



HAIRDRESSERS REGISTRATION
BOARD OF WA

**annual report &
financial statements**

2008

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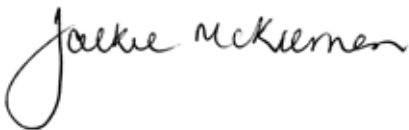
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statement of compliance

**TO THE HONOURABLE TROY BUSWELL MLA TREASURER
MINISTER FOR COMMERCE; SCIENCE AND INNOVATION; HOUSING AND WORKS**

Dear Minister

In accordance with Section 14C of the Hairdressers Registration Act 1946, I hereby submit for your information and presentation to Parliament the Annual Report and Financial Statements of the Hairdressers Registration Board of Western Australia for the year ending 31 December 2008.



Jackie Mc Kiernan
CHAIRPERSON

30 June 2009



SECTION ONE

Overview of Agency

Our aim is to protect consumers; hairdressing qualifications; and to maintain acceptable minimum hairdressing industry standards.

Executive summary

Report from the Chair

I am pleased to present the Hairdressers Registration Board of Western Australia's Annual Report for the year ending 31 December 2008.

The Board is an independent; industry funded, statutory authority established under the Hairdressers Registration Act 1946, and is responsible to the Minister for Commerce. The Board, when required, provides advice to the Minister, including making recommendations and submitting proposals regarding required amendments to the Hairdressers Registration Act and Regulations; administering the registration of hairdressers; and providing advisory services to consumers, industry participants and members of the public.

Throughout the year, the Board has continued to monitor the hairdressing industry to ensure that hairdressers are operating within regulatory requirements and the Board is generally satisfied with the level of industry performance and compliance.

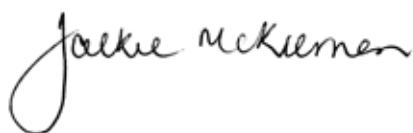
In 2008 there was an increase of 290 registered hairdressers which represents an increase of approximately 4.5 percent for the year, bringing the total number of hairdressers registered in WA to 6454.

Once again, the Board has been operating with a depleted number of Board members. The Board should consist of five members. An independent Chair plus two members each that are nominated by the Master Ladies Hairdressers Association and the Hairdressers and Wigmakers Employees' Union of Workers respectively.

In 2008, the Board had only a Chair and two members (nominated by the Master Ladies Hairdressers Association). This has made decision making extremely difficult, particularly when one Board member has a potential conflict of interest between his or herself and a potential registrant. This has caused some delay in granting registration to some applicants. Despite this, the Board processed 638 applications for registration in 2008, an increase of 288 from 2007.

It is my hope that 2009 will see the Board membership returned to its full complement of five members.

In conclusion, I extend my thanks to the dedicated staff of HRB for their courtesy and assistance during the year.



Jackie McKiernan
CHAIRPERSON

Operational structure

Enabling Legislation

The Board is established under the *Hairdressers Registration Act 1946*.

Board Auditors

Lyons Waddell Pty. Ltd.
Level 9, 231 Adelaide Terrace
PERTH WA 6000

Responsible Minister

The Hon Troy Buswell MLA, Treasurer; Minister for Commerce; Science and Innovation; Housing and Works.

Functions of the Board

The Hairdressers Registration Board of Western Australia is an independent statutory authority established under the Act to regulate the hairdressing industry.

The functions of the Board include:

Section 7 of the Act details the Board's powers and duties as:

1. To hold examinations and submit to the Minister a panel of persons for appointment as examiners;
2. To issue or cancel certificates of registration;
3. To take proceedings for offences against this Act or any regulation;
4. Generally, to do any other act, or exercise any other power or perform any other duty necessary for carrying the provisions of this Act into effect; and
5. To recommend to the Commissioner of Public Health, standards of hygiene and sanitation to be observed in premises where hairdressing is practiced.
6. The Board may appoint a registrar and such other officers and servants as are necessary for the purposes of the Board.

Section 11 of the Act requires the Board to keep a register of hairdressers indicating their qualifications and the class or classes in which they are registered.

The Registrar shall, on inquiry by any person, inform him or her whether or not a hairdresser nominated by him or her is registered, and if the hairdresser is registered, the type of registration held.

Section 21 of the Act empowers the Board with the approval of the Governor to make regulations for, or with respect to:

- a) Regulating its own proceedings;
- b) Prescribing for the purposes of this Act classes of hairdressing;
- c) Prescribing the fees to be paid to members of the Board and to deputies;
- d) Regulating subject to this Act the issue of certificates and badges of registration under this Act and the conditions of admission to the register;
- e) Prescribing in respect of the several prescribed classes of hairdressing the course of training for persons desiring to be registered under this Act;
- f) Regulating subject to this Act the admission to the register of persons who were at the commencement of this Act already engaged in the practice of hairdressing;
- g) Regulating and supervising the conduct of examinations in respect of the several prescribed classes of hairdressing and the remuneration of examiners;
- h) Prescribing subject to this Act the fees to be paid for examinations, certificates and registrations;
- i) Prescribing standards of safety to be observed in premises where hairdressing is practiced.
- j) providing for the inspection from time to time by authorised officers of the Board of premises where hairdressing is practised;
- k) prescribing the particulars required to be given in any notice under this Act;
- l) prescribing the form of the register and the particulars of the entries to be contained therein; and
- m) generally, providing for anything necessary or convenient to be prescribed for carrying this Act into effect.

Area of Jurisdiction

The Hairdressers Registration Act was originally proclaimed to apply within twenty five miles from the General Post Office at Perth.

The Governor by proclamation in the years since 1948 has declared that this Act shall apply to the South West Land Division, which stretches from Kalbarri in the North to Hopetoun in the South and East to just beyond Merredin. A further proclamation declared that the Act shall apply to an area within 5 miles (8 kilometres) of the Post Office in Kalgoorlie.

Other Key Legislation

The principal legislation determining the Board's statutory functions is the *Hairdressers Registration Act 1956*.

In the performance of its functions, the Board also complies with other legislation, including the following:

- Hairdressers Registration Act 1946;
- Hairdressers Registration Regulations 1965;
- Electoral Act 1907
- Disabilities Services Act 1993;
- Public Sector Management Act 1994;
- State Records Act 2000.

Shared Responsibilities with Other Agencies

The Hairdressers Registration Board does not have shared responsibilities with any other Agency. The Department of Commerce refers all hairdressing complaints directly to the Hairdressers Registration Board.

Board Structure

Appointments to the Board are provided for under the provisions of Section 5 of the Hairdressers Registration Act. This section identifies organisations that can nominate potential Board members and the criteria against which those nominees 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 14th December 2007, the Governor appointed Mrs Jackie McKiernan as Chair for the period ending 31st December 2010. On 21st February 2008, the Governor appointed the following persons to the Board for the period ending 31st January 2010.

Board Members

(to 31 December 2010)

Mrs. Jackie McKiernan

Chairperson

(to 31 January 2010)

NO DEPUTY FOR THE CHAIRPERSON

Deputy Chairperson

Mr. Barry Berger

Member nominated by the Master Ladies Hairdressers Association of WA.

Ms. Maureen Adlam

Member nominated by the Master Ladies Hairdressers Association of WA.

Deputy Members

(to 31 January 2010)

Mr Ernest Grady

Deputy to Mr Barry Berger

Ms Gloria Ridolfo

Deputy to Ms Maureen Adlam

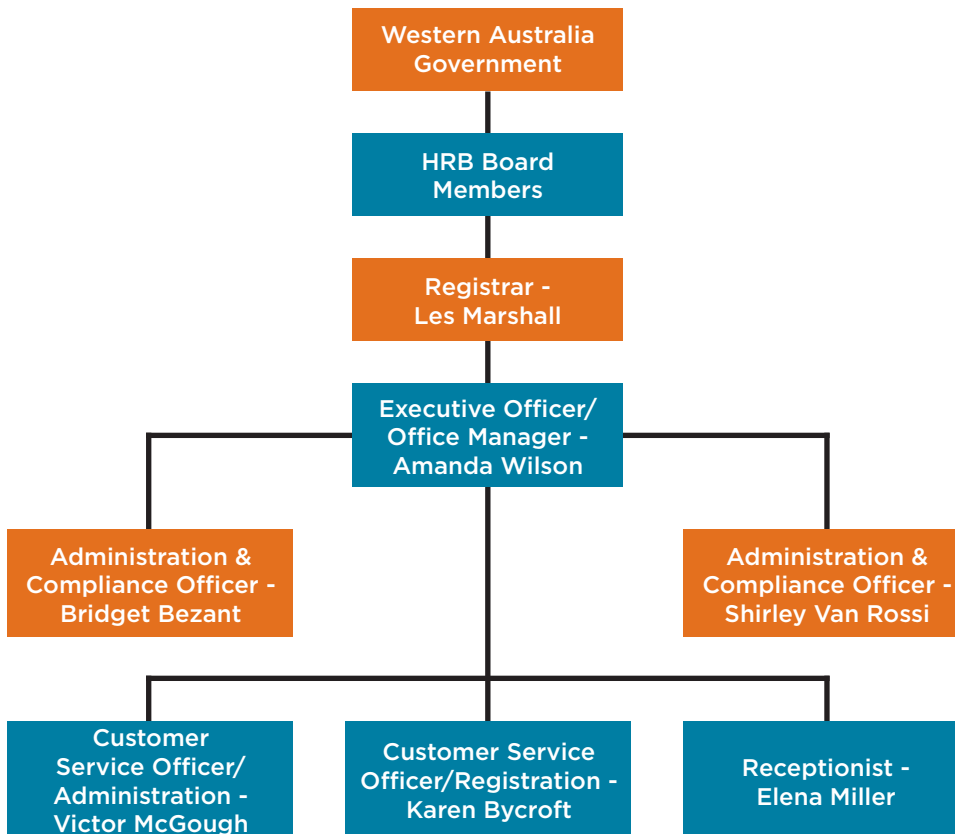
Board Meetings & Other Proceedings

- The Board convened 10 Board meetings.
- The Board commenced 1 legal proceeding against a hairdresser in the Local Courts.

Board Staff

Mr Les Marshall	<i>Registrar (commenced 14/04/2003)</i>
Mrs Amanda Wilson	<i>Executive Officer / Office Manager (commenced 30/6/2005)</i>
Ms Bridget Bezant	<i>Administration & Compliance Officer (commenced 05/11/2007)</i>
Ms Shirley Van Rosi	<i>Administration & Compliance Officer (commenced 11/08/2008)</i>
Mr Victor McGough	<i>Customer Liaison Officer - Administration (commenced 19/3/2001)</i>
Ms Karen Bycroft	<i>Customer Liaison Officer - Registrations (commenced 10/10/2005)</i>
Mrs Elena Miller	<i>Receptionist (commenced 11/8/2008)</i>

Organisational Chart



Performance Management Framework

Contribution to Government Objectives

Better Planning: Better Futures - A Framework for the Strategic Management of the Western Australian Public Sector provides the framework for the management of the public sector, its people and resources in achieving the long-term goals of Government. The Board acknowledges and supports the framework and manages its service delivery to meet the needs of the community.

Improved Services

Objectives:

- ensuring the highest possible standards of hairdressing for consumers by way of the thorough examination of hairdressing qualifications.

The Board realises these objectives by carrying out its statutory functions, which include determining the level of training for a hairdresser to be registered, maintaining a register of registered hairdressers and issuing certificates of registration.

Employment

In 2008, the Board employed the services of a second compliance officer to assist with the increasing number of inspections of hairdressing establishments. It also employed the services of a receptionist.

Economic Development

The Board contributes to the economic development of the hairdressing industry by being an effective regulatory and decision-making body that promotes the growth of the hairdressing industry and encourages quality workmanship and the protection of consumers.

The Board ensures that those undertaking hairdressing within its area of jurisdiction comply with the provisions of the *Hairdressers Registration Act 1946*.

Regional Education

The Board ensured that regional areas of Western Australia within its jurisdiction were complying with the requirements of the *Hairdressers Registration Act 1946*.

Objectives of the Board

The Board's objectives are to ensure the highest possible standards of hairdressing for consumers by:

- administering the *Hairdressers Registration Act 1946* in a consistent, reasoned and lawful manner;
- administering the *Hairdressers Registration Act 1946* in a financially responsible manner; and
- conducting investigations and prosecuting offences against the *Hairdressers Registration Act 1946* in an efficient and consistent manner.

A woman's face is visible in the background, heavily blurred and tinted with a solid orange color. She appears to be smiling slightly. The text is overlaid on the left side of the image.

SECTION TWO

Agency Performance

Report On Operations

Register of Hairdressers

The Register of Hairdressers is maintained and updated on a daily basis. It is reviewed bi-annually for inconsistencies, and as at 31st December 2008 there were 6454 registered hairdressers.

Board Decisions

The Board staff receives and assesses applications for registration and refers them to the Board for determination. The Board processed 638 applications for registration in 2008.

Inspections

The Board's Compliance Officers carried out 2271 inspections of hairdressing establishments during 2008.

Examinations

When an applicant for registration does not have a like-form of training to that of a West Australian apprentice, the Board assesses the qualifications that are presented by the hairdressing applicant to determine whether or not the applicant should undertake an examination of their skills prior to their approval for registration. In 2008, 145 metropolitan and 7 country applicants undertook the Board's theory examination and 176 metropolitan and 8 country applicants undertook the Board's practical examination.

Consumer Complaints

During the period from 1st January 2008 to 31st December 2008, it was estimated that of the 104 consumer complaints received by telephone, 36 lodged formal written complaints in relation to the provision of hairdressing services to the Board. Of those formal written complaints, 33 have been resolved with a further 3, as at 31st December 2008, still in conciliation between the consumer and the trader.

Prosecutions

In 2008 the Board successfully prosecuted one (1) hairdresser for a breach of the *Hairdressers Registration Act 1946 and Regulations 1965*.



SECTION THREE

Disclosure and Legal Compliance

Key Performance Indicators

Register of Hairdressers

As at 31st December 2008 there were 6454 hairdressers registered with the Board. This is an increase of 290 on the previous year.

The increase would appear to be primarily attributable to the diligence of the Board inspectors and staff and the continual improvement of inspection processes and modifications to the salon and hairdresser database.

Hairdressers were registered in the following classes:

	PRINCIPAL	EMPLOYEE
Men's Limited	66	32
Men's Inclusive	113	49
Ladies' Limited	13	6
Ladies' Inclusive	1247	431
Ladies' Limited/ Men's Limited	14	8
Men's Inclusive/ Ladies' Limited	35	9
Ladies' Inclusive/ Men's Limited	554	131
Combined Hairdresser	2846	900
PRINCIPALS total	4888	
EMPLOYEES total	1566	
TOTAL	6454	

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

Board Decisions in 2008

Application type	Approved		Declined		Conditional					
	Total	Total	Apprenticeship	Total	Theory & Practical Exam	Refresher Course	Independent Assessment	Interview Required	Further Information Required	Back Fees required
WA apprentice - 1	219	0	0	88	0	0	0	0	1	87
WA apprentice - 2	28	0	0	35	10	0	0	0	0	25
Interstate application	41	0	0	9	6	0	0	0	0	3
New Zealand application	15	0	0	3	2	0	0	0	0	1
Overseas application	28	3	3	172	172	0	0	0	0	0
Board ruling	8	1	1	11	10	0	0	0	1	0
Add A Class	1	0	0	9	9	0	0	0	0	0
Voluntary Suspension	196	0	0	0	0	0	0	0	0	0
Cancellation	40	0	0	0	0	0	0	0	0	0

Inspections

The role of Inspectors also includes providing advisory support to hairdressers in the areas of occupational safety and health regulations.

From 1 January 2008 until 31 December 2008, the HRB conducted 2271 inspections.

Metropolitan	1943
Country	328

Consisting of:

Salons	1527
Barbers	68
Beauty Therapy Salons	2
Hair Care Products	11
Home Based Salons	280
Mobile Hairdressers	161
Suburban Markets	10
Hairdressing Colleges	13
Hospitals	5
Lodges	15
Nursing Homes	50
Retirement Villages	52
Community Centres	15
Hostels	16
Aged Care Facilities	46
Total	2271

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 2008, 145 metropolitan and 7 country applicants undertook the Board's theory assessment. The results of the assessments were:

First Assessment	112 Competent 23 Not Yet Competent
Second Assessment	13 Competent 4 Not Yet Competent
Third Assessment	0 Competent 0 Not Yet Competent

During 2008, 176 metropolitan and 8 country applicants undertook the Board's practical assessment. The results of the assessments were:

First Assessment	164 Competent 9 Not Yet Competent
Second Assessment	9 Competent 0 Not Yet Competent
Third Assessment	2 Competent 0 Not Yet Competent

Fee structure for exams:

Assessment	Fee (inc GST)
Theory	\$70.50
Practical	\$204.00

Nb. HRB's fee's for skills recognition for Theory & Practical assessments are significantly lower than other organisations conducting this process.

Prosecutions

Date	Court	Respondent	Allegation	Decision	Fines/Legal Costs Imposed
6/3/08	Local	Miroslav Trajkoski of Mon Salient CITY BEACH	Regulation 11	Guilty	\$2,219.20

Significant Issues Impacting the Board

In 2008, there were no significant issues impacting the Board to report other than the lack of a full complement of Board members.

Finances

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

Other Legal Requirements

Advertising

(Section 175ze of the Electoral Act 1907)

In accordance with section 175ZE of the *Electoral Act 1907*, the Board is required to report on expenditure incurred using the following types of bodies to promote or market its services:

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

Disability Access and Inclusion Plan Outcomes

(Section 29 of the Disability Services Act 1993)

In 2008 the Board continued to work within the constraints of the present premises located at Level 1, 46 Salvado Road, Wembley.

People with disabilities are provided equal opportunity to access the services of the Board.

The Board provides persons with disabilities the same level and quality of service as they do all people; this includes the opportunity to make a complaint; and the ability to participate in public or hairdressing industry consultation.

Applicants for registration whose first language is not English, are given access to the services of interpreters when required.

Compliance with Public Sector Standards and Ethical Codes

(Section 31(1) of the *Public Sector Management Act 1994*)

Compliance Issues

Public Sector Standards (PSS)

* Nil breach claims Electronic version supplied to all staff

WA Code of Ethics

* Nil reports of non-compliance with WA Code of Ethics Electronic version supplied to all staff

Agency Code of Conduct

* Agency Code of Conduct implemented in 2007

Recordkeeping Plans

(Section 61 of the *State Records Act 2000* and *State Records Commission Standards, Standard 2, Principle 6*)

The management of Hairdressers Registration Board's corporate documents and information is conducted within the framework of the *State Records Act 2000* and the *State Records Commission of Western Australia's Principles and Standards 2002 (incorporating Standard 2, Principle 6)*.

The Hairdressers Registration Board's Recordkeeping plan was submitted and accepted 2005 and used as an example for other Public Sector departments. It is due to be reviewed again in 2010.

In August 2006 the HRB's records were audited and deemed compliant. The records and document management services at the HRB have been evaluated on an ongoing basis throughout 2008.

The Board is considering scanning all current hard copy files in 2009 to create a more user-friendly method of retrieving information.

New and existing staff are trained on the correct procedure for document management and record keeping.

Ministerial Directives

No Ministerial directives to disclose.

Government policy requirements

Corruption Prevention

(Premier Circular 2005/02: Corruption Prevention)

In accordance with Premier's Circular 2005/02 the Board has an implemented policy and procedures to prevent and reduce the occurrence of corruption and misconduct.

The Staff Code of Conduct identifies expectations and procedures in relation to conflict of interest, receiving gifts, use of resources, corruption and misconduct. All new staff are given an electronic version of the Staff Code of Conduct.

Substantive Equality

Not applicable to the Hairdressers Registration Board of Western Australia.

Occupational Safety & Health

(Premier Circular 2007/12: Code of Practice: Occupational Safety & Health in the Western Australian Public Sector)

In accordance with Premier's Circular 2007/12 the Board's Occupational Health and Safety Policy, Procedure and Guidelines is made available to staff on the Board's intranet and provided to new employees at their induction.

In 2008 the Board had no fatalities or lost time due to injury/diseases.

Number of fatalities = 0

Lost time injury/diseases incidence rate = 0

Lost time injury severity rate = 0

Return to work rate = n/a

Percentage of managers trained in OSH and injury management = 0%



CONTACT DETAILS

Level 1, 46 Salvado Road, Wembley WA 6014

PO Box 463, Wembley WA 6913

web www.hrb.org.au

email liaison@hrb.org.au

telephone **(08) 9381 9966**

facsimile **(08) 9388 0820**

NB. This Annual Report will be available on the HRB website at www.hrb.org.au once approved by parliament for publication.

annexure 1

registered

hairdressers 2008

Class	Principals						Employers						Yearly Totals					
	2003	2004	2005	2006	2007	2008	2003	2004	2005	2006	2007	2008	2003	2004	2005	2006	2007	2008
Men's Limited	25	26	35	48	55	66	14	15	18	29	29	32	39	41	53	77	84	98
Men's Inclusive	147	129	125	149	112	113	59	58	60	76	50	49	206	187	185	225	162	162
Ladies' Limited	7	8	11	0	11	13	15	10	8	8	8	6	22	18	19	8	19	19
Ladies' Inclusive	1268	1252	1283	1559	1285	1247	619	575	551	702	462	431	1887	1827	1834	2261	1747	1678
Ladies' Limited and Men's Limited	1	3	2	5	8	14	1	1	1	2	3	8	2	4	3	7	11	22
Men's Inclusive and Ladies' Limited	41	39	39	38	39	35	10	10	10	9	8	9	51	49	49	47	47	44
Ladies' Inclusive and Men's Limited	498	502	568	652	583	554	170	173	161	186	142	131	668	675	729	838	725	685
Combined (Men's Inclusive and Ladies' Inclusive)	1474	1628	1860	2362	2472	2846	894	861	880	1115	897	900	2368	2489	2740	3477	3369	3746
Total	3461	3587	3923	4813	4565	4888	1782	1703	1689	2127	1599	1566	5243	5290	5612	6940	6164	6454