



### **Does the Board assist with consumer complaints?**

Yes. The Board plays a very important role by mediating complaints between the consumer and the salon. In the event of a complaint being filed with the Board the salon owner and/or Principal registered hairdresser is accountable for the delivery of hairdressing services and the conduct of staff in the salon. They also have a duty of care to the client.

The Board has been extremely successful in negotiating and mediating consumer complaints that it receives. This success has demonstrated how effective the Board can be in limiting the negative publicity and court action that complaints would normally attract.

By having an effective disputes resolution process in place the Board can usually negotiate an outcome that is acceptable to all parties. This service has proven to be extremely valuable in enforcing standards and maintaining a professional image for the industry.

### **Can I find out if a hairdresser is registered?**

Yes. This information is available upon request to consumers and salon owners as part of the service offered by the Board. You may enquire as to the type and classification of a person's registration but for the protection of an individual's privacy the name of the salon where they are employed or contact details will not be disclosed.

If the Board can be of assistance or you have any further inquires please contact us on 08 9328 5899.

If you wish to obtain a copy of the Hairdressers Registration Act and Regulations they can be purchased at the State Law Publishers, 10 William Street Perth, WA 6000. Tel: 08 9321 7688.

### **So, who is the Board?**

The Board consists of five members: an independent Chairperson, Jackie McKiernan, and four members, Norma Roberts, Davide Genovese, Gloria Ridolfo and Barry Berger. Apart from the Chairperson, all Board members are hairdressing professionals representing employees and employers.

The Board has a small staff of four: a Registrar, Les Marshall, an Inspector, Judy Clarke, a Registration Officer, Pamela Richardson and an Administrative Officer, Vic McGough. Judy's job is to visit all places where hairdressing takes place to ensure that hairdressers are registered and apprentices are properly supervised. Vic looks after most of the financial transactions that occur at the Board and Pamela is the person you speak to when you have a query about your registration status or want to know when and where examinations will take place. The Registrar, Les, oversees all operations of the Board. Both Les and Judy are hairdressing professionals.

### **Your feedback is welcomed**

This, the first of what we hope will be a regular newsletter, provides an open means of communication with you and an opportunity for you to let us know what you would like to see in future editions.

We do not have a mortgage on ideas - that's where you, the individual registered hairdresser, come in. Your feedback is welcomed.

You can let us know your views in a variety of ways: by email to [admin@hrb.org.au](mailto:admin@hrb.org.au), by telephone on 08 9328 5899, by fax on 08 9328 5399 or simply by writing to us PO Box 8522, Perth Business Centre WA 6849.

## **Welcome to this, the first edition of our newsletter**

As this is our first newsletter, we thought we would give each of you an insight into the sorts of questions that are asked of our staff every day by hairdressers and consumers alike.

### **So, what does the Hairdressers Registration Board (HRB) do for me?**

This is a question that is asked by many hairdressing professionals in Western Australia (WA), the answer is both simple and complicated, but a question to answer the question is probably appropriate, do we want our industry to be de-regulated and allow unqualified people to practice hairdressing and work in salons and at home without appropriate qualifications? This practice already occurs in most other States.

It is the Board's role to ensure that hairdressers working in WA are registered; this safeguards the industry and its clients. The Board also conducts theory and practical examinations when required to validate an applicant's hairdressing skills and qualifications prior to them becoming registered.

Your registration gives recognition to your trade certificate and qualifications in WA and identifies you as a professional in the hairdressing industry. The Hairdressers Registration Act (the Act) provides an element of protection for registered hairdressers working in the industry by ensuring that a level of quality assurance is achieved.

Registration is essential for the maintenance of standards in the industry. This in turn strengthens consumer confidence and offers a higher level of protection for the public by increasing the quality delivery of hairdressing services to the community. Registration protects the industry by excluding non-hairdressers from practicing hairdressing.

### **What is the Board's role and function?**

The Board is a Statutory Government Authority established for the protection of consumers and the maintenance of industry standards.

This is achieved by monitoring compliance with the hairdressing registration legislation and ensuring that only qualified hairdressers are registered and allowed to practice hairdressing within the Board's jurisdiction in WA.

### **What does the Board do about mobile and home hairdressers?**

The Board endeavours to inspect all hairdressing establishments on a regular basis. This inspection process includes commercial salons, suburban markets, home occupation, mobile hairdressers, lifestyle and aged care establishments.

If a person is found practicing hairdressing unregistered they are in breach of the Act and are liable for prosecution. However if a person is registered and complies with the relevant local Council legislation for home or mobile occupation, they are legally allowed to practice hairdressing.

### **Does the Board conduct inspections?**

Yes. The Board conducts regular inspections in both the metropolitan and regional areas. During the course of the inspection the Board Inspector ensures that the person practising hairdressing is a registered hairdresser and qualified in the prescribed class of hairdressing that they are performing.

The Board's inspectors monitor compliance with other relevant legislation. If there is any doubt in relation to Occupational Safety and Health, Worksafe practices or local Council requirements not being met, these concerns are then reported to the relevant authorities.

### **Why do we pay annual registration fees?**

The payment of registration fees is necessary to enable the Board to fulfill its monitoring and compliance role. The Board is totally self-funded and it relies on the payment of annual registration fees to fund its entire administrative operation - it receives no government funding. Many hairdressers believe it is a small price to pay for the level of protection it provides to consumers and hairdressers and the role the Board plays in the recognition and maintenance of professional standards for the hairdressing industry.

The Board has achieved national recognition and support from peak industry bodies throughout Australia. WA is the envy of all other States and has been cited as a best practice model for hairdressing in Australia by the Hairdressing and Beauty Council of Australia.

### **What's the difference as to whether or not I'm registered?**

It is a legal requirement that anyone practicing hairdressing within the Board's jurisdiction in WA must be registered in the prescribed class of hairdressing in which they practice. This requirement is for the protection of themselves, their employer and also the consumer. If a hairdresser is unregistered and is practicing hairdressing there can be serious legal liabilities and insurance implications, especially if an accident were to occur. By working unregistered, a person seriously jeopardizes and prejudices the legal position and rights of their employer, their clients and themselves.

### **Is the Board responsible for Apprenticeships?**

No. Apprenticeships do not fall within the Board's jurisdiction other than during the course of an inspection to establish that anyone practicing hairdressing is either a registered hairdresser or an Indentured apprentice.

At the completion of the apprenticeship a person applies for registration and the Board ensures that they have completed an industry endorsed nationally accredited course of training delivered by a registered training organization. The Board then checks to see that the applicant has received the appropriate certification to validate their qualification before granting registration

### **Do people with interstate or overseas qualifications need to register?**

Yes. For anyone to practice hairdressing in WA they need to be registered. Applicants from interstate or overseas are required to lodge an application for registration prior to commencing work. The application is then presented to the Board for consideration. If the applicant meets the Board's requirements the Board will then determine if a theory and practical assessment is required to validate their skills, prior to registration being granted.

### **Can I accept employment pending my registration?**

Yes. If you have been offered a position in a salon and have completed and lodged a registration application form with us, the Board can, at your request, issue a letter of authority for you to work under the supervision of a registered Principal hairdresser until such time as your registration has been approved. We are happy to assist in these circumstances providing your application meets the Board criteria.

### **May I work as a salon assistant prior to being registered?**

As previously stated, only registered hairdressers and indentured apprentices are allowed to practice and perform hairdressing services. No other person is allowed to shampoo hair or perform any hairdressing service without exposing themselves to prosecution for being in breach of the Act.