



HAIRDRESSERS REGISTRATION
BOARD OF WA

**annual report &
financial statements**

2007

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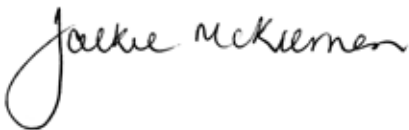
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statement of compliance

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

Dear Minister

In accordance with Section 14C of the Hairdressers Registration Act 1946, we hereby submit for your information and presentation to Parliament the Annual Report and Financial Statements of the Hairdressers Registration Board of Western Australia for the year ending 31 December 2007.



Jackie Mc Kiernan
CHAIRPERSON

30 June 2008



SECTION ONE

Overview of Agency

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

Executive summary

Report from the Chair

I am pleased to present the Annual Report for the Hairdressers Registration Board of Western Australia for the year ending 31 December 2007.

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

Throughout the year, the Board continued to monitor the hairdressing industry to ensure that hairdressers were operating within the regulatory requirements. In 2007 there was an increase of **409** registered hairdressers which represents an increase of approximately **6.6** percent for the year.

The Board was successful in all prosecutions throughout the 2007 period, which assisted in improving the level of compliance within the hairdressing industry.

The Board undertook the initiative to survey the hairdressing industry in 2007 on issues such as the way in which the Board communicates with the industry and what the hairdressing industry views as acceptable standards of training for hairdressing trade qualifications. Participants in this survey were registered hairdressers, salon owners and hairdressing apprentices.

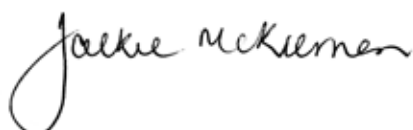
The results of the survey indicated very strong support for the activities of the Board in the areas of monitoring industry qualifications, industry standards, inspections, conduct of skills assessments and mediation of consumer complaints. The majority of registered hairdressers completed, over time, an apprenticeship combining theory and on-the-job practical skills development. Hairdressers hold these three elements – theory, practice and time to practice – as the gold standard against which entry-level training should be measured. Hairdressers are not

against those whose basic training does not meet this standard per se, but they are opposed if there is a deficiency in any of their skills. Lesser skilled hairdressers are seen to undermine the high WA standards that are valued.

Hairdressers are proud of their skills, proud of their profession and they are proud of the standards of hairdressing in WA. They believe these standards need to be protected. Registered hairdressers value registration, not only from a personal perspective but particularly from an industry-wide perspective, consistent with the perception that the HRB's primary role is to regulate and police the industry. The changes that the HRB has implemented in recent years have been noticed and appreciated however it is thought that the HRB needs to improve the service it provides to registered hairdressers and to increase the value that it derives from the registration dollar. The Board, in light of the recommendations made in the survey document, will seek to gradually "put right" those major areas of concern that have been identified. A full copy of the survey results is available on the HRB's website www.hrb.org.au.

During the course of 2007, many changes were made to the structure of Board meetings, resulting in more efficient and streamlined meetings. An induction meeting for all members and deputy members of the Board was held in January 2007 and attended by the Commissioner for Consumer Protection, Patrick Walker. This gave all attendees an opportunity to meet Mr Walker and raise with him any questions about DOCEP's role in terms of the hairdressing industry.

From time to time last year, the Board invited the attendance of representatives from the Department of Education and Training, Department of Immigration, Perth Institute and TAFE to discuss matters of importance to themselves and the Board. This proved very successful, particularly when the Department of Education and Training were able to share information with Department of Immigration and visa versa. This is an initiative that the Board will ensure continues during 2008 and beyond.



Jackie McKiernan
CHAIRPERSON

Operational structure

Enabling Legislation

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

Board Auditors

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

Responsible Minister

The Hon Sheila McHale MLA, Minister for Disability Services; Tourism; Culture and the Arts; and Consumer Protection.

Functions of the Board

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

The functions of the Board include:

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

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

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

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

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

1. Regulating its own proceedings;
2. Prescribing for the purposes of this Act classes of hairdressing;
3. Prescribing the fees to be paid to members of the Board and to deputies;
4. Regulating subject to this Act the issue of certificates and badges of registration under this Act and the conditions of admission to the register;
5. Prescribing in respect of the several prescribed classes of hairdressing the course of training for persons desiring to be registered under this Act;
6. Regulating subject to this Act the admission to the register of persons who were at the commencement of this Act already engaged in the practice of hairdressing;
7. Regulating and supervising the conduct of examinations in respect of the several prescribed classes of hairdressing and the remuneration of examiners;
8. Prescribing subject to this Act the fees to be paid for examinations, certificates and registrations;
9. Prescribing standards of safety to be observed in premises where hairdressing is practiced.

Area of Jurisdiction

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

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

Other Key Legislation

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

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

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

Shared Responsibilities with Other Agencies

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

Board Structure

Appointments to the Board are provided for under the provisions of Section 5 of the Hairdressers Registration Act. This section identifies 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 31 January 2006 the Governor appointed Mrs Jackie McKiernan as Chair for the period ending 31 December 2007. On the 24 October 2006 the Governor appointed the following persons to the Board for the period ending 31 January 2008.

Board Members

(to 31 December 2007)

Mrs. Jackie MCKIERNAN

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	<i>Deputy to Mr Barry Berger</i>
Mr Timothy Viljoen	<i>Deputy to Ms Gloria Ridolfo</i>
Ms Tanya Tedesco	<i>Deputy to Mr Davide Genovese</i>
Mr Michael Winton	<i>Deputy to Ms Norma Roberts</i>

The following Board Members & Deputy Board members resigned in 2007:

Ms Norma Roberts	
Mr Davide Genovese	
Mr Peter Del Casale	<i>Deputy to Mr Barry Berger</i>
Mr Timothy Viljoen	<i>Deputy to Ms Gloria Ridolfo</i>
Mr Michael Winton	<i>Deputy to Ms Norma Roberts</i>
Ms Tanya Tedesco	<i>Deputy to Mr Davide Genovese</i>

Board Meetings & Other Proceedings

- The Board convened 10 Board meetings and 2 Special meetings.
- The Board commenced 1 disciplinary proceeding against a hairdresser in the State Administrative Tribunal.
- The Board commenced 12 legal proceedings against hairdressers in the Local Courts.

Board Staff

Mr Les Marshal	<i>Registrar (commenced 14/04/2003)</i>
Ms Amanda Wilson	<i>Executive Officer / Office Manager (commenced 30/6/2005)</i>
Mrs Naomi Allan	<i>Inspector / Administration Assistant (commenced 27/11/2006 - resigned 28/9/2007)</i>
Ms Bridget Bezant	<i>Administration & Compliance Officer (commenced 05/11/2007)</i>
Mr Victor McGough	<i>Customer Liaison Officer - Administration (commenced 19/3/2001)</i>
Ms Karen Bycroft	<i>Customer Liaison Officer - Registrations (commenced 10/10/2005)</i>

Organisational Chart



Performance Management Framework

Contribution to Government Objectives

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

Improved Services

Objectives:

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

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

Employment

It is the Board's intention to employ the services of another compliance officer and office administrator in 2008, to assist with more regular inspections of hairdressing establishments.

Economic Development

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

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

Regional Education

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

Objectives of the Board

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

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

SECTION TWO

Agency Performance

Report On Operations

Register of Hairdressers

The Register of Hairdressers is maintained and updated on a daily basis. It is reviewed twice per year for inconsistencies, and as at 31 December 2007 there were 6164 registered hairdressers.

Board Decisions

The Board staff receives and assesses applications for registration and refers them to the Board for determination. The Board processed 350 applications for registration in 2007.

Inspections

The Board's Compliance Officer carried out 2227 inspections of hairdressing establishments during 2007.

Examinations

The Board assesses the qualifications of hairdressers prior to approval of registration for those applicants that do not have a like form of training to a West Australian apprentice. During 2007, 163 Metropolitan and 11 Country candidates undertook the Board's theory assessment, and 211 Metropolitan and 14 Country candidates undertook the Board's practical assessment.

Consumer Complaints

In 2007 the Board implemented a new and improved computerised complaints management system for dealing with consumer complaints against hairdressers.

During the period from 1 January 2007 to 31 December 2007, it was estimated that of the 96 telephone complaints received, 34 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 26 have been resolved with a further 8 still in conciliation between the consumer and the trader (as at 31/12/2007).

Prosecutions

In 2007 the Board prosecuted 12 hairdressers for breaches to the *Hairdressers Registration Act 1946 and Regulations 1965*. A further application was made to the State Administrative Tribunal.



SECTION THREE

Disclosure and Legal Compliance

Key Performance Indicators

Register of Hairdressers

As at 31 December 2007 there were **6164** hairdressers registered with the Board. This is an increase of **409** on the previous year.

The increase would appear to be primarily attributable to the diligence of the Board inspector and staff and the continual improvements to the inspection processes and modifications to the database.

The hairdressers were registered in the following classes:

	PRINCIPAL	EMPLOYEE
Men's Limited	55	29
Men's Inclusive	112	50
Ladies' Limited	11	8
Ladies' Inclusive	1285	462
Ladies' Limited/ Men's Limited	8	3
Men's Inclusive/ Ladies' Limited	39	8
Ladies' Inclusive/ Men's Limited	583	142
Combined Hairdresser	2472	897
PRINCIPALS total	4565	
EMPLOYEES total	1599	
TOTAL	6164	

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

Board Decisions

Application type	Approved		Declined		Conditional						
	Total		Total	Apprenticeship	Total	Theory & Practical Exam	Refresher Course	Independent Assessment	Interview Required	Further Information Required	Back Fees required
Board appeal	0		0	0	1	1	0	0	0	0	0
WA apprentice - 1	231		0	0	31	0	0	0	0	0	31
WA apprentice - 2	43		0	0	87	26	0	0	0	0	61
Interstate application	52		0	0	11	6	0	0	0	0	5
New Zealand application	8		0	0	9	6	0	0	0	0	3
Overseas application	12		1	1	167	166	0	0	0	0	1
Board ruling	5		3	3	21	12	0	0	0	0	1
Appeal	0		0	0	2	1	0	0	0	0	1
Add A Class	2		0	0	12	12	0	0	0	0	0
Voluntary Suspension	152		0	0	0	0	0	0	0	0	0
Cancellation	48		0	0	0	0	0	0	0	0	0
Re-instatement	1		0	0	0	0	0	0	0	0	0

Inspections

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

From 1 January 2007 until 31 December 2007, the HRB conducted 2227 inspections.

Metropolitan	1862
Country	365

Consisting of:

Salons	1555
Barbers	72
Beauty Therapy Salons	3
Hair Care Products	4
Home Based Salons	222
Mobile Hairdressers	167
Suburban Markets	10
Hairdressing Colleges	9
Hospitals	8
Lodges	14
Nursing Homes	51
Retirement Villages	51
Community Centres	16
Hostels	14
Aged Care Facilities	31
Total	2227

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 2007, 163 Metropolitan and 11 Country candidates undertook the Board's theory assessment. The results of the assessments were:

First Assessment	138 Competent 25 Not Yet Competent
Second Assessment	11 Competent 0 Not Yet Competent
Third Assessment	0 Competent 0 Not Yet Competent

During 2007, 211 Metropolitan and 14 Country candidates undertook the Board's practical assessment. The results of the assessments were:

First Assessment	186 Competent 18 Not Yet Competent
Second Assessment	19 Competent 0 Not Yet Competent
Third Assessment	1 Competent 1 Not Yet Competent

Fee structure for exams:

Assessment	Fee (inc 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 other organisations conducting this process.

Prosecutions

Date	Court	Respondent	Allegation	Decision	Fines/Legal Costs Imposed
26/4/07	Local	Raymond Reynolds of Raymonds The Professional Unisex KEWDALE	Regulation 11	Guilty	\$125.70
26/4/07	Local	Julie Reynolds of Raymonds The Professional Unisex KEWDALE	Regulation 11	Guilty	\$125.70
26/4/07	Local	Fiorella D'Agostino of Raymonds The Professional Unisex KEWDALE	Regulation 11	Guilty	\$125.70
31/5/07	Local	Salvatore Barone of Michael's Hair Salon BENTLEY	Regulation 11	Guilty	\$125.70
31/5/07	Local	Dominic Barone of Michael's Hair Salon BENTLEY	Regulation 11	Guilty	\$125.70
31/5/07	Local	Theresa Shortland of Michael's Hair Salon BENTLEY	Regulation 11	Guilty	\$125.70
31/5/07	Local	Ernesto Flocco of Michael's Hair Salon BENTLEY	Section 15 (1)(b)	Guilty	\$205.70
7/9/07	Local	Gino Matera of Matera's for Men MELVILLE	Regulation 11	Guilty	\$349.00
19/9/07	Local	Jacqueline Clifton of Cut Price Hair WANGARA	Section 15 (1)(b)	Guilty	\$602.00
22/11/07	Local	Grant Bain of Hair Exclusive BALLAJURA	Section 15 (1)(b)	Guilty	\$627.00
15/9/07	SAT	Julie Reynolds of Raymonds The Professional Unisex KEWDALE	State Administrative Tribunal Application	Guilty	\$2,000.00 and was ordered to pay back fees of \$554.10
21/12/07	Local	Mario Gesualdo of Cut Out Hair Design PERTH	Section 15 (1)(b)	Guilty	\$398.00
21/12/07	Local	Miroslav Trajkoski of Mon Salient CITY BEACH	Regulation 11	Guilty	\$2,219.20

Significant Issues & Trends

In 2007, there were no significant issues or trends to report.

Finances

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

Other Legal Requirements

Advertising

(Section 175ze of the Electoral Act 1907)

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

a) Advertising agencies	Nil
b) Market research organisations	\$10917.50
<i>Gerard Daniels</i>	
c) Polling organisations	Nil
d) Direct mail organisations	Nil
e) Media advertising organisations.	Nil

Disability Access and Inclusion Plan Outcomes

(Section 29 of the Disability Services Act 1993)

In 2007 the Board continued to work within the constraints of the present premises located at Level 1, 46 Salvado Road, Wembley.

People with disabilities are provided equal opportunity to access the services of the Board, and when required are given access to the services of interpreters. The Board provides persons with disabilities the same level and quality of service as they do other people, including the opportunity to make a complaint, and the inclusion of all persons when seeking public or industry consultation.

Compliance with Public Sector Standards and Ethical Codes

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

Compliance Issues

Public Sector Standards (PSS)

* Nil breach claims Electronic version supplied to all staff

WA Code of Ethics

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

Agency Code of Conduct

* Agency Code of Conduct implemented in 2007

Recordkeeping Plans

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

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

The Hairdressers Registration Board's Recordkeeping plan was accepted and used as an example for other Public Sector departments.

In August 2006 the HRB's records were audited and deemed compliant. The records and document management services at the HRB have been evaluated on an ongoing basis throughout 2007.

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

Government policy requirements

Corruption Prevention

(Premier Circular 2005/02: Corruption Prevention)

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

The Staff Code of Conduct identifies expectations and procedures in relation to conflict of interest, receiving gifts, use of resources, corruption and misconduct.

Occupational Safety & Health

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

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

In 2007 the Board had no fatalities or lost time due to injury/diseases.

Number of fatalities = 0

Lost time injury/diseases incidence rate = 0

Lost time injury severity rate = 0

Return to work rate = to be determined

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



CONTACT DETAILS

Level 1, 46 Salvado Road, Wembley WA 6014

PO Box 463, Wembley WA 6913

web www.hrb.org.au

email liaison@hrb.org.au

telephone **(08) 9381 9966**

facsimile **(08) 9388 0820**

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

annexure 1

registered

hairdressers 2007

Class	Principals						Employers						Yearly Totals					
	2002	2003	2004	2005	2006	2007	2002	2003	2004	2005	2006	2007	2002	2003	2004	2005	2006	2007
Men's Limited	25	25	26	35	48	55	18	14	15	18	29	29	43	39	41	53	55	84
Men's Inclusive	138	147	129	125	149	112	62	59	58	60	76	50	200	2006	187	158	177	162
Ladies' Limited	9	7	8	11	0	11	15	15	10	8	8	8	24	22	18	19	21	19
Ladies' Inclusive	1195	1268	1252	1283	1559	1285	637	619	575	551	702	462	1832	1887	1827	1834	1773	1747
Ladies' Limited & Men's Limited	0	1	3	2	5	8	2	1	1	1	2	3	2	2	4	3	4	11
Men's Inclusive & Ladies' Limited	40	41	39	39	38	39	10	10	10	10	9	8	50	51	49	49	48	47
Ladies' Inclusive & Men's Limited	475	498	502	568	652	583	172	170	173	161	186	142	647	668	675	729	748	725
Combined (Men's Inclusive & Ladies' Inclusive)	1231	1474	1628	1860	2362	2472	869	894	861	880	1115	897	2100	2368	2489	2740	2929	3369
TOTAL	3113	3461	3587	3923	4813	4565	1785	1782	1703	1689	2127	1599	4898	5243	5290	5612	5755	6164