

THIRD FURTHER AMENDED PLAN OF MANAGEMENT
1/181 McCredie Road, Guildford

May 2019

INTRODUCTION

This Plan of Management provides the internal rules and procedures to which the abovementioned premises must abide.

A copy of this Plan of Management must be displayed in the staff room at all times.

PART A – ROLES AND RESPONSIBILITIES

Management

The role and responsibility of management are as follows:

- The implementation of this Plan of Management
- The implementation of internal policies in regards to health, security, education, safety waste management, infection control, safe sex practices, fire evacuation;
- The implementation of all government policies such as those prepared by NSW Health, Workcover and Holroyd Council;
- To ensure the premises remains in good repair and fire equipment is in working order;
- Prepare and ensure continuation of a complaints register. The register is to be kept on the premises at all times;
- Organise duty rosters for staff and workers;
- Ensure appropriate insurance is obtained;
- The training and education of all new staff and workers;
- The organisation of commercial linen and cleaning services.

Management shall be either on the premises or directly contactable all times of the day and night. The contact details of management must be displayed and maintained in the staff room at all times.

Staff

Two (2) staff (in addition to the sex workers) are to be on duty at all times.

The role and responsibility of the staff members are as follows:

- To assist in the implementation of the Plan of Management and government controls and policies;
- To ensure the safety of clients and workers;
- To ensure that the premises remains safe and secure at all times of operation. The staff members are responsible for the minimisation of conflict, should it occur and the summoning of police.
- The operation of a front door and reception area;

- The allocation of a room for the sex worker.
- Collection of room rent from the client.
- Writing up of records known as a 'work sheet' to enhance safety and security (workers name, room allocated, time the room let, time vacated, ect).
- Seeing that both client and worker arrive and leave the premises in an orderly and quiet manner.
- Addressing any disagreements between workers and clients.
- Ensuring that if any person looks underage, they are asked to provide I.D before entering the premises.
- Ensuring that persons (either staff or clients) affected by drugs or alcohol do not enter the premises
- In case of an emergency, ensuring the necessary authorities are contacted.
- To oversee emergency procedures, e.g. evaluation of premises.
- Seeing that the worker and clients are supplied with safe sex needs.
- Ensuring that rooms are left presentable after use. This includes-changing linen as required, emptying waste bins, etc.
- Maintaining coffee, tea, milk supplies for workers.
- Keeping walkways clean and accessible.
- Maintaining 'time out' areas such as kitchens, and bathrooms through the shift.
- Ensure that first floor working rooms are used only when ground floor working rooms are occupied.
- Ensure as far as possible that two staff members are on the ground floor or that sex workers are not left alone on the ground floor with clients. If a first floor working room is in use, a staff member is required to be located on the first floor, whilst the other staff member is to be located on the ground floor.

Sex Workers

No more than 12 sex workers shall be on the premises at any one time. In the event that a sex worker is not servicing a client, they shall remain in the designated staff rooms and shall not congregate external to the premises.

The role and responsibility of sex workers include:

- To assist in the implementation of the Plan of Management and government controls and policies;
- To gain knowledge in regards to sexual health and infection;
- To inspect each client prior to a service for sexually transmitted diseases or other infections.
- To refuse to service a client in the event that they believe the client:
 - Has a sexually transmitted disease;
 - Is intoxicated or effected by drugs;
 - Requires a service outside the scope of professional boundaries;
- To assist in the general maintenance and cleaning of the premises.

PART B – PRACTICES AND PROCEDURES

Security

- Two staff in addition to the sex workers, must be on the premises at all times to ensure security. Two persons are better able to control situations such as robbery or violence, and to summon the police. When the first floor working rooms are in use, a staff member is to be situated on the first floor to allow a rapid response to an incident.
- An intercom system to each room and the first floor staff room ensures that the worker can alert the front desk to any problem that may arise with a client.
- Police contact details are kept at the front desk.
- The telephone system is to have “000” programmed into it.
- An alarm system with a “duress alarm” is to be installed which can be activated from within the work rooms and be audible from staff areas (reception desk and office)
- Good lighting of the front door and passage ways is maintained.

Education

- All new staff and workers are to undertake an induction course conducted by the management. The induction must educate employees of their roles and responsibilities, the contents of the Plan of Management, the controls and polices of the various government bodies and the procedure for servicing clients.
- All existing staff and workers will attend bi-monthly education sessions to ensure education levels are maintained.
- A notice board in the main area displays notice from; the police on current investigations; current referral information for Sex Workers to sexual health clinics, needles exchange, SWOP and other relevant agencies.
- A space is provides for agencies to carry out educational or other meetings with sex workers.
- A display space is available for information for sex workers and clients, such as HIV, STDs, etc.
- Client education material is displayed in the bedrooms.
- Staff training is held for harm minimisation (which may include self defence, street awareness, etc), needle stick injury, etc.
- The requirement for staff to attend training sessions on CPR.

Health And Safety

- Good Lighting is provided in all rooms for checking clients.
- Immunisation of staff has been carried out for Hepatitis A & B and vaccination for Tetanus.
- Safe Sex supplies are provided by management free of charge, and other safe sex equipment required.
- Management is to liaise with the relevant authorities to ensure that necessary health and safety standards are adhered to, and ensure that updated information on safety issues is made available (e.g. on new strains of STDs).
- Spot cleaning is to be done where necessary to maintain hygiene.

- Fire extinguishers are accessible.

Restricted Access

- Proof of Age shall be requested of sex workers or clients if Management cannot determine their age. Otherwise access is to be denied.
- Workers are not permitted to bring friends into the premises without permission of the Management.

Time Out Space

- Space is provided for workers to rest.
- A Kitchen, Bathroom, Toilets and Showers, and a lounge area are provided for workers. They are permitted to take short naps in bedrooms not in use.

Presentation And Maintenance Of Premises

- It is the responsibility of the staff to ensure that bedrooms are checked after each client; general areas are clean and presentable, with attention to the kitchen, bathrooms, and toilets as a priority. General maintenance of the property is attended to when required.

Illegal Activities On Premises

- Management shall not tolerate any illegal activities and may contact the police if necessary. Signs are displayed to address this issue.

Waste Disposal

- A Contract Waste Service shall collect clinical and general waste.

Cleaning Of Premises

- The Management shall be responsible for the cleaning of the premises during business hours. After business hours, a contract cleaner is employed.
- A contract linen service will be used for the cleaning of towels and sheets.

Emergency Procedures in case of Fire or Disaster

- The Manager is responsible for opening the security door, opening other emergency exits, directing a safe passage out and contacting emergency services.

Smoking

- Patrons and Staff who wish to smoke may only do so in the designated smoking area on the first floor. Staff who use this area are to ensure that butts are appropriately discarded in a waste bin.