSA Eye Gel

Using your ring fingers or cotton buds, gently apply a small amount of Eye Gel around the periorbital (eye) area.

Step 8 - Mask

OSA Balancing Mask

Apply Balancing Mask (approx 2-3 tsp) to the face, neck and décolletage using a mask brush, avoiding the eye area.

Place damp cotton pads over the eyes.

Perform a hand & arm massage with Massage Oil unscented whilst the mask is on the skin.

Step 9 - Mask Removal

Use a hot towel compress to remove the mask.

Step 10 - Hydrate & Tone

OSA Face Mist

Ensure the guests eyes are closed, place your hand on the forehead, and let them know you are about to mist the skin.

Mist 3-4 sprays of Face Mist over the face, neck and décolletage and lightly tap into the skin.

Step 11 - Eyes

OSA Eye Gel

Using your ring fingers, gently apply a small amount of Eye Gel around the periorbital (eye) area.

Step 12 - Moisturise (*optional SPF)

OSA Day Moisturiser

Apply 2 pumps of Day Moisturiser to the face, neck and décolletage, using effleurage and gentle pressing motions.

*Apply SPF Moisturiser to the face, neck and décolletage, using gentle pressing motions.

Step 13 - Closing Ritual & Treatment Completion

Place a warm, dry towel over the guests eyes.

Begin by gently pressing down onto the guests shoulders and guide them to take 3 slow, deep breaths.

Perform bilateral hand compression along the body to the feet.

Take the heels of the feet into your palms and gently apply stretching movements to the feet and legs.

Move to the head of the bed and gently let your guest know that the treatment is complete and that you will leave them to awaken and dress.

Remove the towel from their eyes.

Leave the guest to dress in private, then knock gently to enter and escort the guest to the relaxation/consultation area.

Ensure the room is tidy before the guest rises. Remove soiled linens and treatment dishes and put products away.

Present the guest with a completed homecare recommendation card and discuss ongoing product and treatment recommendations.

Protocol - OSA Signature Organic Infusion Facial - HYDRATE

Time: 60 mins (+ 15 mins first time consultation)

Skin type: Normal, stressed, dry, dehydrated, mature

Treatment benefits:

- Customised response to balance and treat skin concerns, relieve stress and encourage skin vitality.
- Deeply nourishing, replenishing and soothing.
- Improve tone and texture while strengthening the skin.

You will need:

OSA Gentle Oil Cleanser	Consultation form	Facial Steamer (optional)
OSA Cream Cleanser	Gua Sha Stone	Eye Pillow (optional)
OSA Face Exfoliant	Hot damp hand towels	Pillow/bolster
OSA Ultra Hydration Mask	Warm dry hand towel	Bed Linens
OSA Rejuvenate Facial Oil	Small bowl	
OSA Night Cream	Facial/mask brush	
SPF Moisturiser (optional)	Organic cotton wool pads	

Step 1 - Cleanse (Makeup Removal & First Cleanse)

OSA Gentle Oil Cleanser

Apply 1 pump of Gentle Oil Cleanser to a damp cotton pad and gently wipe away eye and lip makeup. Apply 2-3 pumps of Gentle Oil Cleanser to the face, neck and decolletage and work over the skin to remove makeup and impurities.
Use a hot towel compress to remove the cleanser.

Step 2 - Cleanse (Second Cleanse & Cellular Activation)

OSA Cream Cleanser

Apply 2-3 pumps of Cream Cleanser to the face, neck and decolletage and work over the skin to deeply cleanse.
Use a hot towel compress to remove the cleanser.

Step 3 - Exfoliate

OSA Face Exfoliant

Apply Face Exfoliant (approx size of a 20c coin) to the face, neck and decolletage and using moistened fingertips, massage over the skin using light, circular motions.
Leave exfoliant on the skin to allow the AHA to activate and perform a scalp massage for 5 mins.
Use a hot towel compress to remove the exfoliant.
Ensure exfoliant granules are thoroughly removed from the skin by lightly brushing the surface of the skin with a dry cotton pad.
*Steam may be used whilst exfoliating.

Step 4 - Hydrate & Tone

OSA Face Mist

Ensure the guests eyes are closed, place your hand on the forehead, and let them know you are about to mist the skin.
Mist 3-4 sprays of Face Mist over the face, neck and decolletage and lightly tap into the skin.

Step 5 - Facial Massage & Gua Sha Massage

OSA Rejuvenate Face Oil & Gua Sha Stone

Apply 2-3 pumps of prewarmed Rejuvenate Face Oil to the face, neck and decolletage.
Perform the Neck and Decolletage Massage to stimulate the lymph nodes and assist with lymph drainage. Continue on with the OSA Facial Gua Sha Massage sequence.
*optional to pre-warm the Gua Sha stone in hot water/hot towel cabinet.

Perform the OSA Signature Facial Massage Sequence

Step 6 - Mask

OSA Ultra Hydration Mask

Apply Ultra Hydration Mask (approx 2-3 tsp) to the face, neck and décolletage using a mask brush. The mask can be applied around the eye area.

Place damp cotton pads over the eyes.

Perform a hand & arm massage with Massage Oil Unscented whilst the mask is on the skin.

Step 7 - Mask Removal

Use a hot towel compress to remove the mask.

Step 8 - Hydrate & Tone

OSA Face Mist

Ensure the guests eyes are closed, place your hand on the forehead, and let them know you are about to mist the skin.

Mist 3-4 sprays of Face Mist over the face, neck and décolletage and lightly tap into the skin.

Step 9 - Eyes

OSA Eye Gel

Using your ring fingers, gently apply a small amount of Eye Gel around the periorbital (eye) area.

Step 10 - Moisturise (*optional SPF)

OSA Night Cream *OSA SPF Moisturiser

Apply 2 pumps of Night Cream to the face, neck and décolletage, using effleurage and gentle pressing motions.

*Apply SPF Moisturiser to the face, neck and décolletage, using gentle pressing motions.

Step 11 - Closing Ritual & Treatment Completion

Place a warm, dry towel over the guests eyes.

Begin by gently pressing down onto the guests shoulders and guide them to take 3 slow, deep breaths.

Perform bilateral hand compression along the body to the feet.

Take the heels of the feet into your palms and gently apply stretching movements to the feet and legs.

Move to the head of the bed and gently let your guest know that the treatment is complete and that you will leave them to awaken and dress.

Remove the towel from their eyes.

Leave the guest to dress in private, then knock gently to enter and escort the guest to the relaxation/consultation area.

Ensure the room is tidy before the guest rises. Remove soiled linens and treatment dishes and put products away.

Present the guest with a completed homecare recommendation card and discuss ongoing product and treatment recommendations.

OSA Treatment Facial - Renew AHA Peel

The OSA Renew AHA Peel is a gentle yet potent chemical peel treatment, perfect as an entry level peel for anyone that may want to step up their dermal treatment plan. The active formula uses a blend of natural, plant derived enzymes and the Alpha Hydroxy Acid, Lactic Acid, to resurface and smooth the outer layers of the skin and stimulate cell renewal. Combined with soothing Aloe Vera and Olive Leaf extract, the skin remains cool and calm while the peel goes to work. The complexion will be clearer, brighter and glowing with renewed vitality.

Key Ingredients & Benefits
OSA Renew AHA Peel (12% AHA + 5% enzymes)
<p>Lactic Acid - A type of Alpha-Hydroxy Acid (AHA) derived from lactose, that can help remove dead skin cells, improve skin texture, reduce dark spots, smooth fine lines, cleanse pores and brighten the skin. It is a gentle AHA that is less likely to disrupt the skin's pH or cause irritation and it is also known to improve the skin's natural moisture factor (NMF), keeping the skin hydrated and soothed.</p> <p>Pineapple Extract- Contains vitamin C, which stimulates collagen production, fades dark spots, protects the skin against sun damage, and helps fight the signs of ageing. It also contains enzymes that work to chemically exfoliate your skin and brighten your complexion, leaving the skin smoother and more even toned.</p> <p>Papaya Extract - Papaya enzymes have potent yet gentle exfoliating properties, removing dead skin to reveal a revitalised, renewed complexion. Also rich in essential vitamins, minerals, antioxidants, that brighten, reduce the appearance of fine lines, have anti-inflammatory properties, and are beneficial for acne control.</p> <p>Aloe Vera - An excellent hydrator and humectant, containing an abundance of vitamins, minerals and amino acids that support skin regeneration. It can assist in reducing irritation and redness and soothe and calm the skin.</p> <p>Olive Leaf Extract - Contains antioxidants, phytonutrients and bioavailable vitamin E. Can improve hydration and soothe irritation by helping the skin retain moisture.</p>

OSA Renew AHA Peel + Bioactive Boost

Take our Renew AHA Peel to the next level with the addition of nature's finest plant bioactives to increase cell turnover and smooth and resurface the skin. Targeting sun damaged, devitalised, dull and mature skin, this treatment will give a transformative boost, resulting in a more youthful radiance.

Key Ingredients & Benefits
OSA Bioactive Boost (8% AHA)
<p>Malic Acid - A type of Alpha-Hydroxy Acid (AHA) found in fruits such as apples, cherries, grapes, and citrus fruits, Malic Acid is a gentle AHA that will exfoliate and hydrate the skin resulting in a smoother, brighter, healthy-looking complexion. It is a gentle AHA that is less likely to disrupt the skin's pH or cause irritation and it is also known to improve the skin's natural moisture factor (NMF), keeping the skin hydrated and soothed.</p> <p>Desert Lime Extract - Contains phenolic antioxidants, vitamin C, vitamin E, natural fruit acids and anti-inflammatory properties which work to smooth the skin, boost collagen, rejuvenate, tone and soothe the skin.</p> <p>Finger Lime Extract - Provides a natural source of AHA's, particularly Citric Acid, which promotes gentle exfoliation and cell regeneration revealing newer, fresher skin. This is particularly beneficial for maintaining a radiant and smooth complexion. Also very high in Vitamin C to support collagen production, improve hydration, heal, fight bacteria and reduce pigmentation.</p> <p>Davidson Plum Extract - Has anti-ageing and brightening properties due to its high vitamin C and (anthocyanins) antioxidant content. Vitamin E and antibacterial properties work to prevent inflammation and high levels of naturally occurring polysaccharides help to reduce transepidermal water loss and protect the skin's barrier function. Contains Tartaric Acid a naturally occurring AHA.</p>

Protocol - OSA Renew AHA Peel (+Bioactive Boost)

Time: 30 mins (+ 15 mins first time consultation)

Skin type: Normal, congested, dull, pigmented, mature
*Not suitable for inflamed, irritated or broken skin

Treatment benefits:

- A gentle, entry level peel ideal for stepping up a dermal treatment plan with no downtime.
- Encourages cell renewal and provides support for healthy skin regeneration processes.
- Improves tone and texture, revitalises, brightens and smoothes the complexion.

Consultation/Precautions:

- Recommended to cleanse and assess the skin prior to treatment being carried out.
- Recommended as a series of 6 treatments with 1-2 weekly intervals for best results.
- Use only as directed. Avoid contact with eyes and mucous membranes.
- If *irritation occurs, peel can be neutralised with cool water. *tingling & mild redness is normal
- Avoid IPL, Retinoids and other chemical peels for a minimum 2 weeks after treatment.

You will need:

OSA Gentle Oil Cleanser	Consultation form	Pillow/bolster
OSA Active Enzyme Cleanser	Hot damp hand towels	Bed Linens
OSA Face Exfoliant	Small bowl	
OSA AHA Peel + Bioactive Booster	Facial/mask brush	
OSA Rejuvenate Face Oil	Organic Cotton Buds	
OSA Day Moisturiser	Organic cotton wool pads	
SPF Moisturiser (optional)	Timer	

Step 1 - Cleanse (Makeup Removal & First Cleanse)

OSA Gentle Oil Cleanser

Apply 1 pump of Gentle Oil Cleanser to a damp cotton pad and gently wipe away eye and lip makeup. Apply 2-3 pumps of Gentle Oil Cleanser to the face, neck and décolletage and work over the skin to remove makeup and impurities.

Use a hot towel compress to remove the cleanser.

Step 2 - Cleanse (Second Cleanse & Cellular Activation)

OSA Active Enzyme Cleanser

Apply 2-3 pumps of Active Enzyme Cleanser to the face, neck and décolletage and work over the skin to deeply cleanse.

Leave cleanser on the skin for 2 mins to allow the enzymes to activate.

Use a hot towel compress to remove the cleanser.

Step 3 - Eyes

OSA Eye Gel

Using your ring fingers or cotton buds, gently apply a small amount of Eye Gel around the periorbital (eye) area.

Step 3 - AHA Peel

Pump 3-4 pumps of AHA Peel into a small bowl.

AHA Peel + Bioactive Boost (optional)

Pump 3-4 pumps of AHA Peel into a small bowl. Add 1 scoop of AHA Bioactive Blend to the bowl and combine with the AHA Peel until a smooth consistency.

Apply to the face, neck and décolletage using a mask brush or two cotton buds. Avoid the eye area.

Place damp cotton pads over the eyes.

Leave peel on the skin for a maximum of 15 mins - commence timer from when you begin the application of peel.

*While the peel is on the skin, watch for changes or any irritation markers. Offer your guest a fan if

there is an uncomfortable tingling/itchy or heat response.

Step 4 - Peel Removal + Rebalance

Beginning where you started, thoroughly remove the peel with cool damp cotton pads.
Apply Face Mist to rebalance the pH of the skin.

Step 5 - Exfoliate - optional depending on skin assessment

OSA Face Exfoliant

Apply Face Exfoliant (approx size of a 20c coin) to the face, neck and décolletage and using moistened fingertips, massage over the skin using light, circular motions. Avoid exfoliating over active, pustular acne.

Leave exfoliant on the skin to allow the AHA to activate and perform a scalp massage for 5 mins.

Use a hot towel compress to remove the exfoliant.

Ensure exfoliant granules are thoroughly removed from the skin by lightly brushing the surface of the skin with a dry cotton pad.

Step 4 - Hydrate & Tone

OSA Face Mist

Ensure the guests eyes are closed, place your hand on the forehead, and let them know you are about to mist the skin.

Mist 3-4 sprays of Face Mist over the face, neck and décolletage and lightly tap into the skin.

Step 5 - Eyes

OSA Eye Gel

Using your ring fingers, gently apply a small amount of Eye Gel around the periorbital (eye) area.

Step 6 - Moisturise (*optional SPF)

OSA Day Moisturiser

Apply 2 pumps of Day Moisturiser to the face, neck and décolletage, using effleurage and gentle pressing motions.

*Apply SPF Moisturiser to the face, neck and décolletage, using gentle pressing motions.

Step 11 - Closing Ritual & Treatment Completion

Place a warm, dry towel over the guests eyes.

Begin by gently pressing down onto the guests shoulders and guide them to take 3 slow, deep breaths.

Perform bilateral hand compression along the body to the feet.

Take the heels of the feet into your palms and gently apply stretching movements to the feet and legs.

Move to the head of the bed and gently let your guest know that the treatment is complete and that you will leave them to awaken and dress.

Remove the towel from their eyes.

Leave the guest to dress in private, then knock gently to enter and escort the guest to the relaxation/consultation area.

Ensure the room is tidy before the guest rises. Remove soiled linens and treatment dishes and put products away.

Present the guest with a completed homecare recommendation card and discuss ongoing product and treatment recommendations.

OSA Signature Organic Power Facial

The OSA Signature Organic Power Facial combines the highest potency native Australian plant bioactives with deeply restorative and detoxifying earth's minerals to create a powerful fusion of revitalising ingredients. Designed to be purely prescriptive, the clay mask is activated during the treatment, creating a truly bespoke and entirely fresh application. The facial treatment is completed with a combination of acupressure massage techniques, to invigorate the complexion and soothe the soul.

Choose from:

Boost & Refresh - for dull/devitalised skin; Softens and soothes the skin and leaves dull complexions looking alive and radiant. Detoxifying and packed with vitamins, minerals and antioxidants which work to protect the skin from environmental pollutants and keep the skin healthy and vibrant.

Nourish & Soothe - for dry/sensitive skin; Gently refines the skin's texture to bring out its natural glow and leave it feeling supple and soft. Rich in vitamins, minerals, antioxidants and essential fatty acids, this mask will give a nourishing boost to dry and dehydrated skin, stimulate collagen and soothe inflammation and redness.



OSA Boost & Refresh Organic Power Facial

Key Ingredients & Benefits
OSA Signature Organic Power Facial - Boost & Refresh
<p>White Australian Clay Kaolin - Softens and soothes the skin and leaves dull complexions feeling rested and looking alive and radiant. Helps absorb impurities without removing the natural oils on our skin, making it well suited for all skin types. (including sensitive).</p> <p>Zeolite Clay - Australian and volcanic origin. Due to its unique chemical characteristics it can absorb and neutralise harmful/toxic matters. It is a great detoxifying agent and is rich in vital minerals such as calcium, iron, potassium and silicon. It makes a good addition to beauty masks, because it can also be blended with other clay products to improve the consistency and smoothness.</p> <p>Quandong Powder - a native Australian fruit incredibly beneficial in skincare. It's packed with vitamin C, E, anti-oxidants and is anti-inflammatory making it an anti-ageing superstar.</p> <p>Acai Berry Powder - very high in antioxidants, vitamins, minerals and other nutrients, all of which work together to protect the skin from environmental pollutants and other harmful substances that create free radicals, keeping the skin healthy & vibrant.</p> <p>Green Tea Powder - antioxidant benefits and soothes and protects the skin, reduces sebum, and minimises signs of ageing.</p>



Protocol - OSA Organic Boost & Refresh Power Facial

Time: 75 mins (+ 15 mins first time consultation)

Skin type: Dull, devitalised skin

Treatment benefits:

- Customised response to balance and treat skin concerns, relieve stress and encourage skin vitality.
- Softens and soothes the skin and leaves dull complexions looking alive and radiant.
- Detoxifying and packed with vitamins, minerals and antioxidants which work to protect the skin from environmental pollutants and keep the skin healthy and vibrant.

You will need:

OSA Gentle Oil Cleanser	Consultation form	Facial Steamer (optional)
OSA Active Enzyme Cleanser	Hot damp hand towels	Eye Pillow (optional)
OSA Face Exfoliant	Warm dry hand towel	Muslin/Gauze Face Mask
OSA Boost & Refresh Dry Clay Mask	Small Bowl	Pillow/bolster
OSA Cream Cleanser	Mask brush	Bed Linens
OSA Rejuvenate Face Oil	Organic cotton wool pads	
OSA Renewal Serum		
OSA Day Moisturiser		
SPF Moisturiser (optional)		

Step 1 - Cleanse (Makeup Removal & First Cleanse)

OSA Gentle Oil Cleanser

Apply 1 pump of Gentle Oil Cleanser to a damp cotton pad and gently wipe away eye and lip makeup. Apply 2-3 pumps of Gentle Oil Cleanser to the face, neck and décolletage and work over the skin to remove makeup and impurities.
Use a hot towel compress to remove the cleanser.

Step 2 - Cleanse (Second Cleanse & Cellular Activation)

OSA Active Enzyme Cleanser

Apply 2-3 pumps of Active Enzyme Cleanser to the face, neck and décolletage and work over the skin to deeply cleanse for approx 3 mins to allow the enzymes to activate.
Use a hot towel compress to remove the cleanser.

Step 3 - Exfoliate

OSA Face Exfoliant

Apply Face Exfoliant (approx size of a 20c coin) to the face, neck and décolletage and using moistened fingertips, massage over the skin using light, circular motions.
Leave the exfoliant on the skin for approx 3 mins to allow the Lactic Acid to activate and perform a scalp massage.
Use a hot towel compress to remove the exfoliant.
Ensure exfoliant granules are thoroughly removed from the skin by lightly brushing the surface of the skin with a dry cotton pad.
*Steam may be used whilst exfoliating.

Step 4 - Hydrate & Tone

OSA Face Mist

Ensure the guests eyes are closed, place your hand on the forehead, and let them know you are about to mist the skin.
Mist 3-4 sprays of Face Mist over the face, neck and décolletage and lightly tap into the skin.

Step 5 - Facial Massage

OSA Rejuvenate Face Oil

Apply 2-3 pumps of Rejuvenate Face Oil to the face, neck and décolletage and perform the OSA Signature Power Facial Massage sequence.

Step 6 - Mask**OSA Boost & Refresh Clay Mask + Bioactives**

To blend mask: Combine 1 scoop (10g) of Dry Clay Mask and 4 pumps of OSA Cream Cleanser in a small bowl and mix to a smooth paste. Add water as required to achieve spreadable consistency.

*Do not use a metal bowl or stirrer.

Apply mask to the face, neck & décolletage using a mask brush and leave for approx 10-15 minutes.

*Do not let the mask completely dry on the skin - keep it moist by spritzing with Face Mist or apply a damp muslin/gauze cloth over the mask.

Place damp cotton pads over the eyes.

Perform a hand & arm massage with Massage Oil unscented whilst the mask is on the skin.

Step 7 - Mask Removal

Use a hot towel compress to remove the mask.

Step 8 - Hydrate & Tone**OSA Face Mist**

Ensure the guests eyes are closed, place your hand on the forehead, and let them know you are about to mist the skin.

Mist 3-4 sprays of Face Mist over the face, neck and décolletage and lightly tap into the skin.

Step 9 - Eyes**OSA Eye Gel**

Using your ring fingers, gently apply a small amount of Eye Gel around the periorbital (eye) area.

Step 10 - Serum**OSA Renewal Serum**

Apply 2 pumps of Renewal Serum to the face, neck and décolletage, pressing gently into the skin.

Step 11 - Hydrate (*optional SPF)**OSA Day Moisturiser**

Apply 2 pumps of Day Moisturiser to the face, neck and décolletage, using effleurage and gentle pressing motions.

*Apply SPF Moisturiser to the face, neck and décolletage, using gentle pressing motions.

Step 12 - Closing Ritual & Treatment Completion

Place a warm, dry towel over the guests eyes.

Begin by gently pressing down onto the guests shoulders and guide them to take 3 slow, deep breaths.

Perform bilateral hand compression along the body to the feet.

Take the heels of the feet into your palms and gently apply stretching movements to the feet and legs.

Move to the head of the bed and gently let your guest know that the treatment is complete and that you will leave them to awaken and dress.

Remove the towel from their eyes.

Leave the guest to dress in private, then knock gently to enter and escort the guest to the relaxation/consultation area.

Ensure the room is tidy before the guest rises. Remove soiled linens and treatment dishes and put products away.

Present the guest with a completed homecare recommendation card and discuss ongoing product and treatment recommendations.

OSA Nourish & Soothe Organic Power Facial

Key Ingredients & Benefits
OSA Signature Organic Power Facial - Nourish & Soothe
<p>Pink French Argile Clay - Pink clay is an ingredient of choice to take care of sensitive and reactive skin. Gently refines your skin's texture to bring out its natural glow and leave it feeling surprisingly soft.</p> <p>Zeolite Clay - Australian and volcanic origin. Due to its unique chemical characteristics it can absorb and neutralise harmful/toxic matters. It is a great detoxifying agent and is rich in vital minerals such as calcium, iron, potassium and silicon. It makes a good addition to beauty masks, because it can also be blended with other clay products to improve the consistency and smoothness.</p> <p>Native Rosella powder - Rich in vitamins, minerals and antioxidants. The malic acid present in the Native Rosella keeps the skin clean, clear and healthy.</p> <p>Rosehip powder - High in essential fatty acids and gives a moisturising boost to dry and dehydrated skin. Stimulates collagen, soothes inflammation and redness.</p> <p>Calendula powder - Also known as Marigold, this golden flower will enhance skin firmness, hydrate the skin, assist in speeding up wound healing and reduce inflammation. It is known for its calming, soothing and comforting properties.</p>



Protocol - OSA Nourish & Soothe Organic Power Facial

Time: 75 mins (+ 15 mins first time consultation)

Skin type: Dry, sensitive skin

Treatment benefits:

- Customised response to balance and treat skin concerns, relieve stress and encourage skin vitality.
- Gently refines the skin's texture to bring out its natural glow and leave it feeling supple and soft.
- Rich in vitamins, minerals, antioxidants and essential fatty acids, to give a nourishing boost to dry and dehydrated skin, stimulate collagen and soothe inflammation and redness.

You will need:

OSA Gentle Oil Cleanser	Consultation form	Facial Steamer (optional)
OSA Cream Cleanser	Hot damp hand towels	Eye Pillow (optional)
OSA Face Polish	Warm dry hand towel	Muslin/Gauze Face Mask
OSA Nourish & Soothe Dry Clay Mask	Small Bowl	Pillow/bolster
OSA Ultra Hydration Mask	Mask brush	Bed Linens
OSA Rejuvenate Facial Oil	Organic cotton wool pads	
OSA Hydration Serum		
OSA Night Cream		
SPF Moisturiser (optional)		

Step 1 - Cleanse (Makeup Removal & First Cleanse)

OSA Gentle Oil Cleanser

Apply 1 pump of Gentle Oil Cleanser to a damp cotton pad and gently wipe away eye and lip makeup. Apply 2-3 pumps of Gentle Oil Cleanser to the face, neck and décolletage and work over the skin to remove makeup and impurities.
Use a hot towel compress to remove the cleanser.

Step 2 - Cleanse (Second Cleanse & Cellular Activation)

OSA Cream Cleanser

Apply 2-3 pumps of Cream Cleanser to the face, neck and décolletage and work over the skin to deeply cleanse.
Use a hot towel compress to remove the cleanser.

Step 3 - Exfoliate

OSA Face Polish

Apply pre-blended Face Polish to the face, neck and décolletage and using moistened fingertips, massage over the skin using light, circular motions.
Use a hot towel compress to remove the polish.
Ensure exfoliant granules are thoroughly removed from the skin by lightly brushing the surface of the skin with a dry cotton pad.
*Steam may be used whilst exfoliating.

Step 4 - Hydrate & Tone

OSA Face Mist

Ensure the guests eyes are closed, place your hand on the forehead, and let them know you are about to mist the skin.
Mist 3-4 sprays of Face Mist over the face, neck and décolletage and lightly tap into the skin.

Step 5 - Facial Massage

OSA Rejuvenate Face Oil

Apply 2-3 pumps of Rejuvenate Face Oil to the face, neck and décolletage and perform the OSA

Signature Power Facial Massage sequence.

Step 6 - Mask

OSA Nourish & Soothe Clay Mask + Bioactives

To blend mask: Combine 1 scoop (10g) of Dry Clay Mask and 4 pumps of OSA Ultra Hydration Mask in a small bowl and mix to a smooth paste. Add water as required to achieve spreadable consistency.

*Do not use a metal bowl or stirrer.

Apply mask to the face, neck & décolletage using a mask brush and leave for approx 10-15 minutes.

*Do not let the mask completely dry on the skin - keep it moist by spritzing with Face Mist or apply a damp muslin/gauze cloth over the mask.

Place damp cotton pads over the eyes.

Perform a hand & arm massage with Massage Oil Unscented whilst the mask is on the skin.

Step 7 - Mask Removal

Use a hot towel compress to remove the mask.

Step 8 - Hydrate & Tone

OSA Face Mist

Ensure the guests eyes are closed, place your hand on the forehead, and let them know you are about to mist the skin.

Mist 3-4 sprays of Face Mist over the face, neck and décolletage and lightly tap into the skin.

Step 9 - Eyes

OSA Eye Gel

Using your ring fingers, gently apply a small amount of Eye Gel around the periorbital (eye) area.

Step 10 - Serum

OSA Hydration Serum

Apply 2 pumps of Hydration Serum to the face, neck and décolletage, pressing gently into the skin.

Step 11 - Hydrate (*optional SPF)

OSA Night Cream

Apply 2 pumps of Night Cream to the face, neck and décolletage, using effleurage and gentle pressing motions.

*Apply SPF Moisturiser to the face, neck and décolletage, using gentle pressing motions.

Step 12 - Closing Ritual & Treatment Completion

Place a warm, dry towel over the guests eyes.

Begin by gently pressing down onto the guests shoulders and guide them to take 3 slow, deep breaths.

Perform bilateral hand compression along the body to the feet.

Take the heels of the feet into your palms and gently apply stretching movements to the feet and legs.

Move to the head of the bed and gently let your guest know that the treatment is complete and that you will leave them to awaken and dress.

Remove the towel from their eyes.

Leave the guest to dress in private, then knock gently to enter and escort the guest to the relaxation/consultation area.

Ensure the room is tidy before the guest rises. Remove soiled linens and treatment dishes and put products away.

Present the guest with a completed homecare recommendation card and discuss ongoing product and treatment recommendations.



OSA Protocol References

OSA Gua Sha Therapy

WHAT IS GUA SHA?

Gua Sha Massage is a traditional Chinese medicine therapy also known as Scraping. (The literal translation is; Gua means 'scrape' and Sha means 'sand' - which refers to the sandy dark spots that appear on the skin after a Gua Sha body treatment). A Gua Sha facial treatment is performed with very light pressured movements - there is no firm scraping - the technique results in a glowing complexion and a more sculpted and toned skin.

TYPES OF GUA SHA

To accommodate different parts of the face and body, Gua Sha tools come in many different shapes and sizes. They can be heart-shaped, moon-shaped and rectangular shaped. Some have comb edges, pointed edges, rounded edges and concaves for different areas of the face. Regardless of the shape, all Gua Sha tools feature softly rounded edges that won't damage the skin.

In addition to the varying shapes, Gua Sha tools are made from varying types of material such as stone, glass or even wood. Each material is chosen to benefit our body with different energetic and therapeutic properties. For example, the stone Gua Sha tools are very popular for facial treatments as each stone is thought to serve a unique healing purpose.

BENEFITS OF GUA SHA

There are two core benefits of the Gua Sha practice: physical and mental.

Physically; Gua Sha massage brightens your complexion and improves skin vitality , contours and sculpts, reduces facial tension and softens wrinkles and fine lines. It can be helpful in reducing inflammation, increasing microcirculation and aiding in lymph drainage to reduce puffiness. It may also help with relieving TMJ, headaches and sinus pressure.

Mentally; Gua Sha massage is considered a self-care practice that can ground the spirit, balance and clear the mind. The particular Gua Sha stone used can also provide specific healing abilities to improve mental well-being.

HOW TO USE A GUA SHA TOOL

- 1: It is best to perform Gua Sha on cleansed skin. Also ensure your hands and the Gua Sha tool is clean.
- 2: To ensure the tool will glide and not drag or pull at the skin, apply a generous amount of oil to the face, neck and chest
- 3: Have a firm hold on your Gua Sha tool and move it across the skin with light to medium pressure at an angle of about 30-45 degrees.
- 4: Scrape in an upward and outward direction to follow lymphatic flow.
- 5: Always support the skin with your free hand.
- 6: Repeat each stroke a minimum of 3 times. Maintain a slow pace and gently wiggle (optional) the tool once you conclude each stroke.
- 7: Ensure the pressure is light and gentle, particularly around the eye area.
- 8: Optional - pre-warm the Gua Sha stone in hot water/hot towel cabinet before performing the massage sequence.

ORGANIC SKIN AUSTRALIA GUA SHA TOOLS

Rose Quartz: For firmness and radiance

A light pink, semi precious stone that symbolises self-love and inner peace. It drains the body of negative energy, helping to reduce tension and stress and soothe anxiety. It is an excellent healing stone for the skin, reducing fine lines and wrinkles for a radiant, youthful complexion.



Black Obsidian: For balance and inner-peace

An ebony black, semi precious stone considered to have the most powerful energy of all the crystals. It brings skin imbalances (such as acne, eczema/psoriasis) to the surface, extracting negative energy and releasing it from the body for a clear, smooth complexion. Also known to improve mental well-being and increase confidence.

STEPS FOR GUA SHA MASSAGE

Step 1: Apply 1-3 pumps of pre-warmed Facial Oil to the face, neck and décolletage.

Perform the **neck and décolletage massage** to stimulate the lymph nodes in preparation for lymph drainage:

- Beginning at the centre of the chest, effleurage with your hands outwards, around the shoulders, up through the trapezius following up to the back of the neck. Apply 6 stationary circles at the occipital lymph nodes.

- Move hands around to the ears and spread fingers, two in front and two behind the ear. Apply 6 stationary circles at the auricular lymph nodes.

- Returning to the centre of the chest, place the flat of your fingers between the clavicle bone and the base of the neck. Apply 6 stationary circles at the supraclavicular lymph nodes.

- Move hands down to the armpit. Apply 6 stationary circles at the axillary lymph nodes.

Remove the oil from your hands to ensure a firm grip on the stone during the sequence.

Step 2: NECK Begin at the side of the neck, as much tension resides here. Support the skin at the base of the neck with your free hand. Using the long, flat edge of the tool, direct the stroke in an upward motion towards the back of the ear. Stop and hold briefly here. Repeat 3 times.

Step 3: Move towards the centre of the neck. Starting from the collarbone, direct the stroke in an upward motion towards the jawline. Stop and hold briefly here. Repeat 3 times.

Step 4: Move towards the front of the neck. Starting from the collarbone, use very light pressure in upward motion towards the chin. Stop and hold briefly here. Repeat 3 times.

Step 5: CHIN Move to the right side of the face. Support the skin at the chin with your free hand. Using the notched edge of the tool, begin to stroke from the chin, along the jawline to the base of the ear. Stop and hold briefly here. Repeat 3 times.

Step 6: CHEEK Move to the side of the nostrils. Support the skin at the corner of the nose with your free hand. Using the long, flat edge of the tool, begin to stroke from the corner of the nose, upwards along the cheek to the ear. Stop and hold briefly here. Repeat 3 times.

Step 7: UNDER EYE Move to the orbital area of the eye. Support the skin at the inner corner of the eye with your free hand. Using the short, flat end of the tool, using VERY LIGHT pressure, stroke from the inner corner of the eye outwards towards the temple. Stop and hold briefly here. Repeat 3 times.

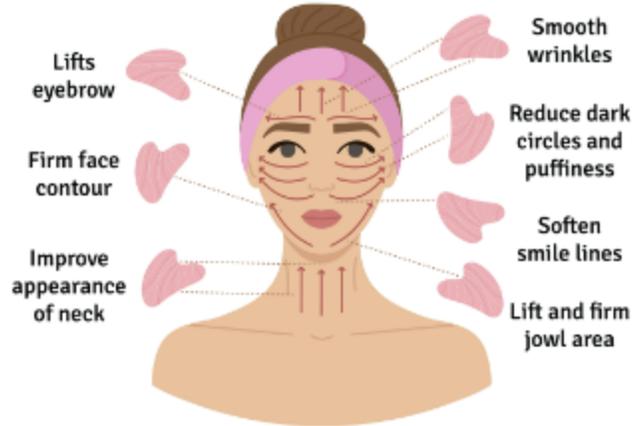
Step 8: EYEBROWS Move to the centre of the eyebrows. Support the skin at the centre of the brow bone with your free hand. Using the short, flat edge of the tool, using light pressure, stroke from the centre of the brow, along the brow bone with an upwards stroke at the end towards the temple. Stop and hold briefly here. Repeat 3 times.

Step 9: FOREHEAD Move to the forehead. Continue to support the skin at the centre of the brow bone with your free hand. Using the long, flat edge of the tool, stroke from the browline, upwards along the forehead towards the hairline. Stop and hold briefly here. Repeat 3 times. Move outwards towards the side of the forehead, repeating the stroke 3 times at each point.

Step 10: Repeat Steps 2-9 on the other side of the neck and face.

To complete the massage sequence and assist with lymphatic drainage, gently turn the clients head to one side and sweep down the side of the neck, wrapping your hand around to the back of the neck, draining to the clavicle bone. Repeat x 6. Repeat on the other side.

Step 11: At completion of the massage, you can massage the remaining product into the skin with your hands or remove with a warm towel compress.



HOW OFTEN SHOULD I PERFORM GUA SHA MASSAGE?

Gua Sha massage can be performed as often as you like, however ideally it should be used a minimum of 2-3 times per week for best results.

HOW TO CLEAN AND STORE YOUR GUA SHA STONE

- 1: Start by using a soft cloth to wipe away any dirt or makeup from the stone.
- 2: Once clean, hold the stone under running water to let the water wash away any negative energy.
- 3: Dry completely with a soft cloth.
- 4: Store in a cool dry place; avoid leaving the stone in direct sunlight or near heat sources.

OSA Signature Organic Infusion Facial Massage Sequence

Step 1: Begin by placing the hands lightly on the heart chakra for 3 breath inhalations.

Step 2: Both hands together, do a figure-8 over the décolletage. Repeat x 3

Step 3: Separate hands and glide slowly outwards across the chest, around the shoulders, along the trapezius, up the neck to the occipital crevasse. Support the head and give a gentle passive stretch to the neck. Repeat x 3

Step 4: Move hands down to the trapezius and knuckle knead from the outer trapezius inwards to the base of the neck. Repeat x 3

Step 5: Alternate hands, sliding from under shoulder, along the trapezius, up the back of the neck to the occipital. Repeat x 3

Step 6: Cradling the head in your left hand, gently turn the head and perform 3 slow, stretching movements downwards along the neck. Repeat on the right side.

Step 7: Bring the head back to the centre. Pause with light pressure on the occipital then slowly sweep both hands down to the décolletage.

Step 8: Sweep hands alternately from décolletage up the neck to the jawline.

Step 9: Using thumbs, circle the chin and along the jawline to the TMJ. Repeat x 3

Step 10: Using your thumb and forefinger, slowly drain along the jawbone to the Parotid Lymph nodes and apply light pressure. Repeat x 3

Step 11: Using your fingertips, feather along the jawline, up onto the cheeks, lifting the skin, outwards towards the TMJ.

Step 12: Using your forefingers and middle fingers alternately, slowly drain from the mouth outwards to the earlobe. Repeat x 3

Step 13: Using your thumb and forefingers massage the ears starting from the lobe and working upwards, applying light pressure. Repeat x 3

Step 14: Cup your hands lightly over the ears and hold for 3 seconds

Step 15: Cup your hands lightly over the eye and hold for 3 seconds.

Step 16: Using your forefingers and middle fingers, starting at the top of the nose, with very light pressure, circle along the sides of the nose and sweep out along the orbital bone out to the temples. Repeat x 3

Step 17: Place your ring fingers in the groove at the top of the nose and pinch along the brow bone working outwards towards the temples. Repeat x 3

Step 18: Using your thumbs, place them together at the third eye and drain outwards across the brows to the temples. Repeat x 3

Step 19: Using your ring fingers, gently circle the eyes, starting at the inner brow, circling outwards and around, finishing with light pressure where you began. Repeat x 3

Step 20: Beginning at the middle of the brows, slowly figure-8 the forehead with light pressure. Repeat x 3

Step 21: Using your forefingers and middle fingers, alternate strokes over the third eye, up the forehead and working out along the hairline to the temples. Apply light pressure at the temples. Repeat x 3

Step 22: Place hands back at the centre of the décolletage, using one long, slow sweeping movement, bring the hands upwards along the neck to the jawline and follow the jawline outwards to the TMJ, then up towards the temples, across the forehead, over the nose, over the mouth, back down the neck to the centre of the décolletage. Repeat x 3

Step 23: Sweep hands outwards across the décolletage, around the shoulders, up the back of the neck and hold. Repeat x 3

Step 24: Cup the sides of the face and hold for 3 seconds

Step 25: Cup the chin with one hand and the forehead with the other and hold for 3 seconds. Repeat alternate side.

Step 26: Apply light pressure at the temples and finish.

OSA Signature Organic Power Facial Massage Sequence

Step 1: Begin by placing the hands lightly on the heart chakra for 3 breath inhalations.

Step 2: Both hands together, do a figure-8 over the decolletage. Repeat x 3

Step 3: Separate hands and glide slowly outwards across the chest, around the shoulders, along the trapezius, up the neck to the occipital crevasse. Support the head and give a gentle passive stretch to the neck. Repeat x 3

Step 4: Move hands down to the trapezius and knuckle knead from the outer trapezius inwards to the base of the neck. Repeat x 3

Step 5: Alternate hands, sliding from under shoulder, along the trapezius, up the back of the neck to the occipital. Repeat x 3

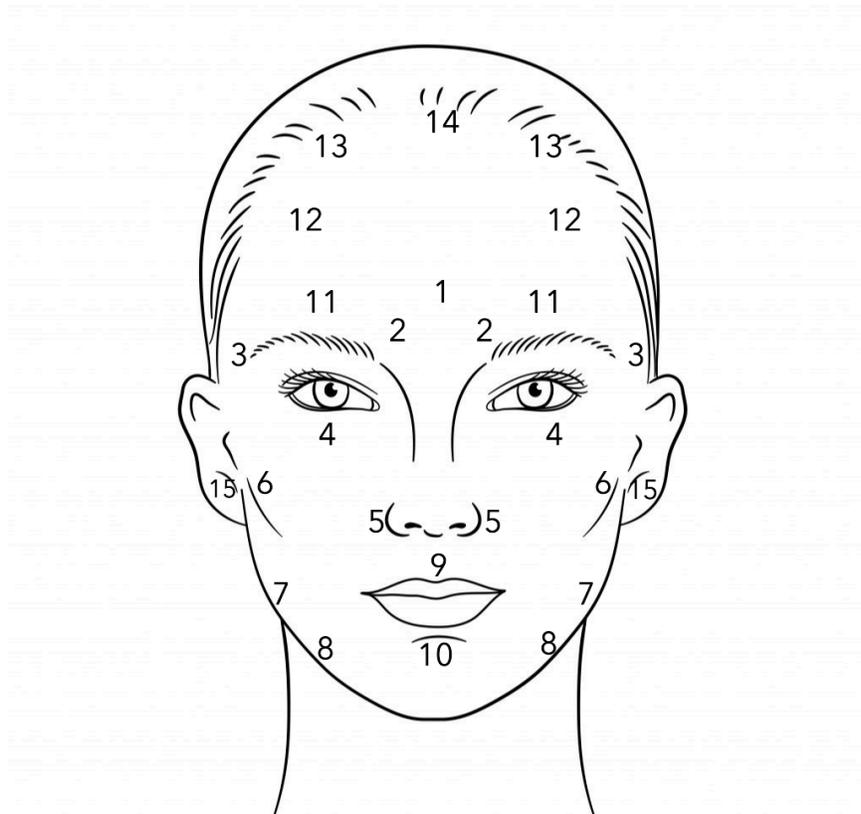
Step 6: Cradling the head in your left hand, gently turn the head and perform 3 slow, stretching movements downwards along the neck. Repeat on the right side.

Step 7: Bring the head back to the centre. Pause with light pressure on the occipital then slowly sweep both hands down to the decolletage.

Step 8: Sweep hands alternately from decolletage up the neck outwards along the jawline, up to temples. Apply light pressure at the temples.

Step 9: Begin Acupressure Point Massage:

Technique: Place the pads of your finger(s) (index, middle or thumb) over the point. You will feel a slight indent at the correct position. Apply direct and gentle pressure over the point, using a slight pumping motion. Where there are 2 points, place your fingers over both points at the same time.



- **Point 1** - Yintang/Centre of forehead; Heighten intuition, invigorate and bring peace of mind
- **Point 2** - BL2/Inner point of eyebrow: Relieves fatigue, headaches and eye strain
- **Point 3** - TaiYang/Outer point of eyebrow: Reduces stress, improves memory, opens the subconscious to positive thought patterns
- **Point 4** - SI 18/Indent on upper cheekbone: Overall balance point which regulates blood pressure and heartbeat
- **Point 5** - Detox point: Improves opposite side brain function
- **Point 6** - ST7/Indent in front of ear : Relieves stress tension to prevent burnout
- **Point 7&8** - ST 5&6/Indents along mid to lower jaw: Major points for emotional stress and facial health because these control the jaw
- **Point 9** - Centre above top lip: Increases circulation of the brain, improves alertness
- **Point 10** - Centre of chin: Central meridian to improve circulation and relieve jaw tension
- **Point 11** - GB 14/Directly above the eyebrow in-line with the pupil: Neuro-emotional balance, reduces stress. Tap gently 10 times.
- **Point 12** - ST 8/Half thumb width inside hairline: Calms the nervous system and relaxes face and scalp muscles.
- **Point 13&14** - GV 24/Inside the hairline, follow along the central line: Calms the mind, reduces tension, stimulates blood flow to the scalp.
- **Point 15** - Earlobes/outer ear: Activates all points, promotes overall wellbeing

When all acupressure points have been activated, continue by applying medium pressure sweeping/drainage motion with full hand contact of the skin. Do not lose contact with the skin.

Step 10: Place hands at the chin and sweep upwards and outwards along the jaw to the TMJ.

Repeat x 6

Step 11: Place hands at the sides of the chin and sweep upwards lifting under the cheekbone and outwards to the TMJ. Repeat x 6

Step 12: Place hands at the sides of the nose and sweep outwards along the cheekbone, up to the temple. Repeat x 6

Step 13: Place hands on the forehead and sweep upwards along the forehead to the hairline, alternating hands. Repeat x 6

Step 14: Using your thumbs, begin at the centre of the forehead and slowly slide outwards to the temples. Apply light pressure at the temples. Repeat x 3

Step 15: Place hands back at the chin and using a feathering motion with fingertips, lift the skin along the jawline. Repeat x 3

Step 16: Continue the feathering motion up onto each of the cheeks. Repeat x 3

Step 17: Create a "V" shape with your index and middle finger, move in a downwards direction over the cheeks, finishing at the TMJ. Repeat x 3

Step 18: Place hands back at the centre of the décolletage, using one long, slow sweeping movement, bring the hands upwards along the neck to the jawline and follow the jawline outwards to the TMJ, then up towards the temples, across the forehead, over the nose, over the mouth, back down the neck to the centre of the décolletage. Repeat x 3

Step 19: Sweep hands outwards across the décolletage, around the shoulders, up the back of the neck and hold. Repeat x 3

Step 20: Cup the sides of the face and hold for 3 seconds

Step 21: Cup the chin with one hand and the forehead with the other and hold for 3 seconds. Repeat alternate side.

Step 22: Apply light pressure at the temples and finish.

OSA Customer After Care

So that we can continue to support the clients skincare regime after the treatment ends, Organic Skin Australia offers its retail range of products for at-home use. Part of the skin therapist role is to educate our clients on how to take their facial experience home with them, offering active certified organic products whilst creating a selling opportunity for you as a business owner.

Creating a quiet space, for considerate guidance and product recommendation (after your clients treatment), will enable you to determine your clients needs and offer a comprehensive prescription. To ensure your client receives the most beneficial consultation you should use a combination of:

- **Enquiry:** via the consultation form completed prior to the treatment and by encouraging the client to talk about their skin concerns, their preferences, their current skin care, any past skin care experiences and their skincare goals.
- **Observation:** observe the client's skin condition as well as their general state of being. Look for cues that will enable you to prescribe products that will support an overall balance of holistic wellness.
- **Analysis:** consider the cause for skin concerns. Eg Seasonal changes, product choices, lifestyle factors.
- **Solution:** present your product selections to the client based on your determination of their specific needs. Discuss why you have chosen the specific products describing their benefits and features and when/how to use them. Allow the client to touch, feel and smell the products.
- **Prescription:** offer a home care prescription card with the products you recommend and guide them to any post treatment care eg drink plenty of water, avoid sun exposure. Discuss follow up treatment plan(s) and book their next appointment before they leave.

