

Plan Of Management

Home Business – Beauty Salon

3 Bega Place, Georges Hall

Introduction:

This Plan of management relates to the operation of a home business of the residential property 3 Bega place, Georges Hall. This business offers beauty services (waxing, facials etc) the business services a diverse range of clients from young to elderly.

The beauty salon is a small business which occupies a small beauty room situated behind the garage. Access to the room is via the side gate next to the garage. The business operates on an appointment-only basis (i.e. no drop ins or unscheduled appointments)

This business operates 5 days per week, the property contains 3 onsite- parking spaces plus a garage for resident vehicles. A small sign will be affixed to the side gate.

Management and owner of the beauty home business:

Mrs Sarah Kajis owner and manager of SK Beauty Gallery the beauty home business which will reside at 3 Bega place, Georges Hall.

Duties of the manager is responsible for the implementation and monitoring of the operation of the business and is required to act on any complaints as per the compliant protocol at Part 3 of this plan of management. Responsibilities include, but are not limited to:

1. Be contactable during hours of operation.
2. Enforce the appointment only basis of the business's operation.
3. Stagger bookings to ensure a 15-minute buffer between appointments to reduce the chance of any client overlap.
4. Undertake the cleaning and maintenance of the business.
5. Undertake garden maintenance and mowing to ensure the property's tidy presentation to the street.
6. Ensure clients are aware of suitable local car parking locations within the locality.
7. Ensure clients who park in Bega Place do so safely and do not cause any impact on the accessibility or traffic flow of the street.
8. Maintain a complaint register.

Residential activities during business hours:

The residential component of the building will not host non-business-related guests or activities at the premises during business operating hours. This limitation will ensure that there is not an excessive number of visitors to the site during business operating times. Non-business activities and guests are permitted outside of business operating times.

Staff:

The business is comprised of only Sarah Kajis beauty therapist the owner of SK Beauty Gallery who will work all 5 days per week. No other staff.

Client appointments & hours of operation:

Client visits are by appointment only to ensure accurate spacing of patient attendance and ensure no lengthy overlap of clients. Bookings are staggered to allow a 30-minute buffer between patients. This ensures there is no realistic probability of two clients attending the business concurrently ensuring minimal disruption to the locality.

The business operates 5 days per week as follows:

- Tuesday: 10am – 5pm
- Wednesday: 10am – 7pm
- Thursday: 10 am – 7pm
- Friday: 10 am – 2pm
- Saturday: 9am – 2pm (once per month only)

Any changes to the approved hours of operation will require council consent.

Services Offered:

The business provides beauty treatments such as waxing, tinting, facials, manicures and pedicures.

Waste:

General and recyclable waste bins are to be provided for use by the beauty therapists. Sharps collection service (Needle container collection) will be collected by waster.com.au. The manager is responsible for ensuring bins are brought to the kerbside for Council collection in accordance with Council's waste collection procedures and requirements.

Parking:

One onsite parking space is provided for the residents. There are spaces for two more onsite parking for home business.

Complaints Register:

Upon receipt of a complaint, the manager is to make a written record of the incident time, who it was received by (if known), the nature and the basis of the complaint. The manager is to attempt to immediately follow up on the issue and address the nature of the complaint. A template complaint register is provided for Plan of Management.

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