

annual report and financial statements 2006





annual report 2006

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

Dear Minister

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

Jackie Mc Kiernan

alkie McKiernen

CHAIRPERSON

30 June 2007



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1. board membership

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

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

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

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

BOARD MEMBERS

Mrs. Jackie MCKIERNAN (to 31 December 2007)
Chairperson

(to 31 January 2008)

NO DEPUTY FOR THE CHAIRPERSON

Deputy Chairperson

Ms. Gloria RIDOLFO

Member nominated by the Master Hairdressers Association of WA.

Mr. Barry Berger

Member nominated by the Master Ladies Hairdressers Association of WA.

Ms. Norma ROBERTS

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

Mr. Davide GENOVESE

Member nominated by the Hairdressers and Wigmakers Employees Union of Workers

DEPUTY MEMBERS (to 31 January 2008)

Mr Peter Del Casale

Deputy to Mr Barry Berger

Mr Timothy Viljoen

Deputy to Ms Gloria Ridolfo

Ms Tanya Tedesco

Deputy to Mr Davide Genovese

Mr Michael Winton

Deputy to Ms Norma Roberts



2. board staff

Mr Les Marshall

Registrar (commenced 14/04/2003.)

Ms Amanda Hughes

Administration Officer/Inspector (commenced 30/6/2005)

Ms Judith Clarke

Inspector (resigned 4/11/2006)

Mrs Naomi Allan

Inspector/Administration Assistant (commenced 27/11/2006)

Mr Victor McGough

Customer Liaison Officer - Administration (commenced 19/3/2001)

Ms Karen Bycroft

Customer Liaison Officer - Registrations (commenced 10/10/2005)

3. board auditors

Lyons Waddell Pty. Ltd.

Level 9, 231 Adelaide Terrace, PERTH WA 6000

4. meetings of the board

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

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

There were 13 meetings of the Board in 2006.



5. strategic directions plan

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

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

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

7. consumer complaints

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

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

8. investigations and state administrative tribunal matters

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



9. inspections

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

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

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

10. registrations

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

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

The hairdressers were registered in the following classes:

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

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



11. board examinations

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

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

First Assessment 84 Competent

29 Not yet competent

Second Assessment 20 Competent

7 Not yet competent

Third Assessment 5 Competent

1 Not yet competent

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

First Assessment 149 Competent

31 Not yet competent

Second Assessment 21 Competent

1 Not yet competent

Third Assessment O Competent

O Not yet competent

fee structure

Assessment Fee (incl GST.)

 Theory
 \$70.50

 Practical
 \$204.00

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



12. finances

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

13. section 175ze of the electoral act 1907

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

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

14. conclusion

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

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

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

Further enhancement to the website saw the implementation of

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

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

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

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



annexure 1

registered hairdressers 2006

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



financial statements for the year ended 31st december 2006



annexure 2 contents

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independent audit report

TO THE HAIRDRESSERS REGISTRATION BOARD OF WESTERN AUSTRALIA

Scope

We have audited the financial report of The Hairdressers' Registration Board of Western Australia for the year ended 31 December 2006 as set out on pages 1 to 14. The Members of the Board are responsible for the financial report. We have conducted an independent audit of the financial report in order to express an opinion on them to the members.

The financial report has been prepared for distribution to members of the Board for the purpose of fulfilling the Board's accountability requirements under the Hairdressers Registration Act 1946-1975.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. Our procedures included report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements so as to present a view which is consistent with our understanding of the Board's financial position and performance as represented by the results of its operations and cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In our opinion, the financial report presents fairly in accordance with applicable Accounting Standards and other mandatory professional requirements the financial position of the Hairdressers' Registration Board of Western Australia as at 31 December 2006, and the results of its operations and its cash flows for the year then ended.

JOHN WADDELL

Partner

the Wadden



ABN: 96 069 148 908

statement of financial performance for the year ended 31 december 2006

	Note	2006 \$	2005 \$
Revenues from ordinary activities	2	722,694	688,178
Loss on disposal of assets	3	5,203	-
Employee expenses		280,259	288,875
Depreciation and amortisation expenses	3	9,955	9,294
Other expenses from ordinary activities		227,862	301,738
Net Profit/loss from ordinary activities attributable to the Board		199,415	88,271
Total changes in equity of the Board		199,415	88,271



ABN: 96 069 148 908

statement of financial position as at 31 december 2006

	Note	2006 \$	2005 \$
CURRENT ASSETS			
Cash assets	12	505,620	369,639
Other assets	5	12,304	2,433
TOTAL CURRENT ASSETS		517,924	372,072
NON CURRENT ASSETS			
Plant and equipment	6	54,046	49,419
TOTAL NON-CURRENT ASSETS		54,046	49,419
TOTAL ASSETS		571,970	421,491
CURRENT LIABILITIES			
Payables	7	9,013	12,206
Interest-bearing liabilities Provisions	9	71,230	- 116,974
TOTAL CURRENT LIABILITIES		80,243	129,180
NON-CURRENT LIABILITIES			
Interest-bearing liabilities		-	-
Provisions	9	-	
TOTAL NON-CURRENT LIABILITIES		-	-
TOTAL LIABILITIES		80,243	129,180
NET ASSETS		80,243	292,311
EQUITY			
Retained profits	10	491,727	292,311
TOTAL EQUITY		491,727	292,311



ABN: 96 069 148 908

statement of cash flows for the year ended 31 december 2006

	Note	2006 \$	2005 \$
Cash Flows from Operating Activities			
Receipts from operations		647,856	575,617
Payments to suppliers		(508,121)	(430,226)
Interest received		29,094	20,201
Net cash used in operating activities	12(b)	168,829	165,592
Cash Flows from Investing Activities			
Payment for plant and equipment		(19,784)	(4,302)
Proceeds from sale of plant and equipment	İ	-	-
Net cash provided by (used in) investing ac	ctivities	(19,784)	(4,302)
Cash flows from Financing Activities			
Net cash used in financing activities		(13,032)	(2,726)
Net increase/(decrease) in cash held		136,013	158,564
Cash at beginning of the financial year		369,775	211,211
Cash at end of the financial year	12(a)	505,788	369,775



ABN: 96 069 148 908

notes to the financial statements for the year ended 31 december 2006

Note 1: Statement of Significant Accounting Policies

 The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board.

The financial report covers the Hairdressers Registration Board as an individual entity. The Hairdressers' Registration Board is a body constituted under the Hairdressers' Registration Act of 1946, and domiciled in Australia.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

ii) Change in Accounting Policies.

The accounting policies adopted by the Board in the preparation of the financial report are consistent with those in the previous year.

The following is a summary of the material accounting policies adopted by the Board in the preparation of the financial statements.

a) Income Tax

The board is exempt from income tax under the provisions of the Income Tax Assessment Act (1997).

b) Plant and equipment

Each class of plant and equipment is carried at cost less, where applicable, any accumulated depreciation.

The carrying amount of plant and equipment is reviewed annual by the Board to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash lows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining the recoverable amount.

Depreciation

The depreciable amount of all fixed assets are depreciated over their useful lives of the assets to the Board commencing from the time the asset is held ready to use. Leasehold improvements are depreciated over shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Office Equipment

Motor Vehicles

Computer Equipment

• Leasehold Improvements

15.00% reducing balance/prime cost

22.50% reducing balance

40.00% prime cost

Over the period of the lease



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notes to the financial statements for the year ended 31 december 2006

Note 1: Statement of Significant Accounting Policies (Cont.)

c) Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the Board, are classified as finance leases. Finance leases are capitalised recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values. Leased assets are depreciated on a straight line basis over the estimated useful lives where it is likely that the association will obtain ownership of the asset or over the term of the lease. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments under operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

d) Revenue

Revenue from the registration of hairdressers' is recognised upon the receipt of funds.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

All revenue is stated net of the amount of goods and services tax (GST).

e) Employee Entitlements

Provision is made for the Board's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries and annual leave which will be settled after one year, have been measured at their nominal amount. Long service leave is vesting to employees after seven years service.

Contributions are made by the Board to employee superannuation fund and are charged as expense when incurred.

f) Cash

For the purposes of the statement of cash flows, cash includes cash on hand and at call deposits with banks or financial institutions, measured net of bank overdrafts.



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notes to the financial statements for the year ended 31 december 2006

Note 1: Statement of Significant Accounting Policies (Cont.)

		2006 \$	2005 \$
No	te 2: Revenue		
Ор	erating activities:		
	- hairdresser's registrations	601,087	571,295
	- interest received from other persons	29,094	20,201
	- Government vehicle scheme	3,978	4,075
	Wages reimbursementInsurance recoveries received	41,385 1,406	92,361 246
	- insurance recoveries received	1,400	
		676,950	688,178
	n-Operating activities:		
- P	rovision for employee entitlements	45,744	
Tot	al Revenue	722,694	688,178
a)	Expenses: Depreciation of property, plant and equipment	9,955	9,294
	Depreciation of property, plant and equipment Remuneration of auditor:	9,955	9,294
	- Audit or review services	3,588	4,133
	Rental on operating leases:	3,333	.,
	- minimum lease payments rent	39,749	31,000
	- minimum lease payments cars	27,413	19,976
b)	Revenue and net gains: Net gain/(loss) on disposal of property, plant and equ	uinmont (F 207)	
	river gailly (1035) off disposal of property, plant and equ	(3,203)	
No	te 5: Other Assets		
Pet	tty Cash	168	136
	nge Benefits tax PAYG Instalments	5,498	2,297
GS	T Net December 06 quarter	6,638	-
		12.304	2,433

Petty Cash	168	136
Fringe Benefits tax PAYG Instalments	5,498	2,297
GST Net December 06 quarter	6,638	-
	12,304	2,433



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notes to the financial statements for the year ended 31 december 2006

	2006 \$	2005 \$
Note 6: Property, Plant and Equipment		
Motor Vehicles		
At cost	-	-
Less accumulated depreciation	-	-
	-	-
Plant and Equipment		
At cost	91,896	84,447
Less accumulated depreciation	37,850	(35,028)
	54,046	49,419
	54,046	49,419

a) Movements in carrying amounts

Movement in carrying amounts for each class of property, plant & equipment between the beginning and end of the current financial year.

	Motor	Plant &	Total
Ve	hicles \$	Equipment \$	\$
Carrying amount at the			
beginning of financial year	-	49,419	49,419
Additions	-	19,784	19,784
Less disposals	-	(12,335)	(12,335)
Less depreciation expense	-	(9,955)	(9,955)
Accumulated depreciation eliminated on disposal	-	7,133	7,133
Prior year depreciation adjustments	-	-	-
Carrying amount at the end of the financial year	-	54,046	54,046



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notes to the financial statements for the year ended 31 december 2006

	2006 \$	2005 \$
Note 7: Payables		
Current Trade creditors GST collected	3,673 -	766 (2,304)
Superannuation liability PAYG withholding	5,340	- 13,744
	9,013	12,206
Note 8: Interest Bearing Liabilities		
Current Lease liability	-	-
Non-Current Lease liability	-	_
Note 9: Provisions		
Current Employee entitlements	71,230	116,974
Non-Current Employee entitlements	-	_
Number of full-time employees at year end	5	4
Note 10: Retained profits		
Retained profits at beginning of the financial year Net profit/(loss) attributable to the Board	292,311 199,415	204,469 88,271
Retained profits at the end of the financial year	491,726	292,740
Note 11: Capital and Leasing Commitments		
(a) Operating Lease Commitments Non-cancellable operating leases contracted for but not capitalised in the financial statements		
Payable: not later than one year - later than one year but not longer than five years	19,919	21,796 -
	19,919	21,796



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notes to the financial statements for the year ended 31 december 2006

	2006 \$	2005 \$
Note 11: Capital and Leasing Commitments (cont'd)		
Cancellable operating lease contracted for but not capitalised in the financial statements		
Payable:- No later than one year Later than one year but no longer than five years	19,919 19,919	21,796 21,796
	19,919	21,796
Note 12: Cash Flow Information		
(a) Reconciliation of Cash Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the statement of financial position as follows:		
Cash on hand Cash at bank	168 505,620	136 369,639
	505,788	369,775
(b) Reconciliation of Cash Flow from Operations with profit/(loss) from Ordinary activities		
Profit/(Loss) from ordinary activities after income tax	199,415	88,271
Non-cash flows in accumulated surplus from ordinary activiti Non-cash items	es -	_
Net gain on disposal of plant and equipment Depreciation Changes to provisions	5,203 9,955 (48,937)	9,294 60,676
Changes in assets and liabilities: Increase/(Decrease) in trade creditors and accruals	3,193	7,351
Cash flows from operations	168,829	165,592



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notes to the financial statements for the year ended 31 december 2006

NOTE 13: Financial Instruments

(a) Interest Rate Risk

The exposure to interest rate risk, which is the risk that a financial instrument's value will fluctuate as a result of changes in market interest rates and the effective weighted average interest rates on classes of financial assets and financial liabilities is as follows:

	Weighted Ave Effective Interest Rate		Fixed Interest Rate Maturing				Non-Interest Bearing	
			Within Year		1 to 5 Years			
	%	%	\$	\$	\$	\$	\$	\$
	2006	2005	2006	2005	2006	2005	2006	2005
Cash	4.15	4.15	505,620	369,775	-	-	-	-
Trade Debtors			-	-	-	-	-	-
Total Financial Ass	sets		505,620	369,775	-	-	-	-
Payables			-	-	-	-	9,013	12,206
Borrowings			-	-	-	-	-	-
Total Financial Lial	bilities		-	-	-	-	9,013	12,206

(b) Credit Risk

The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance date to recognised financial assets is the carrying amount, net of any provisions for doubtful debts, as disclosed in the Statement of Financial Position and notes to the financial report.

(c) Net Fair Values

The net fair value of financial assets and financial liabilities approximate the values disclosed in the statement of financial position and in the notes to the financial statements.

Note 14: Segment Reporting

The Hairdressers' Registration Board operates within one industry segment being the registration of hairdressers, and in one geographical segment being Western Australia.

Note 15: Corporate Details

The principal place of business is: Hairdressers Registration Board 46 Salvado Road WEMBLEY WA 6014



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statement by members of the board

In the opinion of the Board the financial report as set out on pages 4 to 13:

- Presents fairly the financial position of the Hairdressers Registration Board as at 31 December 2006 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
- 2. At the date of this statement, there are reasonable grounds to believe that the Hairdresser's Registration Board will be able to pay its debts as and when they full due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:

Chairperson

Registrar

Dated this 30th day of June 2007.

Les Marshall



ABN: 96 069 148 908

private information for the members on the financial statements

DISCLAIMER

The additional financial data presented on the following page is in accordance with the books and records of the Hairdresser's Registration Board ("our client") which have been subjected to the auditing procedures applied in our statutory audit of the Board for the year ended 31 December 2006.

It will be appreciated that out statutory audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and no warranty of accuracy or reliability is given.

Dated this 23rd day of April 2007.

the Wodden

Lyons Waddell Pty Ltd Chartered Accountants

John Waddell Partner ABN: 96 069 148 908



operating statement for the year ended 31 december 2006

	2006 \$	2005 \$
Operating Revenues		
Registration fees - Principals	317,671	289,140
Registration fees - Employees	86,286	93,421
Assessment fees	43,047	44,852
Certificate fees	81,586	76,668
Suspension fees/fines	2,274	2,911
Transfer fees	3,569	3,263
Reinstatement fees	4,872	3,304
Interest received	29,094	20,201
Application fee	61,248	55,360
Wages reimbursement	41,385	92,360
Government vehicle scheme	3,978	4,075
Insurance recoveries	534	246
Miscellaneous Income	1,406	2,377
Provision for employee entitlements	45,744	
	722,694	688,178
Operating Expenses		
Accounting fees	633	373
Advertising	6,235	2,097
Audit fees	3,588	4,133
Bank fees	6,188	6,309
Board members fees	4,439	7,233
Cleaning	1,155	784
Courier charges	380	264
Depreciation	9,955	9,294
Electricity Evamination evaposes	2,056	2,370
Examination expenses	9,373	1,870
Fringe Benefit tax expense	6,582 350	3,063
GST Adjustment Account Insurance	8,835	- 5,860
Internet expenses	1,266	1,597
Legal fees	6,300	10,816
Maintenance	916	1,945
Motor vehicle expenses	2,576	1,562
Motor vehicle fleet management	7,534	-,002
Office equipment/expenses	-	980
Petty cash expenditure	910	1,447
Postage	6,927	18,645
Printing and stationery	50,771	31,352
Professional fees	-	6,261
Provision for employee entitlements	-	60,674
Publications	148	-
Rent, outgoings and taxes	39,749	31,000
Salaries	280,258	288,875
Software development	8,425	11,580
Staff amenities/training	1,464	838
Superannuation	23,652	19,270
Telephone	7,532	8,341
Temporary staff	-	39,622
Travel and entertainment/mileage	-	1,477
Loss on sale of assets Motor Vehicle lease payments	5,203 19,879	- 19,975
Total Cost of Services	523,279	599,907
Changes in Net Assets Resulting from Operations	199,415	88,271