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GOVERNMENT AGENCIES COMMITTEE

Report on

Hairdressers Registration Repeal Bill 1994

Report 37
Hon Barry House MLC
November 1995

GOVERNMENT AGENCIES COMMITTEE

Report on

HAIRDRESSERS REGISTRATION REPEAL BILL

1. Reference

The Legislative Council by order made on September 13 1994 referred a draft legislative proposal (green paper attached) on motion of the Minister for Employment and Training to this committee for its consideration and report.

The green paper is a bill for the repeal of the *Hairdressers Registration Act 1946*. Enactment of the legislation would result in the abolition of the Hairdressers Registration Board (HRB) and those aspects of industry regulation carried on under HRB authority. Appendix A (provided by HRB) sets out the history of the Act, including reasons for its enactment, and a description of its current functions.

It is evident that the committee has taken some time to reach a conclusion that may have been obvious to others before the inquiry commenced. What the committee discovered was that the issue was not as clear cut. The answer that the committee has given to the issue, discussed in section 2, has considerable implications for the future well-being of the industry; an industry that is far less likely to provide, compared with other sectors of the workforce, productivity-related benefits to employees.

The committee commenced its inquiry by reviewing the conclusions of previous inquiries and discussing the history, role, and functions of HRB with its officers. It was obvious from those discussions, later reinforced by others' submissions, that the HRB was seen as obsolete and that the ongoing discrete regulatory framework for the industry should be dismantled. At that stage, the committee was minded to accept that view but decided that it would "sample" the various participants in the industry before reaching its final stance. In hindsight, that was a wise decision particularly so far as it brought the members into contact with hairdressers outside the metropolitan area and provided them with the opportunity to explain how they saw the industry progressing and the safeguards that they wanted to remain in place.

The consultation process has absorbed much of the time the committee has spent considering this reference but it has demonstrated that the simple question posed for its opinion ought not to be the end of the matter. There are problems in the industry. Many rely for their resolution on the will being found within the industry to take control of the manner in which it should develop.

2. The Issue

In its simplest form the green paper raises one issue, viz, whether the industry should be deregulated. Contextually, this means that State-wide¹, the industry would operate subject to the general law relating to occupational safety and health, industrial relations, training, business operations and related matters. Industry skills and standards would be developed and determined collegially within the industry.

¹ The 1946 Act's operation is confined to the Perth metropolitan area, the South West Land Division and the area bounded by a circumference 8 kms of the Kalgoorlie Post Office.

3. The Stakeholders

As the list of those making submissions to the committee demonstrates, those having a direct, sometimes substantial, interest in the industry go well beyond the hairdresser. The committee was told more than once that the symbiotic relationships that develop between, say, a hairdresser and brandname hairdressing suppliers can benefit skills development across the industry.

Although the previous statement is anecdotal, the committee sees no reason to doubt the underlying proposition that one business generates others to support it. For that reason, the views of those groups or persons who have a commercial interest in the industry were sought and considered by the committee. Their interests are best served by a large, thriving, "bodycare" industry of which hairdressers form a considerable part. Their views are fairly summarized as:

there is a need for industry standards;

the standards can be defined by the industry through its representative bodies;

standards-enforcement should be "carrot and stick", ie, encourage development of professionalism with consequent emergence of loss of status among peers because of unprofessional conduct being sufficient to bring that person into line or to leave the industry;

statutory support for the scheme may be needed in the short term.

4. Recent History (September 1989 -)

Appendix B (HRB) describes the history relevant to the matter from September 1989, the time when the policy decision was first made to replace the existing legislative scheme.

5. Consensus and Disagreement

Stakeholders' consensus is confined to a universal belief that the current regime has gone well past its "use-by date". They do not agree on whether another form of statutory mandate should be substituted and, if so, what its nature and function might, or ought to be.

The committee is not critical of the positions that stakeholders have adopted; from varying perspectives, each position has its own logic and validity. However, the committee has been asked to recommend whether the green paper should become law. The committee has no hesitation in making a positive recommendation; the 1946 Act is no longer relevant to the operation of the hairdressing industry.

The committee believes that although, strictly, it could stop at that recommendation it should indicate what should happen after repeal and why it has the preference for the course of action it will recommend.

6. The HRB as an Agency

The Board is what the committee has classified² as a regulatory agency; it makes decisions affecting a person's livelihood and has powers to enforce that decision. The Board's functions are circumscribed, first

² of "Agencies, Their Nature and Function" 36th Report Govt Agencies Cttee 1994.

by geographic application and, second, by limitation of the matters subject to regulation.

On paper, the Board is not toothless but its ambit of activity has diminished. In some areas, as the Board itself reports, the general law governing occupational health and safety, and other matters affecting the operation of the industry regardless of an outlet's location need not be duplicated by rules peculiar to the industry. Accordingly, the regulatory role has shrunk to the extent that HRB has virtually confined itself to assessing hairdressers³, desiring to work in this State, who qualified outside the State whether in other States or overseas.

Were the committee minded to recommend retention of HRB there is no doubt that the scheme of the 1946 Act would need to be harmonized with contemporary procedural attitudes towards granting, renewing and revoking licenses. As it is, the committee has recommended the abolition of HRB. As such, nothing hangs on pursuing possible or likely causes of HRB's decline.

7. Regulation v Deregulation

The issue that arose from the committee's answer to the substantive question was whether the State should continue to make statutory provision for the regulation and conduct of the hairdressing industry.

The majority of individual witnesses held the clear opinion that total deregulation was an undesirable option not least because of the deleterious effect they saw deregulation could have on standards of skill and care.

If some form of external regulation of hairdressing is to be retained, the obvious question relates to the nature and extent of that regulation. In this context, it is inaccurate to say that other States have "deregulated" the hairdressing industry. What they have done is to abolish increasingly artificial distinctions between the qualifications required of hairdressers for males and those for females, leaving the individual hairdresser to decide to specialize (or not). That, coupled with the transfer to State-run vocational training bodies of the responsibility to train and set standards, effectively neutralized the role of the several Registration Boards.

7.1 Training

Hairdressers and salon owners were well aware of the psychological and physical damage the untrained or careless in their number could wreak on the consumer. As a consequence, training was seen as fundamental to the maintenance of proper standards and in need of continuing, external regulation or monitoring.

There was strong support for mandatory refresher courses for qualified hairdressers, the classification of hairdressers according to skills, recognition of prior learning qualifications⁴, and a requirement that all practitioners should be obliged to operate solely from licenced premises.

³ The statutory requirement to maintain a register is a consequence of HRB's primary regulatory function and is not an end in itself.

⁴ Recent enactment of mutual recognition legislation by the Commonwealth and States simplifies the process for Australian-obtained qualifications. It also removes the necessity for HRB to examine Australian-qualified hairdressers.

The committee, in referring to "all practitioners" includes those who work from home or "mobile premises". This issue, a sore point with salon owners and workers, illustrates the absence of problem-solving mechanisms within, or provided to, the industry. It is clear that salon-based hairdressers resent the intrusions of those who operate door to door and whose overheads are negligible with consequent lower prices. This conflict will not be resolved easily raising, as it does, issues as diverse as health and safety standards and competition.

In reality, although individual hairdressers believe strongly that the industry should determine standards of training and performance, the benchmarks will be fixed by the training bodies. The committee readily concedes the desirability of the industry having a strong voice in training content and performance standards but if, as industry consensus appears to be, responsibility for those matters is better discharged through TAFE and similar bodies, retention of a complementary function in an industry-based statutory body is duplication and must lead to confusion.

The committee agrees with the establishment of a Hairdressing Industrial Training Council having sole responsibility for training and skills development.

7.2 Health and Safety

Witnesses also urged the committee to recommend that the HRB be retained for health and safety reasons. One aspect relates to occupational safety. Relatedly, the committee was told that the industry still uses potentially dangerous substances; but it was also assured that most, if not all, of those preparations have been superseded and that the modern salon does not present the same level danger that might have been present 20 years ago.

The industry may need to show flaws in the argument that the level of risk associated with product use stands to be assessed by the manufacturer and the relevant licensing and enforcement authorities. There are strict statutory and common law standards that manufacturers and suppliers must meet so far as the safety and intended uses of a product are concerned.

Training in, and the observance of advised or mandated safety standards consistent with the risk attaching to, product use need not require discrete regulation.

There are issues that go to consumer protection such as the rules governing business conduct and the physical condition of the business premises. There is a firm impression in the industry that salon inspection by local and central government authorities is infrequent and often superficial. The committee is concerned that industry witnesses were vocal in their criticism of an apparent lack of interest or concern by the administering authorities. Whatever the reasons may be for this perception, the point was made too frequently for the committee to ignore. It may be that both hairdressers and their clients need to be better informed about quality standards and safety requirements.

8. Industrial Relations

The committee received no submissions, neither was evidence offered, that indicates major or endemic dissatisfaction with the relations that exist between employers and employees. Accordingly, the committee will not speculate but accept what appears to be a satisfactory situation.

9. Conclusion

It is apparent to the committee that individuals within the industry are dedicated to observing and enhancing standards of professionalism and that the existence of a regulatory body is seen to underpin those standards.

The HRB might have been expected to review its role and functions periodically and recommend legislative change where that seemed appropriate or necessary. It does not seem to have done that, neither does it seem to have had the will to use the powers conferred by the 1946 Act to regulate various aspects of the industry. Had the Board been more proactive, the current uncertainties may have been avoidable, particularly because the majority of the Board membership is drawn from the industry itself. Whatever its structure and composition, it is difficult to escape the conclusion that an industry-dominated successor to the HRB would fare no better.

Whatever form of regulation is finally adopted, it should be directed towards licencing both hairdressers and the working environment. The procedure should be administrative; the grant of a license as of right if the criteria for registration are met, and revocation for wilful, persistent or gross breach of the license conditions. In extreme cases, revocation would prevent a licensee from operating in the industry either for a defined period or permanently.

Understandably, the committee would like to see the regime proposed in its 36th report adopted and applied to the creation and operation of any regulatory body that might be established⁵. The committee would certainly want to have an opportunity to consider and report on any legislation that is introduced.

The difficulty with any regulatory body is that it would exercise functions relating to professional standards and ethics that properly fall to the industry, collectively, to develop and maintain. Other matters, previously identified in this report, are within the ambit of existing agencies and the committee could not support duplication of function or overlapping regulatory regimes.

In the event that a statutory successor to the HRB becomes a reality, the funds of the HRB contributed by

⁵ The main principles recommended by the committee are:

- (a) any agency to be created by a written law as a corporate body;
- (b) an agency be functionally classified as either regulatory, operational or advisory;
- (c) mixed-function agencies be created only in cases of necessity;
- (d) agency policy proposals be subject to public comment;
- (e) merit review of agency decisions follow administrative procedure and be conducted by independent persons appointed for the purpose;
- (f) judicial review be simplified;
- (g) subject to safeguards, ministerial directives be binding on agencies;
- (h) unless continued by Order in Council affirmed by resolution of each House, agencies expire 5 years from date of creation.

Government Agencies Committee - Hairdressers Registration Repeal Report

hairdressers as annual fees should be transferred to the new body which should also be empowered to levy fees on the industry sufficient to meet the costs of its operation. Should there be no successor, the committee recommends that the HRB's funds be placed at the minister's disposal for use in assisting the industry.

Whether or not a regulatory body is established, the committee is firmly of the view that the minister establish an advisory body, representative of all sectors of the industry, to enable the industry to express its views on matters affecting hairdressing whether it be in relation to training, accreditation, health and safety. The committee was left with the impression that hairdressers, despite the existence of HRB and the professional associations, lacked an effective voice and that new, more representative consultative mechanisms are required.

Hon Barry House MLC
Chairman

November 1995

Appendix B

History of reconsideration of HRB's role from 1989 - 94

DRAFT FOR PUBLIC COMMENT

This is a draft of a Bill proposed to be introduced into the Parliament of Western Australia.

It is published for the information of the public and for comment. It does not represent the settled position of the Government of the State.

**HAIRDRESSERS REGISTRATION
REPEAL BILL 1994**

A BILL FOR

AN ACT to repeal the *Hairdressers Registration Act 1946* and for related purposes.

The Parliament of Western Australia enacts as follows:

Short title

1. This Act may be cited as the *Hairdressers Registration Repeal Act 1994*.

cl. 2

Commencement

2. This Act comes into operation on such day as is fixed by proclamation.

Repeal

5 3. The *Hairdressers Registration Act 1946* is repealed.

Transitional

4. (1) With effect on and from the commencement of this Act, assets of the Hairdressers Registration Board of Western Australia constituted under the *Hairdressers Registration Act 1946* become, by the operation of this section and without the need for further assurance or transfer, assets of the Western Australian Department of Training established under the *Public Service Act 1978*.

15 (2) The Western Australian Department of Training shall take delivery, as an asset of the former Board, of all books, documents and other records, however compiled or stored, relating to the operations of the former Board.

20 (3) Notwithstanding anything in the *Stamp Act 1921*, no duty is payable under that Act in respect of the passing of any asset under this Act.

Consequential amendments

5. (1) Schedule V to the *Constitution Acts Amendment Act 1899** is amended, in Part 3, by deleting the item "The

Hairdressers Registration Board of Western Australia constituted under the *Hairdressers Registration Act 1946*."

[* Reprinted as at 6 April 1993.

5 For subsequent amendments see 1993 Index to Legislation of Western Australia, Table 1, pp. 44-6 and Acts Nos. 26, 32, 40 and 53 of 1993 and 6, 35 and 36 of 1994.]

(2) The Schedule to the *Parliamentary Commissioner Act 1971** is amended by deleting the item "Hairdressers Registration Board of Western Australia established under the *Hairdressers Registration Act 1946*".

[* Reprinted as at 7 May 1971.

For subsequent amendments see 1993 Index to Legislation of Western Australia, Table 1, pp. 153-4 and Acts Nos. 14, 35 and 36 of 1994.]

FUNCTIONS AND OPERATIONS OF THE HAIRDRESSERS REGISTRATION BOARD

- The HRB is established by the Hairdressers Registration Act 1946 which came into operation on March 1, 1948.
- The Hairdressers Registration Act was introduced just after World War II at a time of increased immigration and work opportunities.

The legislation was established for the following reasons:-

- protection of the public from misuse of chemicals and equipment;
 - maintenance of standards of hygiene; and
 - maintenance of standards of Hairdressing.
- The Boards powers and duties are to:
 - (a) register principal Hairdressers and employee Hairdressers in prescribed classes of Hairdressing;
 - (b) employ examiners and conduct examinations to determine the suitability of people seeking to become registered as Hairdressers;
 - (c) suspend or cancel the registration of persons who have offended under the Act;
 - (d) employ a Registrar and staff to ensure compliance under the Act;
 - (e) recommend to the Commissioner of Public Health standards of hygiene and sanitation to be observed by Hairdressing establishments; and
 - (f) take proceedings for offences against the Act and Regulations either through the Magistrates Court or by tribunal.
 - The HRB has jurisdiction within the South West Land Division and an area within eight kilometres of the Kalgoorlie Post Office. All other areas of the State are not subject to the legislation.

- The Board consists of five members being:
 - a Chairman nominated by the Minister who has traditionally been a Public Servant;
 - one person nominated by the Master Ladies Hairdressing Association;
 - one person nominated by the Master Hairdressers Association (ie Gents); and
 - two persons nominated by the Hairdressers and Wigmakers Union of Employees of WA.
- The Registrar is an employee who acts as Executive Officer to the Board which meets monthly. Members are paid an allowance for their attendance. The Chairman's allowance is paid into consolidated revenue funds.
- The Boards operations are funded through registration and examination fees, which are prescribed under the legislation.
- For the year ended December 1993 the Boards income was \$230,201 and its expenditure \$160,890. The surplus of income over expenditure for the year was \$69,311.
- Its total assets as at December 1993 were \$458,220.
- Hairdressing employees pay a \$30 Registration fee per annum and Principals pay \$46 per year. Fees have not been increased since 1990.
- As at 31 December 1993 there were 5061 Registered Hairdressers in WA, approximately 60% of whom are registered as Principals. There are five classifications of registration:-
 - Mens Limited
 - Mens Inclusive
 - Ladies Limited
 - Ladies Inclusive
 - Combined.
- These Hairdressers are employed in approximately 1,100 Hairdressing Salons, 900 of which are situated in the metropolitan area.
- The Board accepts and registers persons who have successfully completed an apprenticeship in Western Australia and gained a trade qualification as being eligible for automatic registration.

- People seeking registration who have completed an apprenticeship in another State are also recognised in the same way, however any person who has completed their training in a private school must produce evidence of at least two years experience in a Hairdressing salon.
- People from overseas countries seeking registration must first substantiate evidence of the completion of training of a like nature to that undertaken in Western Australia (ie apprenticeship). They are then examined to determine appropriate knowledge and skill standards.
- This year the Board conducted approximately 20 examinations involving about 115 candidates. The pass rate on examinations is approximately 92%.
- In recent years the functions carried out by a full time Inspector have been successfully combined with the role of Registrar who carries out periodic inspections and responds to complaints.
- The most common breaches identified by inspections are non registration of qualified people who have overlooked their annual fee, Hairdressers cutting out of class, or salons operating without a principal in attendance.
- Complaints about unsatisfactory service are referred to the Department of Consumer Affairs and matters of hygiene to the Department of Health or local Shire Council.

Appendix B

History of reconsideration of HRB's role from 1989 - 94

- September 1989

The Minister for Employment and Training wrote to the Board requesting that it critically examine its future role, taking into account the establishment of the State Employment and Skills Development Authority (SESDA). He referred specifically to the 1946 vintage legislation, focusing on the value of registration functions and the need to adopt a more forward thinking role in respect to Workforce Productivity through broader training.

The Minister indicated that it was not appropriate to proceed with amendments to the existing legislation.

- December 1989

The Board considered the issues raised by the Minister and confirmed the basis of a response.

The Board indicated that it agrees new legislation is required to enable the Board to have more scope in effecting positive changes in the industry.

The industry members strongly urged that the Hairdressing Industry be granted its own IETC under SESDA with the Board actually expanding to become an IETC.

- May 1990

The Department of Employment and Training completed a review of the Board and its future relationship with SESDA.

The major conclusions were:

- there was no evidence to substantiate the need for Registration of Hairdressers;
- the 1946 vintage legislation is outdated, unwieldy and irrelevant to the industries current needs;
- there are serious labour market problems requiring major reforms to improve employer productivity and employee conditions;
- the current Board is not capable of addressing the changes required; and
- the Hairdressing Industry has self funded the Boards operations and an opportunity exists to change the role of the Board and divert its resources to training issues rather than registration procedures.

Two options for action were identified:

- (a) Abolish the Board and not replace it; or
- (b) Give the Board a completely new focus.

- November 1990

The Minister for Employment and Training formally requested that the HRB conduct a review of its current and proposed future operations.

The Minister suggested that the Board review Registration procedures in other states and consult with industry members in Western Australia.

- July 1991

The Board completed its initial review which included visits by a delegation of members to South Australia, Victoria and Tasmania, and prepared a discussion paper for approval by the Minister.

- January-March 1992

The discussion paper was forwarded to 5000 Registered Hairdressers and Industry Seminars were conducted in Perth and Bunbury.

- April 1992

The Board subsequently reported to the Minister and recommended the following:

- abolish the current Act and replace it with new legislation; and
- replace the current HRB with a new body which has licensing and skills monitoring functions.

- July 1992

The Minister for Employment and Training responded to the report and advised of her intention to repeal the Hairdressers Registration Act and wind up the operations of the Board by the end of 1992.

It was confirmed that the Board would not be replaced with another legislative body.

- December 1992

The Minister advised the Board that due to a heavy legislative program in Parliament the repealing legislation would not proceed until 1993.

- August 1993

Following the change of Government in March 1993 the new Minister for Employment and Training confirmed his intention to proceed with action to submit a Green Bill to Parliament to repeal the Hairdressers Registration Act.

- September 1994

A Green Bill titled Hairdressers Registration Repeal Bill 1994 was tabled in Parliament.

SUBMISSIONS MADE TO COMMITTEE ON THE
HAIRDRESSERS REGISTRATION REPEAL BILL 1994

Valery Bentley TAFE	Lecturer (Hairdressing) - South Metropolitan College of Written Submission - 27/7/95
Joe Bullock	Secretary - WA Hairdressers & Wigmakers Employees Union of Workers Written Submission - 10/7/95
Richard Bishop	Owner - Crimpers group of salons Written Submission - 13/3/95
Richard Bishop	National Hairdressing Industry Trust Oral submission - 6/4/95
John Caminiti	Member - Hairdressers Registration Board Oral submission - 3/11/94
Chamber of Commerce & Industry of WA	Employee Relations Division Written Submission - 8/8/95
Kathleen Concannon	Written Submission - 10/7/95
Scott Cowans	Research Officer - WA Retail & Associated Services Industry Training Council Oral submission - 7/9/95
Dianne L. Crain	Written Submission
R. L. Dawson	Chairman - Hairdressers Registration Board Oral submission - 3/11/94
Ralph Dawson	Chairman - Hairdressers Registration Board Written Submission - 18/10/94
Anthony Dickinson	Hairdressing Industry Task Force Oral submission - 24/11/95
Anthony Dickinson	President - Master Ladies Hairdressers Union of Employers Oral submission - 7/9/95
Enza Di Filippo	Parachute Hair Studio - Applecross Written Submission
Lyn Gerovich	Lyn Gerovich College of Hair Design Oral submission - 24/11/94 Oral submission - 7/9/95 Written Submission - 15/6/95
Ngaire Goodwin	Director - Australian College of Beauty Therapy Oral submission - 31/8/95
Pauleen Gordon	Lecturer (Hairdressing) - South Metropolitan College of TAFE Written Submission - 27/7/95

J. Graham	Written Submission - 3/8/95
Ian C. Hill	Chief Executive - WA Department of Training Written Submission - 21/7/95
Bill Johnston	WA Hairdressers Union Oral submission - 24/11/94
W. J. Johnston	Industrial Officer - Hairdressing Union Oral submission - 7/9/95
Les Marshall	President - Master Ladies Hairdressers Association Chairman - Hairdressing Industry Task Force Written Submission 10/11/94 (including a letter from Sue Gillespie [Secretary - Hairdressing & Beauty Council of Australia] to Les Marshall - 14/11/94)
Les Marshall	Master Ladies Hairdressers Association Oral submission - 24/11/94
Les Marshall	CEO - Master Ladies Hairdressers Association Oral submission - 7/9/95
Berice McGlashan	Lecturer in Charge (Hairdressing) - South Metropolitan College of TAFE Written Submission - 27/7/95
Peter Mickle	Principal - Hebe Hairstylists - Bunbury Written Submission - 2/6/95
Dr. Anthony Parentich	Manager - Lyn Gerovich College of Hair Design Oral submission - 7/9/95
I. W. Pollitt	Registrar - Hairdressers Registration Board Written Submission - 19/10/94 Oral submission - 3/11/94
Beverley Quinn	Technician/Lecturer (Hairdressing) - South Metropolitan College of TAFE Written Submission - 27/7/95
Stephen Rice	National Hairdressing Industry Trust (WA Division) Written Submission - 30/11/94
Stephen Rice	National Hairdressing Industry Trust Oral submission - 6/4/95
Stephen Rice	Managing Director - Global Vision Pty. Ltd. Written Submission - 13/3/95
Norma Roberts	President - Hairdressers Union Oral submission - 24/11/94

Norma Roberts	President - Hairdressers & Wigmakers Employees Union Oral submission - 7/9/95
Kalini Shah	Written Submission - 19/7/95
Terry & Jo Singleton	Piaf Hair Design - Geraldton Written Submission - 28/6/95
Paul Dafforn Smith	Managing Director - Mitchell Lane & Co. Written Submission - 13/3/95
Paul Dafforn Smith	National Hairdressing Industry Trust Oral submission - 6/4/95
A. J. Tate	Managing Director - South Metropolitan College of TAFE Written Submission - 27/7/95
N. R. White	Written Submission
Norma T. William	Written Submission - 24/7/95
Gail Wright	Member - Hairdressers Registration Board Oral submission - 24/11/94
Patricia T. Young	Member - Hairdressers Registration Board Written Submission - 26/10/94

ORAL SUBMISSIONS RECEIVED FROM ALBANY - 26/5/95

Abigail (Cheryl) Williams	Stans Unisex
Rhonda Shaddick	
John & Lyn Partington	Hairscope
Debbie Lenson	Hairscope
Shelley MacDonald	Dateline Hair Design
Jan Ballantyne	Great Southern Regional College of TAFE Jans Haircare
Adele Mackenzie	Joh Del Hair Design
Elizabeth Coffey	Gallery For Hair
Dee Nairn	Areka Salon
Boronia Worrell	Flowez Hair Shoppe
Joe Romeo	Tonys Hairstylists
Wendy Jurgielewicz	Hey Judes
Kay Warren	The Hair Company
Francene Bassett	L. J.s Hair

Sue Griffiths

L. J.s Hair

Tracy Cammarano

Hon. Kevin Prince MLA

Kathy Walker

Guys 'N' Gals Mobile Hair Care

ORAL SUBMISSIONS RECEIVED FROM BUNBURY - 26/5/95

Anita Hoskins

James Elizabeth Salon

Ruth Spina

Orana Beauty Salon

Rob Bello

Rembrandt Hair Studio

David De Luce

Jo Jos for Hair

Joanne De Luce

Jo Jos for Hair

Debra Smoker

James Elizabeth Hair Design

Rose Panuccio

Belle Cheveu

Leanne McNaughton

Grand Central Hair Station

Michelle McKosker

Hebe Salon

Natalie French

Peter Mickle

Hebe Salon

Belinda Battle

Belle Cheveu

Lesley Richards

Jenny Day

Hair Naturally

Mandy Scott

The Gallery for Hair & Beauty

Megan Rewell

The Gallery for Hair & Beauty

Tony Mickle

Mayfair Salon

Ann Ware

Dunborough Hair Studio

Lee Mickle

Mayfair Salon

Catherine Mills

Masquerade Hair Studio

ORAL SUBMISSIONS RECEIVED FROM KALGOORLIE - 9/6/95

Jodi Forbes

Lana Corradetti

Zelkos

ORAL SUBMISSIONS RECEIVED FROM GERALDTON - 9/6/95

Ian Howells New Attitude Hair Design

Zoe Campbell Self expressions

Sue Wood Piaff Hair Design

Scott Cream Top of the Range Hair Salon

Tania Johnson Top of the Range Hair Salon

Demelza Forrester Top of the Range Hair Salon

Kelli Gordon TAFE

Teresa Italiano Cut - Loose Hair Design

Steven Blanco Cut - Loose Hair Design

Donna Cuzzola Head Hunters Hair Studio
Mode Hair Studio

Jo Singleton Piaf Hair Design

Terry Singleton Piaf Hair Design

Keryn Dawson Piaf Hair Design

Joanne Williams Unacuts Hair Studio

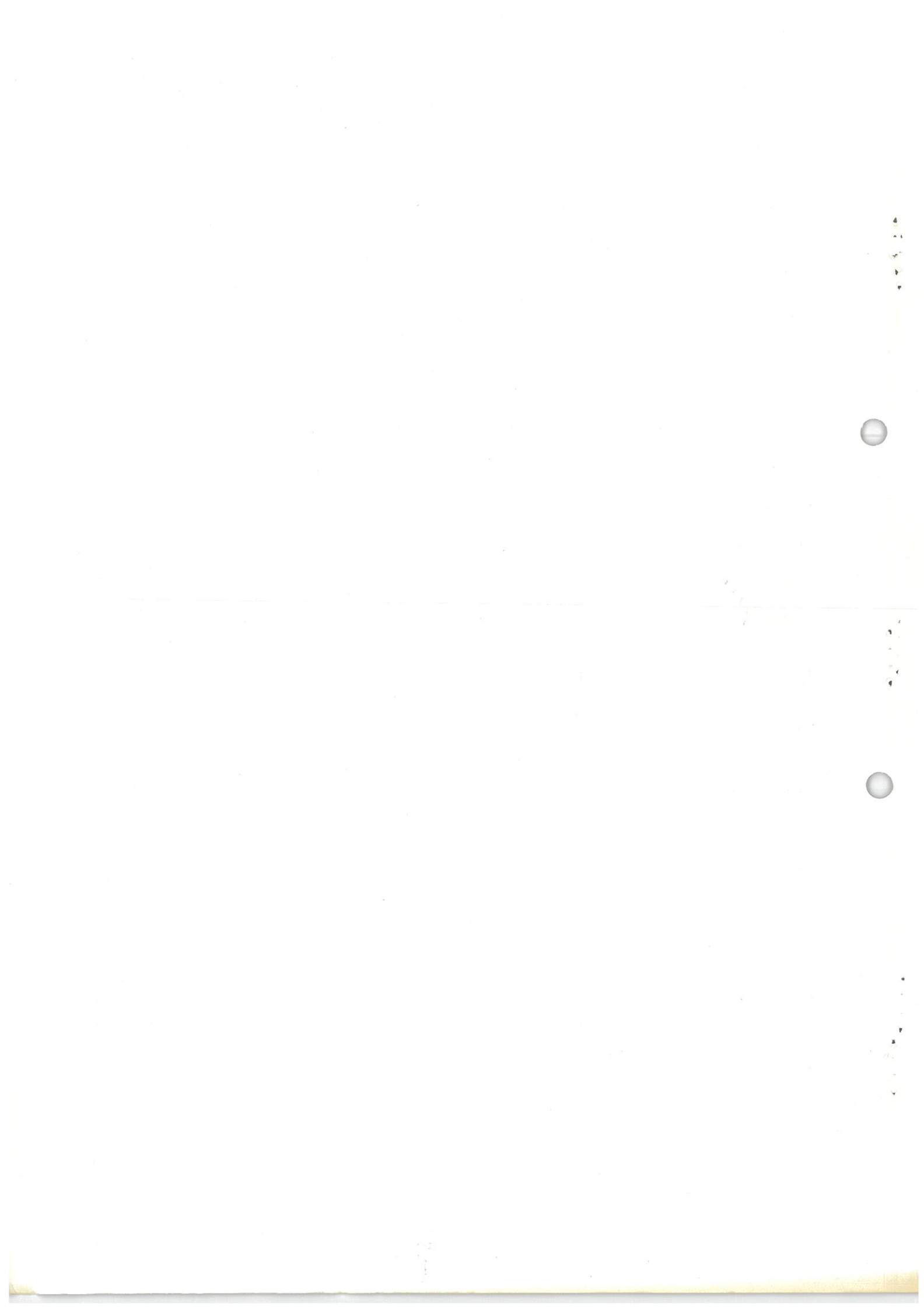
Tracy Metcalf Razor Sharp Hair Studio

Lynda Metcalf Razor Sharp Hair Studio

Kelle Millett Razor Sharp Hair Studio

Brooke Blechynden Look Ahead Hair Salon

Jenny Furnival Look Ahead Hair Salon



LEGISLATIVE COUNCIL



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GOVERNMENT AGENCIES COMMITTEE

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¹ The 1946 Act's operation is confined to the Perth metropolitan area, the South West Land Division and the area bounded by a circumference 8 kms of the Kalgoorlie Post Office.



3. The Stakeholders

As the list of those making submissions to the committee demonstrates, those having a direct, sometimes substantial, interest in the industry go well beyond the hairdresser. The committee was told more than once that the symbiotic relationships that develop between, say, a hairdresser and brandname hairdressing suppliers can benefit skills development across the industry.

Although the previous statement is anecdotal, the committee sees no reason to doubt the underlying proposition that one business generates others to support it. For that reason, the views of those groups or persons who have a commercial interest in the industry were sought and considered by the committee. Their interests are best served by a large, thriving, "bodycare" industry of which hairdressers form a considerable part. Their views are fairly summarized as:

there is a need for industry standards;

the standards can be defined by the industry through its representative bodies;

standards-enforcement should be "carrot and stick", ie, encourage development of professionalism with consequent emergence of loss of status among peers because of unprofessional conduct being sufficient to bring that person into line or to leave the industry;

statutory support for the scheme may be needed in the short term.

4. Recent History (September 1989 -)

Appendix B (HRB) describes the history relevant to the matter from September 1989, the time when the policy decision was first made to replace the existing legislative scheme.

5. Consensus and Disagreement

Stakeholders' consensus is confined to a universal belief that the current regime has gone well past its "use-by date". They do not agree on whether another form of statutory mandate should be substituted and, if so, what its nature and function might, or ought to be.

The committee is not critical of the positions that stakeholders have adopted; from varying perspectives, each position has its own logic and validity. However, the committee has been asked to recommend whether the green paper should become law. The committee has no hesitation in making a positive recommendation; the 1946 Act is no longer relevant to the operation of the hairdressing industry.

The committee believes that although, strictly, it could stop at that recommendation it should indicate what should happen after repeal and why it has the preference for the course of action it will recommend.

6. The HRB as an Agency

The Board is what the committee has classified² as a regulatory agency; it makes decisions affecting a person's livelihood and has powers to enforce that decision. The Board's functions are circumscribed, first

² cf "Agencies, Their Nature and Function" 36th Report Govt Agencies Cttee 1994.



by geographic application and, second, by limitation of the matters subject to regulation.

On paper, the Board is not toothless but its ambit of activity has diminished. In some areas, as the Board itself reports, the general law governing occupational health and safety, and other matters affecting the operation of the industry regardless of an outlet's location need not be duplicated by rules peculiar to the industry. Accordingly, the regulatory role has shrunk to the extent that HRB has virtually confined itself to assessing hairdressers³, desiring to work in this State, who qualified outside the State whether in other States or overseas.

Were the committee minded to recommend retention of HRB there is no doubt that the scheme of the 1946 Act would need to be harmonized with contemporary procedural attitudes towards granting, renewing and revoking licenses. As it is, the committee has recommended the abolition of HRB. As such, nothing hangs on pursuing possible or likely causes of HRB's decline.

7. Regulation v Deregulation

The issue that arose from the committee's answer to the substantive question was whether the State should continue to make statutory provision for the regulation and conduct of the hairdressing industry.

The majority of individual witnesses held the clear opinion that total deregulation was an undesirable option not least because of the deleterious effect they saw deregulation could have on standards of skill and care.

If some form of external regulation of hairdressing is to be retained, the obvious question relates to the nature and extent of that regulation. In this context, it is inaccurate to say that other States have "deregulated" the hairdressing industry. What they have done is to abolish increasingly artificial distinctions between the qualifications required of hairdressers for males and those for females, leaving the individual hairdresser to decide to specialize (or not). That, coupled with the transfer to State-run vocational training bodies of the responsibility to train and set standards, effectively neutralized the role of the several Registration Boards.

7.1 Training

Hairdressers and salon owners were well aware of the psychological and physical damage the untrained or careless in their number could wreak on the consumer. As a consequence, training was seen as fundamental to the maintenance of proper standards and in need of continuing, external regulation or monitoring.

There was strong support for mandatory refresher courses for qualified hairdressers, the classification of hairdressers according to skills, recognition of prior learning qualifications⁴, and a requirement that all practitioners should be obliged to operate solely from licenced premises.

³ The statutory requirement to maintain a register is a consequence of HRB's primary regulatory function and is not an end in itself.

⁴ Recent enactment of mutual recognition legislation by the Commonwealth and States simplifies the process for Australian-obtained qualifications. It also removes the necessity for HRB to examine Australian-qualified hairdressers.



The committee, in referring to "all practitioners" includes those who work from home or "mobile premises". This issue, a sore point with salon owners and workers, illustrates the absence of problem-solving mechanisms within, or provided to, the industry. It is clear that salon-based hairdressers resent the intrusions of those who operate door to door and whose overheads are negligible with consequent lower prices. This conflict will not be resolved easily raising, as it does, issues as diverse as health and safety standards and competition.

In reality, although individual hairdressers believe strongly that the industry should determine standards of training and performance, the benchmarks will be fixed by the training bodies. The committee readily concedes the desirability of the industry having a strong voice in training content and performance standards but if, as industry consensus appears to be, responsibility for those matters is better discharged through TAFE and similar bodies, retention of a complementary function in an industry-based statutory body is duplication and must lead to confusion.

The committee agrees with the establishment of a Hairdressing Industrial Training Council having sole responsibility for training and skills development.

7.2 Health and Safety

Witnesses also urged the committee to recommend that the HRB be retained for health and safety reasons. One aspect relates to occupational safety. Relatedly, the committee was told that the industry still uses potentially dangerous substances; but it was also assured that most, if not all, of those preparations have been superseded and that the modern salon does not present the same level danger that might have been present 20 years ago.

The industry may need to show flaws in the argument that the level of risk associated with product use stands to be assessed by the manufacturer and the relevant licensing and enforcement authorities. There are strict statutory and common law standards that manufacturers and suppliers must meet so far as the safety and intended uses of a product are concerned.

Training in, and the observance of advised or mandated safety standards consistent with the risk attaching to, product use need not require discrete regulation.

There are issues that go to consumer protection such as the rules governing business conduct and the physical condition of the business premises. There is a firm impression in the industry that salon inspection by local and central government authorities is infrequent and often superficial. The committee is concerned that industry witnesses were vocal in their criticism of an apparent lack of interest or concern by the administering authorities. Whatever the reasons may be for this perception, the point was made too frequently for the committee to ignore. It may be that both hairdressers and their clients need to be better informed about quality standards and safety requirements.

8. Industrial Relations

The committee received no submissions, neither was evidence offered, that indicates major or endemic dissatisfaction with the relations that exist between employers and employees. Accordingly, the committee will not speculate but accept what appears to be a satisfactory situation.



9. Conclusion

It is apparent to the committee that individuals within the industry are dedicated to observing and enhancing standards of professionalism and that the existence of a regulatory body is seen to underpin those standards.

The HRB might have been expected to review its role and functions periodically and recommend legislative change where that seemed appropriate or necessary. It does not seem to have done that, neither does it seem to have had the will to use the powers conferred by the 1946 Act to regulate various aspects of the industry. Had the Board been more proactive, the current uncertainties may have been avoidable, particularly because the majority of the Board membership is drawn from the industry itself. Whatever its structure and composition, it is difficult to escape the conclusion that an industry-dominated successor to the HRB would fare no better.

Whatever form of regulation is finally adopted, it should be directed towards licencing both hairdressers and the working environment. The procedure should be administrative; the grant of a license as of right if the criteria for registration are met, and revocation for wilful, persistent or gross breach of the license conditions. In extreme cases, revocation would prevent a licensee from operating in the industry either for a defined period or permanently.

Understandably, the committee would like to see the regime proposed in its 36th report adopted and applied to the creation and operation of any regulatory body that might be established⁵. The committee would certainly want to have an opportunity to consider and report on any legislation that is introduced.

The difficulty with any regulatory body is that it would exercise functions relating to professional standards and ethics that properly fall to the industry, collectively, to develop and maintain. Other matters, previously identified in this report, are within the ambit of existing agencies and the committee could not support duplication of function or overlapping regulatory regimes.

In the event that a statutory successor to the HRB becomes a reality, the funds of the HRB contributed by

⁵ The main principles recommended by the committee are:

- (a) any agency to be created by a written law as a corporate body;
- (b) an agency be functionally classified as either regulatory, operational or advisory;
- (c) mixed-function agencies be created only in cases of necessity;
- (d) agency policy proposals be subject to public comment;
- (e) merit review of agency decisions follow administrative procedure and be conducted by independent persons appointed for the purpose;
- (f) judicial review be simplified;
- (g) subject to safeguards, ministerial directives be binding on agencies;
- (h) unless continued by Order in Council affirmed by resolution of each House, agencies expire 5 years from date of creation.



Government Agencies Committee - Hairdressers Registration Repeal Report

hairdressers as annual fees should be transferred to the new body which should also be empowered to levy fees on the industry sufficient to meet the costs of its operation. Should there be no successor, the committee recommends that the HRB's funds be placed at the minister's disposal for use in assisting the industry.

Whether or not a regulatory body is established, the committee is firmly of the view that the minister establish an advisory body, representative of all sectors of the industry, to enable the industry to express its views on matters affecting hairdressing whether it be in relation to training, accreditation, health and safety. The committee was left with the impression that hairdressers, despite the existence of HRB and the professional associations, lacked an effective voice and that new, more representative consultative mechanisms are required.

Hon Barry House MLC
Chairman

November 1995



WESTERN AUSTRALIA

LEGISLATIVE COUNCIL

DRAFT FOR PUBLIC COMMENT

This is a draft of a Bill proposed to be introduced into the Parliament of Western Australia.

It is published for the information of the public and for comment. It does not represent the settled position of the Government of the State.

HAIRDRESSERS REGISTRATION
REPEAL BILL 1994

A BILL FOR

AN ACT to repeal the *Hairdressers Registration Act 1946* and for related purposes.

The Parliament of Western Australia enacts as follows:

Short title

1. This Act may be cited as the *Hairdressers Registration Repeal Act 1994*.



Commencement

2. This Act comes into operation on such day as is fixed by proclamation.

Repeal

5 3. The *Hairdressers Registration Act 1946* is repealed.

Transitional

10 4. (1) With effect on and from the commencement of this Act, assets of the Hairdressers Registration Board of Western Australia constituted under the *Hairdressers Registration Act 1946* become, by the operation of this section and without the need for further assurance or transfer, assets of the Western Australian Department of Training established under the *Public Service Act 1978*.

15 (2) The Western Australian Department of Training shall take delivery, as an asset of the former Board, of all books, documents and other records, however compiled or stored, relating to the operations of the former Board.

20 (3) Notwithstanding anything in the *Stamp Act 1921*, no duty is payable under that Act in respect of the passing of any asset under this Act.

Consequential amendments

5. (1) Schedule V to the *Constitution Acts Amendment Act 1899** is amended, in Part 3, by deleting the item "The



Hairdressers Registration Board of Western Australia constituted under the *Hairdressers Registration Act 1946*.”.

[* Reprinted as at 6 April 1993.

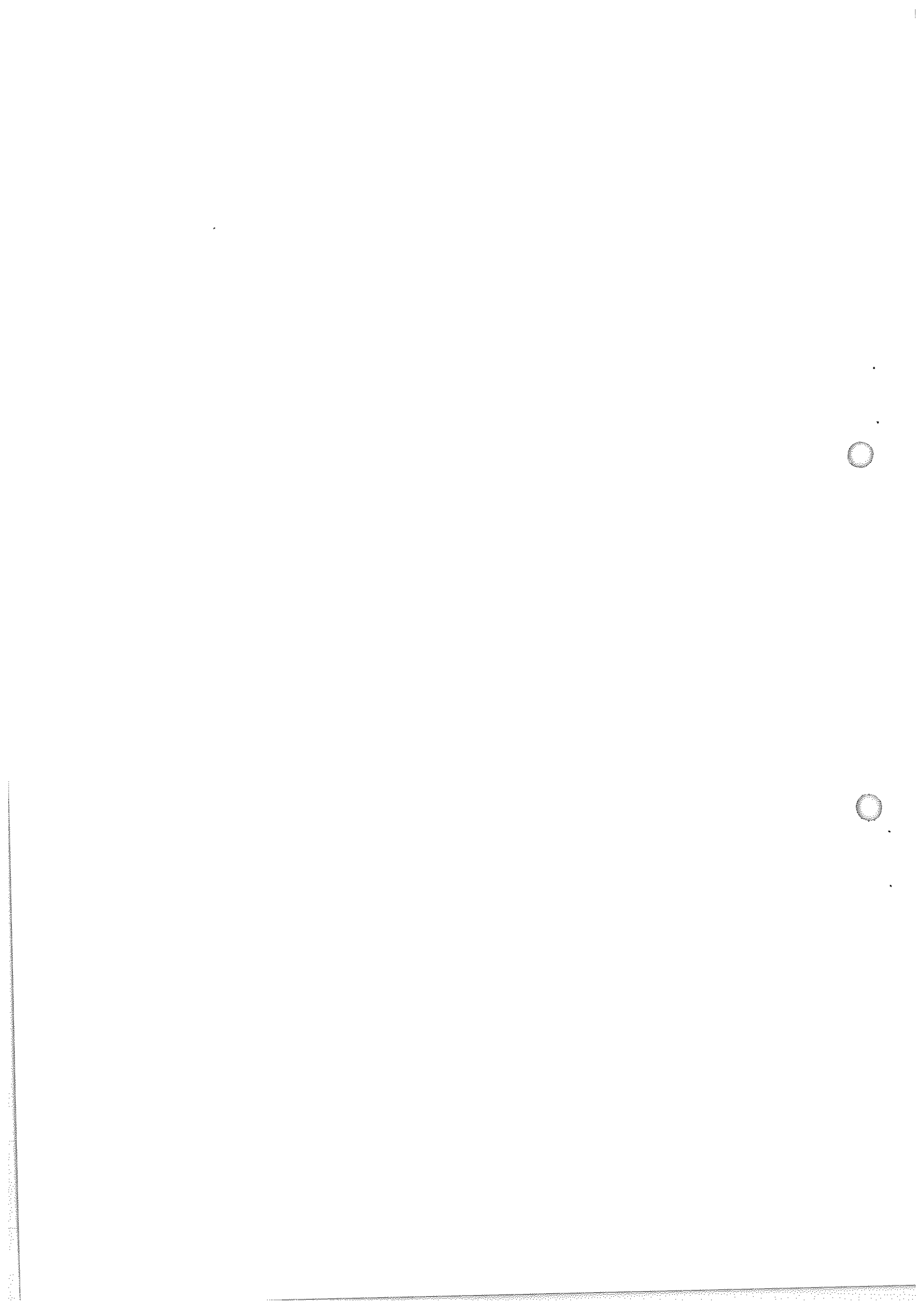
5 For subsequent amendments see 1993 Index to Legislation of Western Australia, Table 1, pp. 44-6 and Acts Nos. 26, 32, 40 and 53 of 1993 and 6, 35 and 36 of 1994.]

(2) The Schedule to the *Parliamentary Commissioner Act 1971** is amended by deleting the item “Hairdressers Registration Board of Western Australia established under the *Hairdressers Registration Act 1946*.”.

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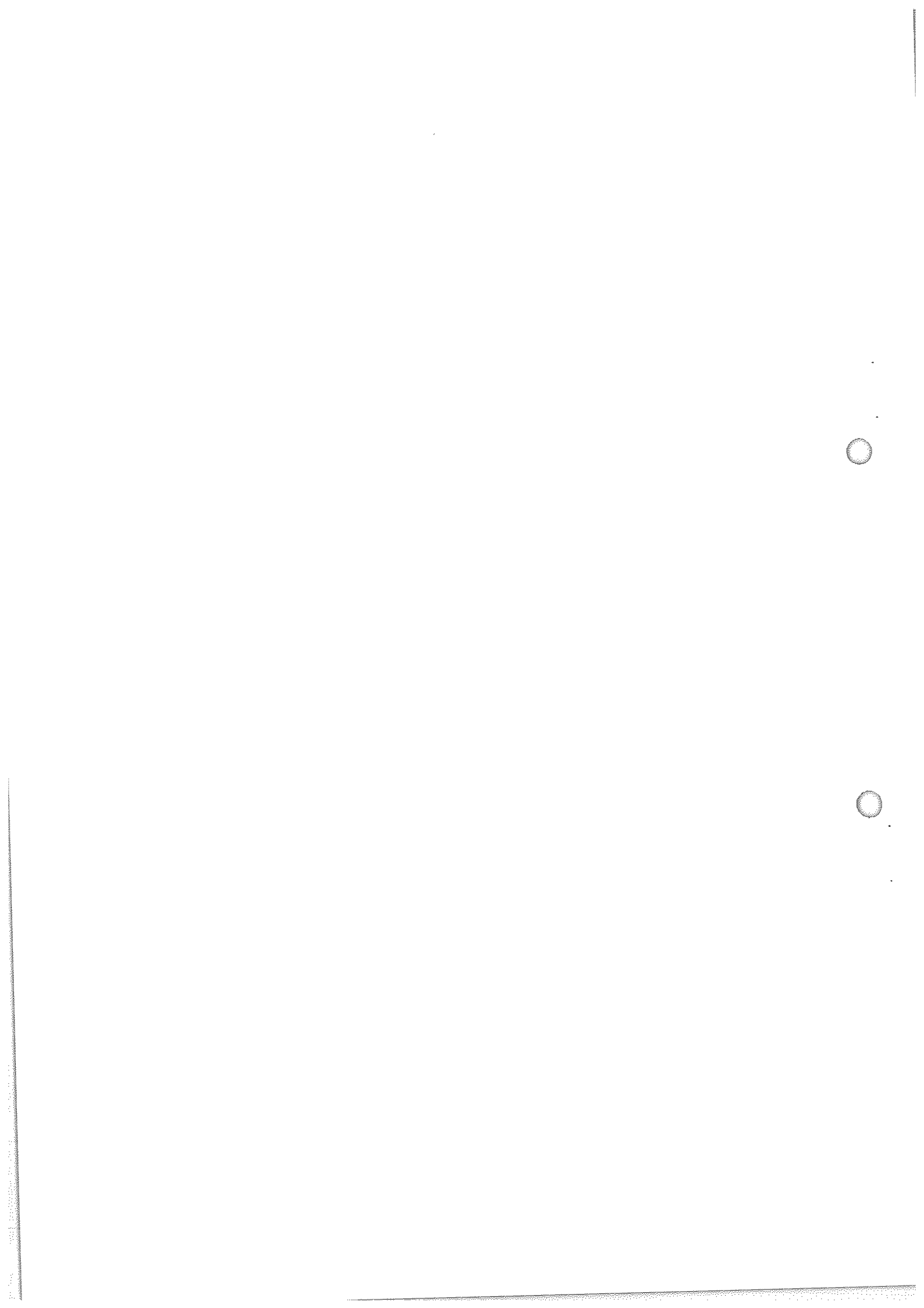
[* Reprinted as at 7 May 1971.

For subsequent amendments see 1993 Index to Legislation of Western Australia, Table 1, pp. 153-4 and Acts Nos. 14, 35 and 36 of 1994.]

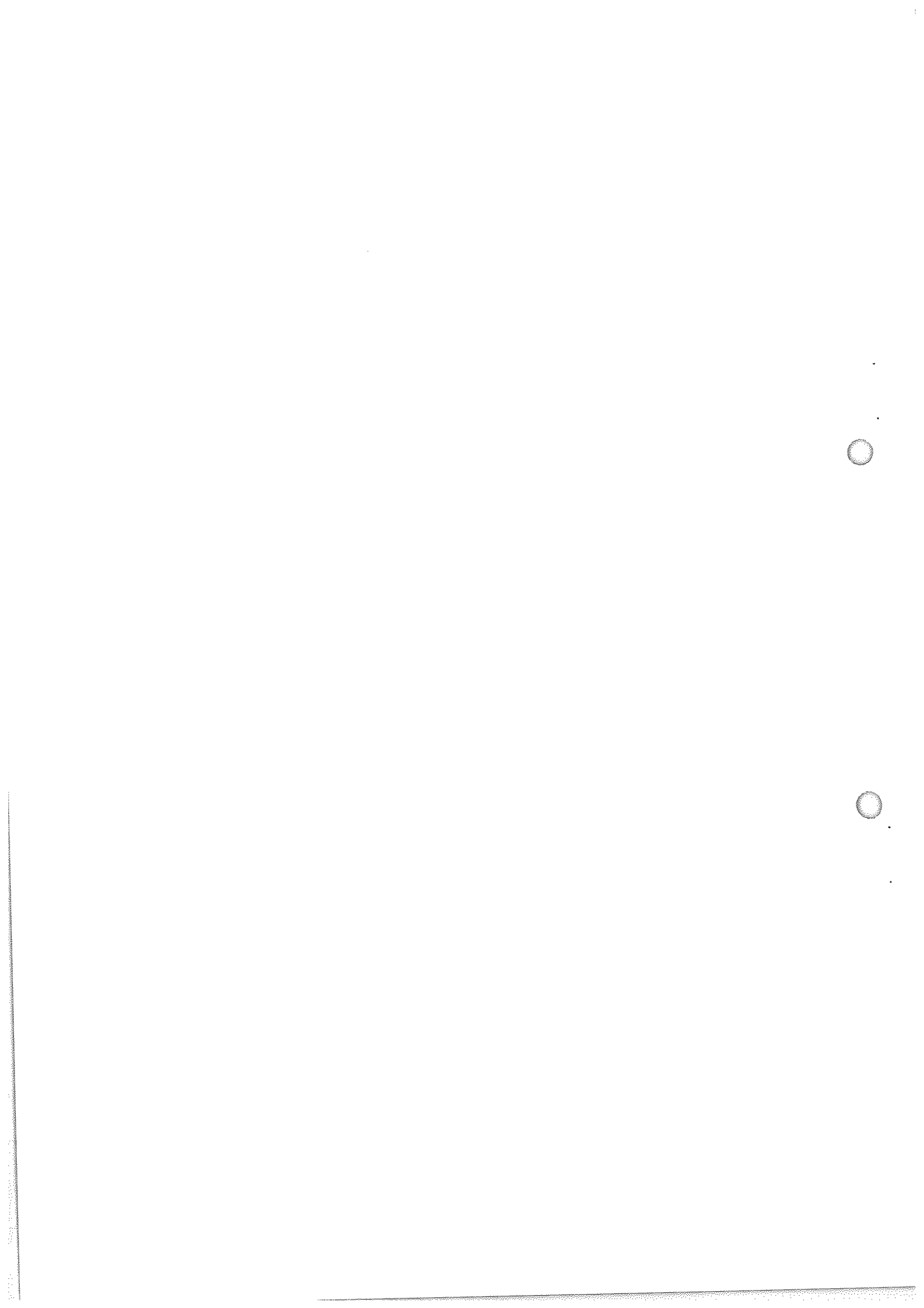


FUNCTIONS AND OPERATIONS OF THE HAIRDRESSERS REGISTRATION BOARD

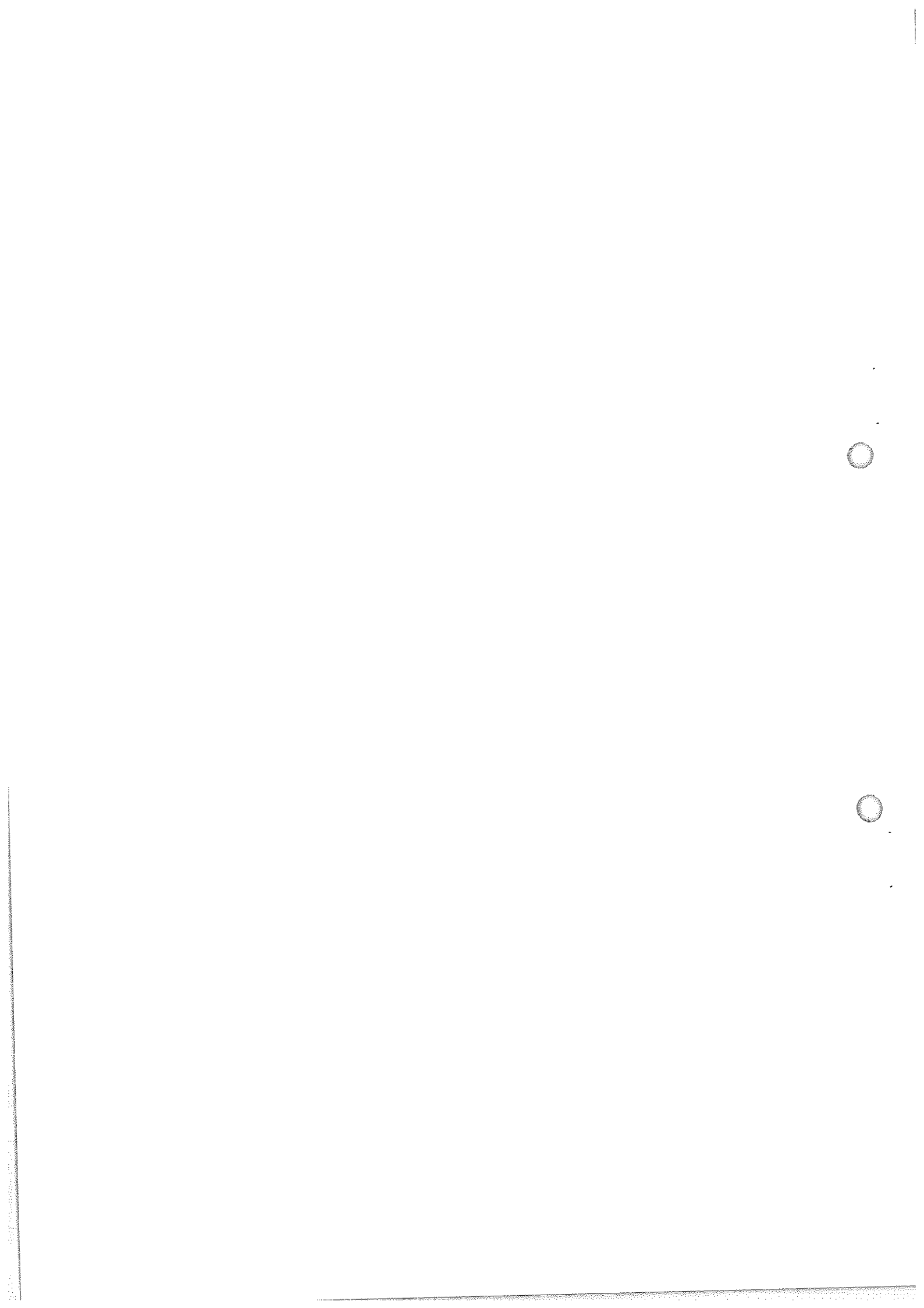
- The HRB is established by the Hairdressers Registration Act 1946 which came into operation on March 1, 1948.
- The Hairdressers Registration Act was introduced just after World War II at a time of increased immigration and work opportunities.
The legislation was established for the following reasons:-
 - protection of the public from misuse of chemicals and equipment;
 - maintenance of standards of hygiene; and
 - maintenance of standards of Hairdressing.
- The Boards powers and duties are to:
 - (a) register principal Hairdressers and employee Hairdressers in prescribed classes of Hairdressing;
 - (b) employ examiners and conduct examinations to determine the suitability of people seeking to become registered as Hairdressers;
 - (c) suspend or cancel the registration of persons who have offended under the Act;
 - (d) employ a Registrar and staff to ensure compliance under the Act;
 - (e) recommend to the Commissioner of Public Health standards of hygiene and sanitation to be observed by Hairdressing establishments; and
 - (f) take proceedings for offences against the Act and Regulations either through the Magistrates Court or by tribunal.
- The HRB has jurisdiction within the South West Land Division and an area within eight kilometres of the Kalgoorlie Post Office. All other areas of the State are not subject to the legislation.



- The Board consists of five members being:
 - a Chairman nominated by the Minister who has traditionally been a Public Servant;
 - one person nominated by the Master Ladies Hairdressing Association;
 - one person nominated by the Master Hairdressers Association (ie Gents); and
 - two persons nominated by the Hairdressers and Wigmakers Union of Employees of WA.
- The Registrar is an employee who acts as Executive Officer to the Board which meets monthly. Members are paid an allowance for their attendance. The Chairman's allowance is paid into consolidated revenue funds.
- The Boards operations are funded through registration and examination fees, which are prescribed under the legislation.
- For the year ended December 1993 the Boards income was \$230,201 and its expenditure \$160,890. The surplus of income over expenditure for the year was \$69,311.
- Its total assets as at December 1993 were \$458,220.
- Hairdressing employees pay a \$30 Registration fee per annum and Principals pay \$46 per year. Fees have not been increased since 1990.
- As at 31 December 1993 there were 5061 Registered Hairdressers in WA, approximately 60% of whom are registered as Principals. There are five classifications of registration:-
 - Mens Limited
 - Mens Inclusive
 - Ladies Limited
 - Ladies Inclusive
 - Combined.
- These Hairdressers are employed in approximately 1,100 Hairdressing Salons, 900 of which are situated in the metropolitan area.
- The Board accepts and registers persons who have successfully completed an apprenticeship in Western Australia and gained a trade qualification as being eligible for automatic registration.



- People seeking registration who have completed an apprenticeship in another State are also recognised in the same way, however any person who has completed their training in a private school must produce evidence of at least two years experience in a Hairdressing salon.
- People from overseas countries seeking registration must first substantiate evidence of the completion of training of a like nature to that undertaken in Western Australia (ie apprenticeship). They are then examined to determine appropriate knowledge and skill standards.
- This year the Board conducted approximately 20 examinations involving about 115 candidates. The pass rate on examinations is approximately 92%.
- In recent years the functions carried out by a full time Inspector have been successfully combined with the role of Registrar who carries out periodic inspections and responds to complaints.
- The most common breaches identified by inspections are non registration of qualified people who have overlooked their annual fee, Hairdressers cutting out of class, or salons operating without a principal in attendance.
- Complaints about unsatisfactory service are referred to the Department of Consumer Affairs and matters of hygiene to the Department of Health or local Shire Council.



Appendix B

History of reconsideration of HRB's role from 1989 - 94



- September 1989

The Minister for Employment and Training wrote to the Board requesting that it critically examine its future role, taking into account the establishment of the State Employment and Skills Development Authority (SESDA). He referred specifically to the 1946 vintage legislation, focusing on the value of registration functions and the need to adopt a more forward thinking role in respect to Workforce Productivity through broader training.

The Minister indicated that it was not appropriate to proceed with amendments to the existing legislation.

- December 1989

The Board considered the issues raised by the Minister and confirmed the basis of a response.

The Board indicated that it agrees new legislation is required to enable the Board to have more scope in effecting positive changes in the industry.

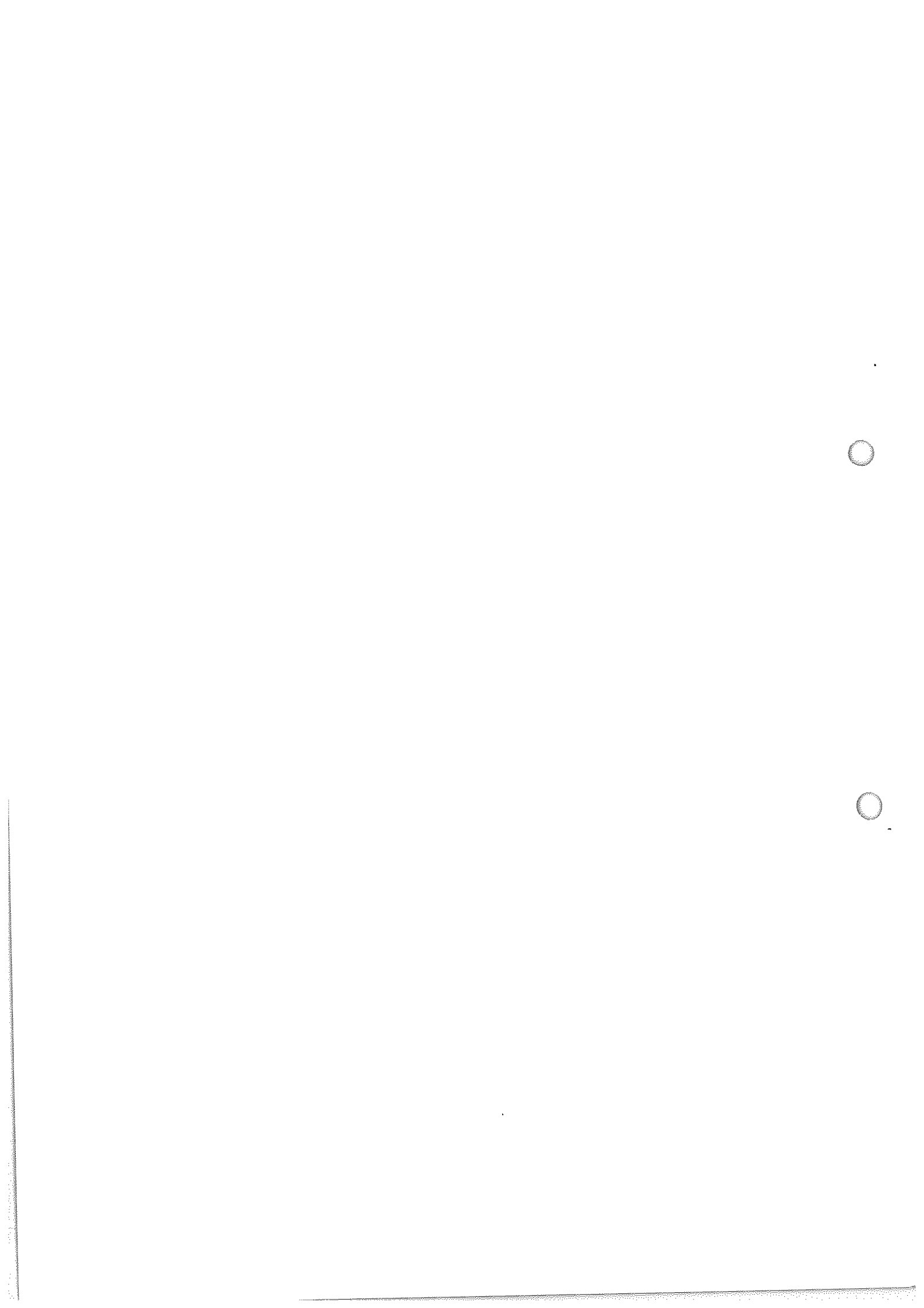
The industry members strongly urged that the Hairdressing Industry be granted its own IETC under SESDA with the Board actually expanding to become an IETC.

- May 1990

The Department of Employment and Training completed a review of the Board and its future relationship with SESDA.

The major conclusions were:

- there was no evidence to substantiate the need for Registration of Hairdressers;
- the 1946 vintage legislation is outdated, unwieldy and irrelevant to the industries current needs;
- there are serious labour market problems requiring major reforms to improve employer productivity and employee conditions;
- the current Board is not capable of addressing the changes required; and
- the Hairdressing Industry has self funded the Boards operations and an opportunity exists to change the role of the Board and divert its resources to training issues rather than registration procedures.



Two options for action were identified:

- (a) Abolish the Board and not replace it; or
- (b) Give the Board a completely new focus.

- November 1990

The Minister for Employment and Training formally requested that the HRB conduct a review of its current and proposed future operations.

The Minister suggested that the Board review Registration procedures in other states and consult with industry members in Western Australia.

- July 1991

The Board completed its initial review which included visits by a delegation of members to South Australia, Victoria and Tasmania, and prepared a discussion paper for approval by the Minister.

- January-March 1992

The discussion paper was forwarded to 5000 Registered Hairdressers and Industry Seminars were conducted in Perth and Bunbury.

- April 1992

The Board subsequently reported to the Minister and recommended the following:

- abolish the current Act and replace it with new legislation; and
- replace the current HRB with a new body which has licensing and skills monitoring functions.

- July 1992

The Minister for Employment and Training responded to the report and advised of her intention to repeal the Hairdressers Registration Act and wind up the operations of the Board by the end of 1992.

It was confirmed that the Board would not be replaced with another legislative body.

- December 1992

The Minister advised the Board that due to a heavy legislative program in Parliament the repealing legislation would not proceed until 1993.



SUBMISSIONS MADE TO COMMITTEE ON THE
HAIRDRESSERS REGISTRATION REPEAL BILL 1994

Valery Bentley
TAFE Lecturer (Hairdressing) - South Metropolitan College of
Written Submission - 27/7/95

Joe Bullock Secretary - WA Hairdressers & Wigmakers Employees Union of Workers
Written Submission - 10/7/95

Richard Bishop Owner - Crimpers group of salons
Written Submission - 13/3/95

Richard Bishop National Hairdressing Industry Trust
Oral submission - 6/4/95

John Caminiti Member - Hairdressers Registration Board
Oral submission - 3/11/94

Chamber of Commerce
& Industry of WA Employee Relations Division
Written Submission - 8/8/95

Kathleen Concannon Written Submission - 10/7/95

Scott Cowans Research Officer - WA Retail & Associated Services
Industry Training Council
Oral submission - 7/9/95

Dianne L. Crain Written Submission

R. L. Dawson Chairman - Hairdressers Registration Board
Oral submission - 3/11/94

Ralph Dawson Chairman - Hairdressers Registration Board
Written Submission - 18/10/94

Anthony Dickinson Hairdressing Industry Task Force
Oral submission - 24/11/95

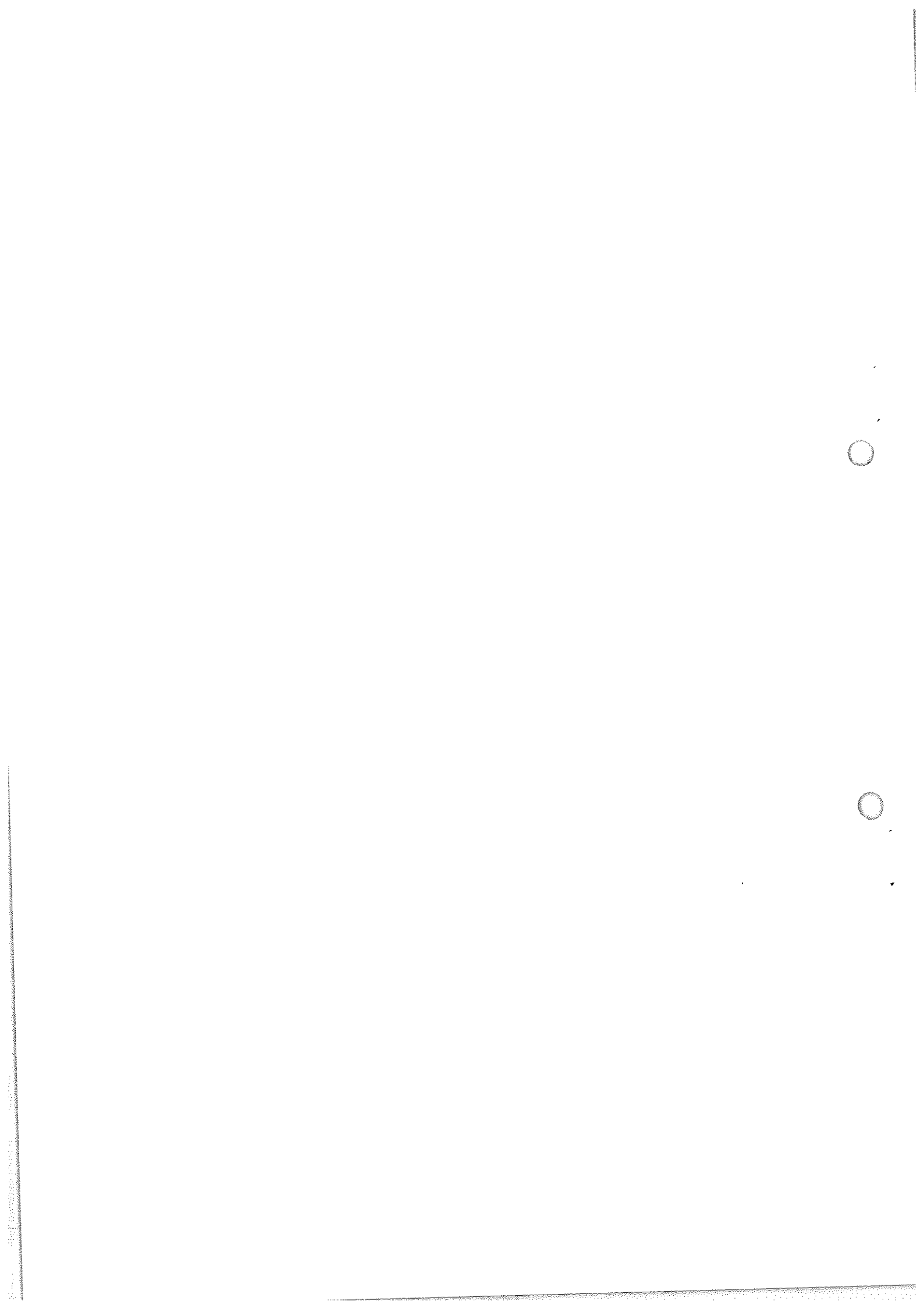
Anthony Dickinson President - Master Ladies Hairdressers Union of Employers
Oral submission - 7/9/95

Enza Di Filippo Parachute Hair Studio - Applecross
Written Submission

Lyn Gerovich Lyn Gerovich College of Hair Design
Oral submission - 24/11/94
Oral submission - 7/9/95
Written Submission - 15/6/95

Ngairé Goodwin Director - Australian College of Beauty Therapy
Oral submission - 31/8/95

Pauleen Gordon Lecturer (Hairdressing) - South Metropolitan College of TAFE
Written Submission - 27/7/95



J. Graham
Written Submission - 3/8/95

Ian C. Hill
Chief Executive - WA Department of Training
Written Submission - 21/7/95

Bill Johnston
WA Hairdressers Union
Oral submission - 24/11/94

W. J. Johnston
Industrial Officer - Hairdressing Union
Oral submission - 7/9/95

Les Marshall
President - Master Ladies Hairdressers Association
Chairman - Hairdressing Industry Task Force
Written Submission 10/11/94 (including a letter from Sue Gillespie
[Secretary - Hairdressing & Beauty Council of Australia] to Les Marshall
- 14/11/94)

Les Marshall
Master Ladies Hairdressers Association
Oral submission - 24/11/94

Les Marshall
CEO - Master Ladies Hairdressers Association
Oral submission - 7/9/95

Berice McGlashan
Lecturer in Charge (Hairdressing) - South Metropolitan College of TAFE
Written Submission - 27/7/95

Peter Mickle
Principal - Hebe Hairstylists - Bunbury
Written Submission - 2/6/95

Dr. Anthony Parentich
Manager - Lyn Gerovich College of Hair Design
Oral submission - 7/9/95

I. W. Pollitt
Registrar - Hairdressers Registration Board
Written Submission - 19/10/94
Oral submission - 3/11/94

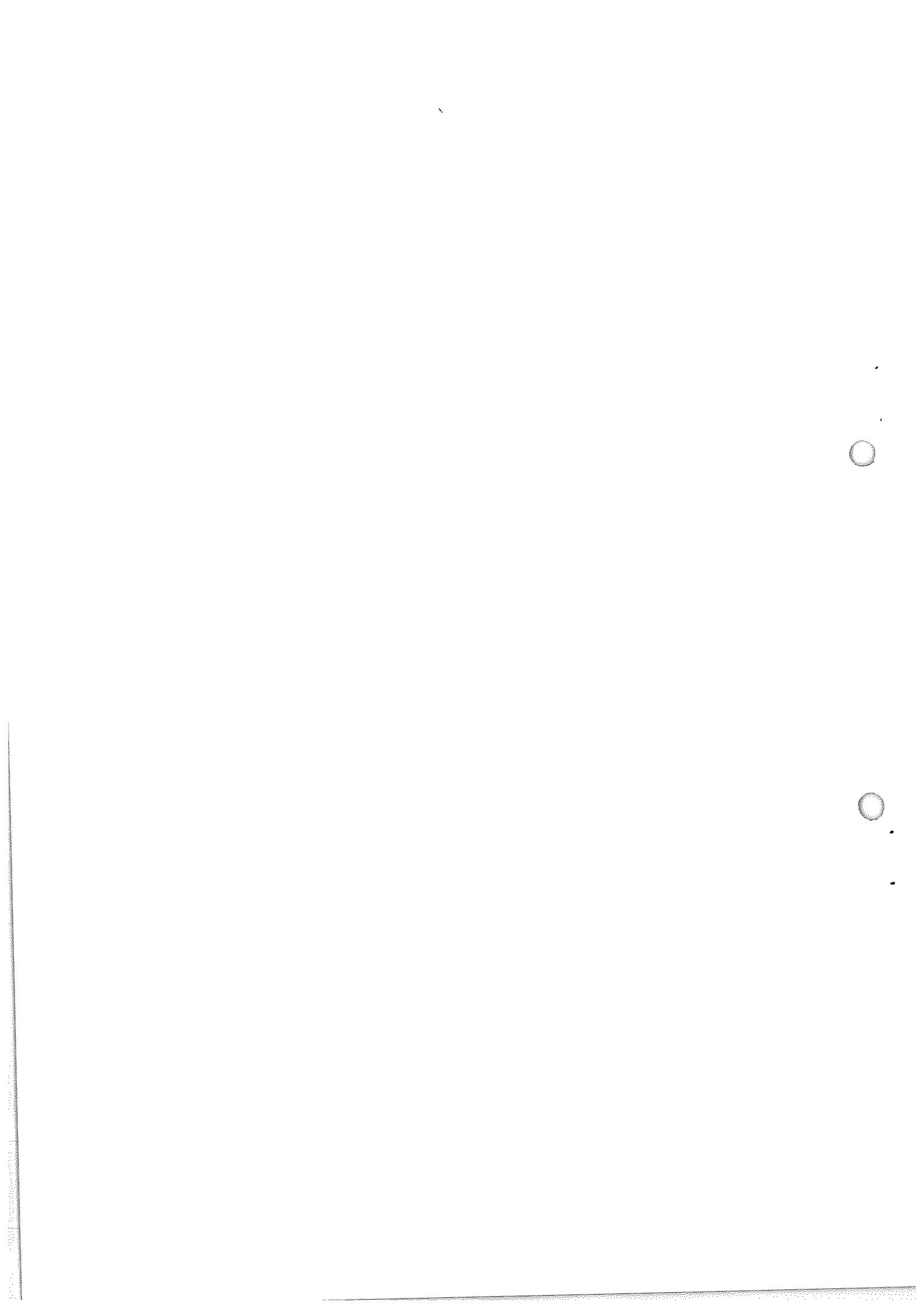
Beverley Quinn
Technician/Lecturer (Hairdressing) - South Metropolitan College of TAFE
Written Submission - 27/7/95

Stephen Rice
National Hairdressing Industry Trust (WA Division)
Written Submission - 30/11/94

Stephen Rice
National Hairdressing Industry Trust
Oral submission - 6/4/95

Stephen Rice
Managing Director - Global Vision Pty. Ltd.
Written Submission - 13/3/95

Norma Roberts
President - Hairdressers Union
Oral submission - 24/11/94



Norma Roberts	President - Hairdressers & Wigmakers Employees Union Oral submission - 7/9/95
Kalini Shah	Written Submission - 19/7/95
Terry & Jo Singleton	Piaf Hair Design - Geraldton Written Submission - 28/6/95
Paul Dafforn Smith	Managing Director - Mitchell Lane & Co. Written Submission - 13/3/95
Paul Dafforn Smith	National Hairdressing Industry Trust Oral submission - 6/4/95
A. J. Tate	Managing Director - South Metropolitan College of TAFE Written Submission - 27/7/95
N. R. White	Written Submission
Norma T. William	Written Submission - 24/7/95
Gail Wright	Member - Hairdressers Registration Board Oral submission - 24/11/94
Patricia T. Young	Member - Hairdressers Registration Board Written Submission - 26/10/94

ORAL SUBMISSIONS RECEIVED FROM ALBANY - 26/5/95

Abigail (Cheryl) Williams	Stans Unisex
Rhonda Shaddick	
John & Lyn Partington	Hairscope
Debbie Lenson	Hairscope
Shelley MacDonald	Dateline Hair Design
Jan Ballantyne	Great Southern Regional College of TAFE Jans Haircare
Adele Mackenzie	Joh Del Hair Design
Elizabeth Coffey	Gallery For Hair
Dee Nairn	Areka Salon
Boronia Worrell	Flowez Hair Shoppe
Joe Romeo	Tonys Hairstylists
Wendy Jurgielewicz	Hey Judes
Kay Warren	The Hair Company
Francene Bassett	L. J.s Hair

