



HAIRDRESSERS REGISTRATION
BOARD OF WA

annual report and
financial statements
2006

THE HAIRDRESSERS REGISTRATION BOARD OF WESTERN AUSTRALIA

annual report 2006

**TO THE HONOURABLE SHEILA McHALE MLA
MINISTER FOR CONSUMER AND EMPLOYMENT PROTECTION**

Dear Minister

In accordance with Section 14C (1) of the Hairdressers Registration Act 1946,
I submit to you a report on the proceedings of the Board for the year ending
31st December 2006.



Jackie Mc Kiernan

CHAIRPERSON

30 June 2007

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1. board membership

Appointments to the Board are provided for under the provisions of Section 5 of the Hairdressers Registration Act. This section identifies the various bodies from which nominations to the Board are drawn, and the criteria against which persons are selected.

The Governor appoints the Chairperson, who has no pecuniary interest in hairdressing.

The Governor appoints four other persons, one nominated by the Master Hairdressers Association, one nominated by the Master Ladies Hairdressers Association and two nominated by the Hairdressers and Wigmakers Employees' Union of Workers. Each of those persons shall be a person who has had at least three years experience either as a principal or as an employee (other than an apprentice) in any business in the practice of hairdressing.

On the 31st January 2006 the Governor appointed Mrs Jackie McKiernan as Chair for the period ending 31st December 2007. On the 24th October 2006 the Governor appointed the following persons to the Board for the period ending 31st January 2008.

BOARD MEMBERS

Mrs. Jackie MCKIERNAN (to 31 December 2007)

Chairperson

(to 31 January 2008)

NO DEPUTY FOR THE CHAIRPERSON

Deputy Chairperson

Ms. Gloria RIDOLFO

Member nominated by the Master Hairdressers Association of WA.

Mr. Barry Berger

Member nominated by the Master Ladies Hairdressers Association of WA.

Ms. Norma ROBERTS

Member nominated by the Hairdressers and Wigmakers Employees Union of Workers.

Mr. Davide GENOVESE

Member nominated by the Hairdressers and Wigmakers Employees Union of Workers

DEPUTY MEMBERS (to 31 January 2008)

Mr Peter Del Casale

Deputy to Mr Barry Berger

Mr Timothy Viljoen

Deputy to Ms Gloria Ridolfo

Ms Tanya Tedesco

Deputy to Mr Davide Genovese

Mr Michael Winton

Deputy to Ms Norma Roberts

2. board staff

Mr Les Marshall

Registrar

(commenced 14/04/2003.)

Ms Amanda Hughes

Administration Officer/Inspector

(commenced 30/6/2005)

Ms Judith Clarke

Inspector

(resigned 4/11/2006)

Mrs Naomi Allan

Inspector/Administration Assistant

(commenced 27/11/2006)

Mr Victor McGough

Customer Liaison Officer - Administration

(commenced 19/3/2001)

Ms Karen Bycroft

Customer Liaison Officer - Registrations

(commenced 10/10/2005)

3. board auditors

Lyons Waddell Pty. Ltd.

Level 9, 231 Adelaide Terrace, PERTH WA 6000

4. meetings of the board

As all Board Members were not appointed until late in 2006, Board Meetings were conducted by the Chair in accordance with a resolution of the Board on the 5 December 2005.

'as the current Board appointments expire on 31 December 2005 it is proposed that the authorisation of HRB registration applications, purchases, payments and policy issues be signed off by the current Chair and Registrar until the new Board is appointed'

There were 13 meetings of the Board in 2006.

5. strategic directions plan

The objectives of the Strategic Directions Plan that was developed by the HRB remain applicable for 2006.

6. code of practice for occupational safety and health in the hairdressing industry

The 'Hairdressers Guide to Occupational Safety and Health' continued to be distributed in 2006, to all newly registered hairdressers. It is anticipated that the 'Code of Practice for Occupational Safety & Health in the Hairdressing Industry' will be completed in July 2007.

7. consumer complaints

In 2006 the Board implemented a new computerised complaints management system for dealing with consumer complaints against hairdressers.

During the period from 1 January 2006 to 31 December 2006, it was estimated that of the 90 telephone complaints received, 30 resulted in formal written complaints being lodged with the Board from consumers in relation to the provision of hairdressing services. Of those formal written complaints received all were resolved through conciliation between the consumer and the trader, and all have been finalised.

8. investigations and state administrative tribunal matters

As a full complement of the Board was not appointed until late 2006, no prosecutions were conducted. One application was made to the State Administrative Tribunal by an applicant Sonya Fitzgerald, however the proceedings were dismissed.

9. inspections

The role of Inspector also includes handling consumer complaints and providing advisory support to hairdressers in the areas of occupational safety and health regulations.

As Inspector, Judith Clarke, was on full workers compensation from 1 January 2006 until she resigned on the 4 November 2006, inspections were undertaken on a part-time basis by Amanda Hughes and Karen Bycroft, this resulted in the number of inspections conducted being less than in previous years. In November 2006 Naomi Allan was appointed as the new Inspector.

From 1 January 2006 until 31 December 2006, the HRB conducted 801 inspections, consisting of 624 salon inspections in the metropolitan area, nil salons inspections in the country area and a further 177 inspections which include home based salons, mobile hairdressers, suburban markets, Community Centres, Retirement Villages, Nursing Homes, Lodges and Aged Care Centres.

10. registrations

As at 31 December 2006 there were 5755 hairdressers registered with the Board. This is an increase of 143 on the previous year.

The increase would appear to be primarily attributable to the introduction of the new full time inspector and the continual improvements and modifications to the computer database.

The hairdressers were registered in the following classes:

	PRINCIPAL	EMPLOYEE
Men's Limited	35	20
Men's Inclusive	123	54
Ladies' Limited	12	9
Ladies' Inclusive	1279	494
Ladies' Limited/ Men's Limited	4	0
Men's Inclusive/ Ladies' Limited	38	10
Ladies' Inclusive/ Men's Limited	580	168
Combined Hairdresser	2048	881
TOTAL	4119	1636

A table of the number of hairdressers registered in each classification of hairdressing is attached at Annexure 1.

11. board examinations

Regulation 12 of the Hairdressers Registration Regulations 1965 provides that for the purpose of satisfying itself as to the qualifications of any applicant for registration, the Board may require an applicant to undertake a theoretical, practical or oral examination in any class or classes of hairdressing. This provision is applied where an applicant has, outside of Western Australia, completed an appropriate course of training of a like standard as that prescribed in Western Australia.

During 2006, 141 Metropolitan and 5 Country candidates undertook the Board's theory assessment. The results of the assessments were:

First Assessment	84 Competent 29 Not yet competent
Second Assessment	20 Competent 7 Not yet competent
Third Assessment	5 Competent 1 Not yet competent

During 2006, 194 Metropolitan and 8 Country candidates undertook the Board's practical assessment. The results of the assessments were:

First Assessment	149 Competent 31 Not yet competent
Second Assessment	21 Competent 1 Not yet competent
Third Assessment	0 Competent 0 Not yet competent

fee structure

Assessment	Fee (incl GST.)
Theory	\$70.50
Practical	\$204.00

It should be noted that the HRB's fee's for skills recognition for Theory & Practical assessments are significantly lower than those of other organisations.

12. finances

In accordance with Section 14 of the Hairdressers Registration Act 1946 a copy of the audited Financial Statements is attached at Annexure 2.

13. section 175ze of the electoral act 1907

During the year the amount of expenditure incurred by the Board was nil for the following:

- a) Advertising agencies
- b) Market research organisations
- c) Polling organisations
- d) Direct mail organisations
- e) Media advertising organisations.

14. conclusion

In 2006 there was an additional 143 registered hairdressers, this represents an increase of approximately 2.5 percent for the year.

In keeping with the HRB policy of improving communication and providing important relevant information to the hairdressing industry, the following publications were introduced:

- a regular quarterly newsletter
- a Salon Inspection Folder
- an Apprentice & Hairdressers Guide to the HRB

Further enhancement to the website saw the implementation of

- online payment of fee's
- an employment register to assist the industry with it's skills shortage
- a public register which hairdressers and consumers alike can ascertain the registration status and currency of a hairdresser's qualifications (within the HRB's jurisdiction).

The Board's database has continued to be improved to allow for more advanced monitoring of hairdressers working within the industry and more effective and efficient inspections, which provides a greater protection for consumers.

2006 was a difficult year and the Board's successful operation and outcomes are a tribute to the efficiency of the staff of the Board. Restricted decision making, due to only one Board appointment being made, that of the Chair, made responding to the Government's position paper on the regulation of the Hairdressing Industry, very challenging.

The Chair, Registrar and Administrative Officer put a great deal of energy and effort into producing a concise and constructive response. The support for the Board from the Hairdressing Industry in light of the Government's position paper was overwhelming. Approximately 1500 hairdressers sent in letters of support for the Board, that is approximately 25 percent of all registered hairdressers in our jurisdiction.

annexure 1

registered hairdressers 2006

CLASS	PRINCIPALS							EMPLOYEES							TOTAL REGISTRATIONS						
	2000	2001	2002	2003	2004	2005	2006	2000	2001	2002	2003	2004	2005	2006	2000	2001	2002	2003	2004	2005	2006
Men's Limited	23	24	25	25	26	35	35	15	18	18	14	15	18	20	38	42	43	39	41	53	55
Men's Inclusive	111	121	138	147	129	125	123	65	67	62	59	58	60	54	176	188	200	206	187	185	177
Ladies' Limited	5	7	9	7	8	11	12	6	15	15	15	10	8	9	11	22	24	22	18	19	21
Ladies' Inclusive	1106	1121	1195	1268	1252	1283	1279	708	705	637	619	575	551	494	1814	1826	1832	1887	1827	1834	1773
Ladies' Limited & Men's Limited	1	1	0	1	3	2	4	2	2	2	1	1	1	0	3	3	2	2	4	3	4
Men's Inclusive & Ladies' Limited	37	38	40	41	39	39	38	7	10	10	10	10	10	10	44	48	50	51	49	49	48
Ladies' Inclusive & Men's Limited	458	450	475	498	502	568	580	191	192	172	170	173	161	168	649	642	647	668	675	729	748
Combined (Men's Inclusive & Ladies' Inclusive)	974	1051	1231	1474	1628	1860	2048	705	904	869	894	861	880	881	1679	1955	2100	2368	2489	2740	2929
Total	2715	2813	3113	3461	3587	3923	4119	1699	1913	1785	1782	1703	1689	1636	4414	4726	4898	5243	5290	5612	5755