

Dear Practitioner,

Thank you for enquiring about our Healing Centre and treatment rooms.

Please note that all of our company policies and guidelines in regards to practitioners are contained within this document. We ask that you read through each point carefully as you will be expected to conduct your business according to these guidelines should you decide to run your practice out of Qi.

We are very happy to further explain or clarify any point/s and answer any other questions you may have.

Within these guidelines we may also be able to cater for any individual requirements and we look forward to hearing your feedback.

If you have never been to Qi, we suggest that you may prefer to make a cold call prior to booking a time to view our treatment rooms.

Simply turn up unannounced at any stage within our opening hours. Have a good look around the store and get a feel for our Centre. This way you will get a better idea of how we greet and relate to anyone and everyone who walks through our door.

It is unlikely that you will be able to view the treatment rooms without an appointment, but whilst in the store you may like to ask one of our friendly staff about the practitioners or treatments available, as a way of observing how effective we are at promoting our practitioners.

If you are happy with our guidelines and would like to go ahead and make a time to view our treatment rooms, we invite you to take advantage of this opportunity.

Please contact us on 9532 8662.

# Qi PRACTITIONER INFORMATION AND GUIDELINES

## Introduction

Qi is a family business that began in 1980 selling handmade jewellery through craft markets in Melbourne, Australia. Now in the second generation, Qi Cargill has been designing and making jewellery since 1990 and took over running the business in 1992. Qi opened her first shop in 1998 and since then she has gone on to win numerous awards including 'Leader Business of the Year Award'. Qi was also the first business ever to be inducted into 'The Retail Hall of Fame' for winning the 'Leader Jewellery and Gift Shop of the Year Award' three times.

## Qi's Vision

Having dedicated most of my life to creating and building Qi, my passion for what we do continues to grow. I have always found my business inspiring, creative, exciting and fun, and now, well into my third decade, this continues to be the case.

Qi has grown into so much more than I could ever imagined, when opening my first shop in 1998

I had a vision of creating a unique specialty shop with a focus on handcrafted semi-precious stone jewellery and crystals. Since then, the business has been constantly expanding and now encompasses complementary areas such as a new age bookstore, holistic healing centre and, soon to open, whole food organic cafe. Throughout this, I have worked hard to maintain the focus of the business and believe that we stock one of the most extensive ranges of crystals and semi-precious stone jewellery available anywhere in Australia.

When first starting out I had no idea that for me it would become all about the people. I now have a team of ten amazing staff who share my passion for delivering award winning customer service, but more than this, we share a genuine belief that we are having a positive effect on the world, and this truly is what drives us. People so often comment on my ability to hire, train and retain amazing staff but honestly, we have one of the best jobs in the world! So many of my staff have left, only to come back when they miss all that Qi offers.

Each day at work people tell us how much they love what we do, that we have changed their lives, or that Qi is their favourite place in the world. It is not uncommon for people to tell us that the support we offered them when they were at their lowest point is what got them through! Qi has also become a meeting place, a way of bringing likeminded people together, a place for healing ourselves, each other, and the planet and I thought we were just opening a crystal shop!

Many of my customers watched me grow up in my parents' business, some of whom I have now been serving for over thirty years. Starting out as a young jewellery designer, I did not yet know that I would, as a Jeweller, have the privilege of sharing all of life's big moments with my clients. That my life's work would be making beautiful and meaningful keepsakes to mark each of life's milestones and that people would treasure so dearly the things I brought into being. Nor did I know that when you have a business in one location for so long that you become part of a

community. I have now watched many of my customers' children grow up. At first they would come in with their mums, fascinated by our huge range of crystals and fossils. Now they are coming back to us to buy their engagement rings!

Owning a healing centre and spiritual store, we often get to share the more challenging times with our clients, and this too is a privilege I take very seriously. It has always been clear to me that our role is to act as guides, offering well informed, balanced information to assist people to explore all their options. Through this our aim is to empower people to take responsibility for their own health and wellbeing; as they are best situated to know what is right for them. I have never been interested in pushing a particular agenda, nor am I happy perpetuating superstitions and dogma.

Vibrational Medicine, including Crystal Healing, is now a well-established, legitimate field and should always be represented as such. Unfortunately, many in the 'New Age' Industry continue to be ill informed and therefore we must work hard to be taken seriously. By maintaining a balance between the scientific and more metaphysical aspects of our industry, and with a sincerity and down to earth approach that people appreciate, Qi is well established as an industry leader.

Having established our healing Centre in 2004, some of our founding practitioners are still with us. I am so proud of our ability to maintain great working relationships and to offer our practitioners an extraordinary environment and community in which to build their practice. We have established and continue to build a vast range of genuine and talented healers, alternative health practitioners, and psychics. There are times when it is obvious that a crystal or product on its own is not going to offer a client all that they are looking for, and having our team of practitioners on board has added so much more depth to the Qi experience.

One of the most rewarding aspects of what we do is to witness the transformation that can occur when so many possibilities open up for our clients; when they come to realise that they have options and genuine alternatives when it comes to their health and wellbeing. Over the years, we have witnessed profound change for so many people, each day we get positive feedback about how we have touched someone's life and the fact that we get to share life's journey with each other and with our clients makes this something I am proud to continue to spend my life doing.

## **Our Space**

Qi is a truly exciting concept store set over two beautiful, fully renovated, 1930s sister shops, with Melbourne's premiere crystal shop and a dedicated book store at the front. We have five treatment rooms upstairs and one ground level treatment room, as well as a large garden studio, purpose built for groups, yoga and weekend workshops.

There are also two beautifully landscaped rear gardens for people to sit and unwind, and we have plans to open a small organic wholefoods cafe in the near future.

## **Why a Holistic Health Centre?**

Over our numerous years in business we observed that many people use crystal shops as a first point of contact when starting to explore more alternative areas of interest, such as the many different modalities of healing.

Each week we receive a large number of inquiries as to whether we run courses of various kinds, if we have practitioners and tarot readers available, or if not, could we recommend someone? This led us to recognise that there is a gap in the market and a genuine desire for us to facilitate these services.

We are very good at building rapport, and our customers trust our opinion. This is one of the many reasons that we have been able to establish, and will continue to build, a symbiotic relationship with practitioners.

The environment we have created is warm and open, and all aspects of the business flourish within this community atmosphere.

## The Space

Each of our consultation rooms is generous in size, with high ceilings and lots of natural light. They are all freshly painted and either have carpet or floor boards. Each room has been tastefully furnished, with many special touches designed to create a nurturing and relaxing environment.

To ensure that your practice runs smoothly, we conducted thorough research and paid attention to detail when planning the rooms.

### Room 1 & 1 b (same room in each sister shop)

The second largest of our rooms approximately 3.5 x 5.5m, they are perfect for individual sessions, especially if your practice and/or modality require a little more space. These rooms hold up to 25 people in theatre style seating, or 20-15 people seated in a circle. Optional group facilities are available for use in these rooms.

### Room 2

This room is intimate without being small. It also features a full size, yet discreet display cabinet in which you are free to display and sell your own products out of Qi (conditions apply), without having to pay a commission or percentage. The room is suited to a large variety of uses, including Massage, Counselling and Naturopathy.

### Room 3 & 3b (same room in each sister shop)

Each of these rooms are fitted with washable floors (polished wood floorboards) and a hands-free sink. They are registered with the council and meet their strict hygiene standards, making them perfect for Massage, Beauty Therapy, and Acupuncture. They can also be set up to suit a number of other modalities. Although these are the smallest of our rooms, they have a lot to offer, with high ceilings, beautiful fire places, and space enough to move and work. The massage tables in these rooms can be easily adjusted to sit your clients up. There is also an overhead display cabinet, and you are free to display and sell your own products out of Qi (conditions apply) without having to pay a commission or percentage.

### Room 4 (ground level)

This room features exposed brick walls, washable floor, and a sink. It has a warm and inviting feel, despite being furnished with a more distinctive modern flair. It can also be set up to suit a number of modalities. Being on the ground floor, it is perfect for practitioners with clients who may not be able to navigate stairs. Like each of our rooms, it offers abundant natural light.

### Garden Studio

The largest of our rooms (approximately 4.5m x 9m) it was purpose built for classes and groups, Yoga, and weekend workshops. It features many high windows, providing privacy and natural light, whilst the bi-fold doors overlook and open onto a private deck and beautiful lush garden. This room is fully equipped for individual sessions, and weekly classes and groups, as well as accommodating our weekend workshops. See *Weekend Workshops* below for more information about the additional features this space has to offer.

### Each Room Features:

- Split cycle air conditioning (heating/cooling)
- Adjustable lighting
- Comfortable tub style seating + side tables
- Fold up massage table that is height adjustable + safe step down
- Pillows, bolsters, massage table cover & blanket

- Stereo CD player (you supply the music)
- Wireless internet access
- Water purifier & disposable cups
- Electric oil burner
- Himalayan salt lamp/s & t-light candle holders
- Living plants
- Clock
- Fully stocked with tissues & t-light candles
- Secure on-site storage space for tools of trade, such as towels, oils, diplomas, etc., that you do not wish to cart in and out.

Our room hire rates entitle you to prominent advertising space in and around the shop. You will also benefit from all of our other advertising and promotional efforts. See below.

**Additional facilities available:**

- Double Shiatsu mat
- Adjustable massage table fitting for pregnancy
- Full size trestle tables
- Folding card tables
- Tarot tables
- See Weekend Workshops for group facilities

**Use of Facilities**

- Provided that you return the room to the state in which you found it, you are free to rearrange it to better suit your needs.
- Smudge sticks and incense may be burned in the rooms if it is essential to the way that you work. This said, we ask that it is kept to a minimum, as the smell can disturb others, set off fire alarms, and blackens the ceiling. You will find additional facilities in the room to assist with these activities.

**Peace of Mind**

- Our rooms are fully serviced and set up (by Qi staff), according to your preferences, for when you arrive. Great, if you are running late for your first appointment!
- To be fair to practitioners, we do try not double up on the same type of practitioner at any one time. However, over the years we have found that when practitioners practice multiple modalities there can at times be some cross over; this is managed and evaluated on a case by case basis.
- Once you secure a timeslot in a particular room it becomes yours (until you notify us of any changes,) and you will not be moved into another room without consultation and you freely agreeing to any proposed changes. In this way, you can be secure in the knowledge that you will always have continuity when seeing clients.

**Reception**

Qi staff act as reception and will greet your clients for you by offering them water, or a complimentary tea while they wait. If you provide us with client forms, we are also happy to instruct new clients to fill these out.

We will also do our best to track your client bookings, inform clients if you are running late, and apologise on your behalf for any inconvenience.

We ask that you see clients down the stairs upon finishing a session, and come downstairs to collect or greet each client when you are expecting them to arrive, rather than relying on us to come up and get you. But essentially, we are here to help facilitate the smooth running of the day to day practice of you seeing clients.

## **Client Bookings**

We have a practitioner/client appointment book at the front counter, as well as quick reference guides to enable staff to easily access your consultation rates, availability and contact details. We also use Google Calendars online (optional), as this allows both us and each of our practitioners to easily make bookings in real time.

We are happy to take care of your bookings, but, depending on your modality, we would suggest that in our experience it works better if you opt to take your own bookings. Potential clients will often want to ask you questions before going ahead and it is easier for them if they can make the booking with you at the same time.

Choosing to take your own bookings will also give you more autonomy, as well as making one-off bookings (see below) easier to organise, as we are not stuck in the middle of arranging a suitable time outside your regular hours for you both to meet.

If you should decide to take your own bookings, keeping us informed (in advance using Google calendars, via e-mail or phone, or in person when you arrive for the day) is of great advantage to your business, as we do actively try to get you bookings and walk-ins, and this can be hard if we are not aware of your appointments, and you are with a client or non-contactable. We will always phone you to book in any clients or pass on enquiries that come through the shop.

## **Phone use**

Although Qi staff may hand you our business phone if we receive a call from an existing or potential client that wants to speak to you, you are expected to make all your business calls from your own phone.

## **Client Payments**

- As you will be running your own business you are responsible for receiving payments from your clients. It is also your responsibility to have adequate change on hand.
- Where possible we ask that client payments take place in your room rather than downstairs in the shop.
- If you do not have credit card or EFTPOS facilities, you may wish to consider this. If you do not intend to offer this service, we ask that you always make it clear before you start each session, as it is not viable for us to put transactions through our facilities on your behalf. You may also like to note this on your advertising, or place a portable sign stating this in your room. There are two ATMs located a short walking distance from the shop for clients to use.

## **Running Workshops, Weekly Classes & Groups**

We have found that running group activities can also assist practitioners to generate interest in their individual sessions. Obviously, there is also the potential to earn more from a group session.

## **Weekly Classes & Groups**

On-going weekly or Monthly groups may be run out of Room 1, Room 1b, and the Garden Studio at no extra cost to the practitioner. Our minimum time slot (see below) still applies.

Please note that all weekly classes and groups must first be approved by Qi before going ahead.

If you secure a Room 1, 1b or Studio timeslot, and you would like to run a weekly class or group, you may also want to consider seeing individual clients to better utilise your timeslot. In this instance, we have found that scheduling the group at the beginning or end of the timeslot minimises set up and pack up times, and better frees you up to see individual clients.

Please note: we consider one-off or irregular events (workshops, etc.) to be different from on-going classes or groups, and as such they may attract a \$75 administration fee if you require us to promote and advertise the event. Any such events must first be approved by Qi before going ahead.

## **How Does Qi promote its Healing Centre and Practitioners?**

Although our practitioners run their own businesses out of Qi, we present ourselves very much as a centre in all of our promotional activities, and firmly believe that this marketing technique offers great advantage to our practitioners when compared many trying to go it alone.

- Qi has a newsletter that goes out to over 3500 of our existing customers, and we offer practitioners the opportunity to have feature articles and/or run promotions in this popular newsletter, giving you a lot of exposure.
- We also hold Annual Open Days to give the community an opportunity to meet practitioners and learn more about the different healing modalities and workshops on offer. Qi open days usually attract 300 to 500 people, and the focus of the day really is on promoting our practitioners.
- We are happy to provide the use of our space (free of charge), if it is not already taken, for Qi practitioners wanting to run free information sessions about their services or other free promotional events. We will also assist you to promote such events in the shop, on our website, and through our mailing list.
- Qi staff will verbally promote your business in the shop whenever an opportunity arises, and when inquiries are made. We are knowledgeable and well informed about most modalities and approaches to healing, and we do our best to be helpful and informative.
- As sales people, we are very active in trying to promote our practitioners. We are quite willing to learn any spiels about the way that you work, and will happily repeat these to potential clients.
- We also encourage you to donate a session to each staff member to give us the opportunity to learn about how you work. The first question we get asked by potential clients when speaking to them on the shop floor is “have you had a session with them and are they good?”

Please note that staff members also donate their time to see you and must come into work on a day off, or see you after hours, as they are always required on the shop floor when rostered on.

## **How Does Qi Advertise Our Practitioners and Healing Centre?**

- A prominent area instore has been set aside for a practitioner notice board where Qi practitioners are invited to display an A5 size advert to promote their business.
- Directly under the notice board is a space for you to display brochures and business cards. Standard size brochure holders and business card holders are provided.
- We also prominently display individual A4 signs for each practitioner working that day, both outside the shop on our café barriers, and on the stairs going up to our treatments rooms.

- We place an A5 poster for each practitioner on display in the front window of the shop as a weekly timetable for classes and groups, and up-coming workshops.
- During business hours an attractive altar is also placed on the footpath, with handouts (group advertising and weekly timetables) for people to take.
- We have found that we are often asked for information about everything that we have going on in our healing centre. As a sales tool, we have found it invaluable to produce and have on-hand group handouts and weekly timetables. Interestingly, this is what most clients choose to take away with them, as opposed to taking individual practitioner brochures. We create and produce these handouts and keep them up to date.
- We have a highly ranked (Google) website that includes pages on our healing centre, modalities and treatments offered through Qi, and an individual photograph and write up on each of our practitioners with a link to their websites (if possible). You will also find an active events calendar, and an opportunity for online visitors to subscribe to our newsletter. Go to [www.qicrystals.com.au](http://www.qicrystals.com.au)
- Qi also has an active Facebook page with around 4500 followers: <http://www.facebook.com/pages/Qi-Crystals/204451212900350>
- In 2009 and again in 2017 Qi recorded a YouTube videos inviting people to come and experience all our Centre has to offer. See 'Natural Therapies Pages' or 'YouTube.'
- Your practice will also benefit from our group advertising activities on 'Google' 'Facebook' and 'Natural Therapies Pages' all avenues that have worked well for us in the past.

### **Additional Advertising Information**

You are responsible for your own printed advertising material, such as business cards and brochures. Depending on how quickly you want your business to grow, you may also wish to conduct your own advertising schedule.

### **Qi PRACTITIONER ROOM RATES**

Commitment	Per hour
1 timeslot	\$17.50
2 – 5 x time slots	\$15.00
6-9 x time slots	\$12.00
10 or more timeslots	\$10.00

## ROOM BOOKINGS / PRACTITIONER TIME SLOTS

- Rooms 4 operate in accordance with shop opening hours until 6pm weeknights

Days	Morning (AM)	Afternoon (PM)
Weekdays <ul style="list-style-type: none"> <li>• Room 4 (ground floor)</li> <li>• All other rooms</li> </ul> Full day bookings (2 x timeslots) 10am-9pm. Less 1 ½ hours to allow for breaks that you are not paying for = 9.5 hrs	10am-1.30am = 3 ½ hours 10am -2.30pm = 4 ½ hours	2pm – 6pm =4 hours 3pm-9pm = *5 ½ *½ hour deducted to allow for break
Weekends <ul style="list-style-type: none"> <li>• All individual treatment rooms are full days only</li> </ul> * All weekend timeslots = 1 timeslot	10am-5pm = *6 ½ hours *½ hour deducted to allow for break	
Weekend Workshop Space <ul style="list-style-type: none"> <li>• Garden Studio \$195- (Saturdays &amp; Sundays)</li> <li>• Room 1 b \$145- (Sundays Only)</li> </ul> Amount is paid upfront to secure dates and is non refundable or transferable.	10am-5pm  10am-5pm	*Please note: Full day bookings only. You may choose to run a morning an afternoon session or see individual clients to best use your time.

### Things to Consider When Calculating Our Rates

- Full day timeslots attract a discount equivalent to one and a half hour's room hire fees on Monday to Friday, and a discount of half an hour's room hire fees on Saturdays and Sundays (as they are shorter days). This allows you to have a lunch/ dinner break without having to pay for the privilege.
- PM timeslots are given a discount equivalent to half an hour's room hire fees (being longer timeslots, to allow for a dinner break).
- Commitment to two timeslots (or one full day), and your hourly rate will go down to \$15.00 per hour. Weekend timeslots are full days only but as shorter days they are counted as one timeslot.
- Floor staff arrive at 9am each day and will have your room ready from 9.30am, so that you can come in and get set up for a 10am start. We allow an additional twenty minutes (that you don't pay for) at the end of each day for practitioners to vacate rooms. This enables you to use (have clients) the entire time you have paid for.
- There is a \$10 per Week Group Advertising Levy. Do you have an advertising budget for your business? Qi currently allocates approx. \$20,000 for group advertising and promotion. On top of this, we ask each practitioner to contribute \$10 per week (\$520 per year) towards additional group advertising. You will find this amount on your room hire account schedule, with \$40 to be paid monthly.

### How Much Can You Charge Clients For Your Services?

As you will be running your own business out of Qi what you charge is totally up to you. Most practitioners are charging around \$80 to \$120 per hour, but obviously this varies depending upon what is being offered. Qi charges a flat hourly room hire rate and does not charge a percentage or commission.

### **Commitment Level Required**

- The minimum commitment required is a half day per week (same timeslot/ same room). We do not accept practitioners on a fortnightly or casual basis (except for workshops) as it is too hard to coordinate. Neither do we permit two or more practitioners to timeshare (except workshops).
- You commit to your chosen timeslot/s in one month blocks, and one month in advance; this understanding allows us to work out a monthly roster. Your timeslot/s and room will be reserved for you each month unless you advise us otherwise. Two weeks notice is required if you do not intend to renew your timeslot/s or if you wish to change your timeslot/s.

### **Are You Locked-in or Contracted to Qi?**

No, you are free to discontinue your association with Qi at any stage, with one two weeks written notice. Failure to give adequate notice will result in a cancellation fee equivalent to two weeks room hire.

### **One-off Bookings for Qi Practitioners**

Qi practitioners (meeting our minimum time slot commitment) are welcome to make additional, one-off bookings (provided a room is available). This flexibility allows your business to grow without having to over commit yourself. In this instance, you will be charged \$25 per hour or part thereof. Please note: one-off room bookings must be paid for on the day.

We have found practitioners who make themselves available for one-off bookings tend to build a client base more quickly. Clients love the flexibility of being able to access your services when they want them, and we are, after all, in a service industry.

### **Walk-in Bookings**

If you nominate to take walk-in bookings (refer to Qi Practitioner Start Up Form) you must always check in with us (by phoning reception or by coming downstairs) before deciding to run over, or before agreeing to extend a session. We will be expecting you to finish on time and we may have booked someone else in.

### **Your Monthly Room Hire Account**

- Your room hire account may be paid in person using cash, credit card, eftpos, or cheque. If you use direct debit you must e-mail us a receipt at the time to notify us of the payment. We are happy to issue a Tax Receipt for all monies received by us.
- Your account is strictly payable on a monthly basis. It is to be paid in advance in order to reserve the room for the following month. This understanding allows us to work out a monthly roster. Your timeslot and room will be reserved for you each month unless you advise us otherwise. Two weeks notice is required if you do not intend to renew your timeslot, or if you wish to change your timeslot. **A cancellation fee equivalent to two weeks room hire will be charged if adequate notice of intention to vacate is not given.**

### **Becoming a Qi Practitioner**

- You must demonstrate to us that you provide a professional level of service/care, that you have an acceptable bedside manner, and that you have obtained any relevant qualifications and insurance.
- Qi reserves the right to interview all new practitioners prior to starting, and to refuse practitioners without giving a reason. This understanding ensures that all practitioners are vetted, and that the level of service provided reflects well on other Qi practitioners and the Centre as a whole.

## **Health Risks & Client Safety**

- All treatments must be carried out in accordance with health regulations.
- You are responsible for providing your own tools of trade, and the upkeep of any such tools, including towels and linen and their laundering.

## **Public Liability & Professional Indemnity Insurance**

Practitioners must have their own Public Liability and Professional Indemnity insurance, in case of injury occurring during, or as a result, of consultations. You are responsible for keeping this current and up to date. Qi requires a copy of your current policy for our records. You will be expected to provide us with an up to date insurance schedule at all times.

## **Can You Use Qi as a Referral Point to Springboard a Home Practice, and/or Continue to Work Out of Other Venues and Promote This Fact at Qi?**

- Sure. We do not feel threatened or worried about our practitioners poaching clients, or working from home or out of competing businesses. Any business is good business in our minds, and we hope that you profit from your time with us in any (honest) way you can.
- You are free to distribute your business cards, brochures, and any other promotional material for your business, or other business activities, to your clients whilst at Qi.
- We encourage you to record and build your own data base of the clients that you see through Qi. You are free to correspond with these people and take your clients with you should you decide to stop practicing at Qi.
- We may also be happy to help promote your other business activities if doing so helps to put you in a better position to take on more time at Qi.
- We reserve the right to restrict or limit the display of printed material in the shop, on our notice board, or on our website, that purely advertises non-Qi related content, if we feel that it may confuse our clients, or that it detracts from our centre.

## **What Happens If a Session Runs Over?**

You are expected to keep your sessions running on time, so as not to detract from the professional environment we have established. That said, we do understand that occasionally something can 'come up' for a client and cause a session to run over. In this instance, it is our policy is to interrupt at fifteen minutes (over time) if there is someone else waiting for you, or if we are waiting to close the shop at the end of the day.

A staff member will gently knock and wait for you to answer before entering, to gently inform you that you are running over and that someone is waiting. If it is not appropriate for the staff member to enter the room (client privacy) you should call out to 'wait just a minute' and then come to the door as quickly as possible to inform, or be informed, of what is happening.

If you would prefer for this situation (should it arise) to be handled differently, please advise us of this when you start practicing at Qi.

## **Correspondence**

- All correspondence with Qi concerning your business must be put in writing. E-mail is our preferred way to communicate. This includes requests, most questions, or changes to you timeslot, etc. - essentially anything you wish to bring to our attention that is non-immediate in nature. This understanding frees up our staff to better serve

our mutual clients, minimizes misunderstandings, and ensures clients visiting the Centre are not privy to your business.

- If you have non-immediate matters that you would prefer to discuss in person, we ask that you make an appointment to do so. Due to the busy nature of the shop it is not possible to give your business the attention it deserves in the middle of our working day. Even if it appears that we are not busy with clients, we will have many deadlines to meet.

## **Keeping Us Informed of Intended Changes to the Treatments You Offer Through Qi**

To be fair to practitioners, we do not double up on the same type of practitioner at any one time. If you gain further qualifications, or wish to add to the treatments you offer, it is your responsibility to keep us informed and seek approval before introducing any additional treatments or modalities.

## **How Are Rooms and Timeslots (Including Weekend Workshop Dates) Allocated?**

If you wish to change rooms, or take a timeslot/s that is already taken, we put you on a waiting list and allocate spaces as they become available on a first-in–best-dressed basis, so long as we are not doubling up on the same type of practitioner at any one time. In this instance the room or timeslot/s will be offered to the next practitioner in line.

### **Store Closures**

- Qi closes each year on December the 25, 26<sup>th</sup> & 27<sup>th</sup>. We do also usually shut for New Years' on 31<sup>st</sup> December and 1<sup>st</sup> & 2<sup>nd</sup> January. You will not be charged for this time.
- Qi is also closed on most public holidays, and over the Easter weekend. You will not be charged for these holidays when they fall on the day that you have a room booked.
- You will receive advance notice (usually six months) of all closure dates. They will be clearly listed on in your room hire account schedule.

### **Holiday & Sick Days**

- Like all other correspondence, we ask that you notify us of planned time off in writing. Inform us of the last shift you intend to work before going away, and your first shift back. Will you be contactable whilst you are away? And what would you like us to do with any messages and/or enquiries about your services?
- If you take time off outside store closure dates you will be expected to pay your account whilst you are away, much like any other responsibility. Failure to pay your account may result in you losing your timeslot/s and your chosen room, and you will also be expected to pay all outstanding debts.
- We do allow you to open your room up to other Qi practitioners, or a nominated practitioner (care taker) that has first been approved by us.
- If you cannot find anyone to take your timeslot/s and room whilst you are away we are also happy to allow other Qi practitioners to use it for one-off bookings. We are happy to collect payment for any such bookings and will then pass these payments to you upon return. Please note that you must provide us with a Tax Receipt as we will have invoiced those practitioners at the time.
- If you are sick or unable to utilise your timeslot, you are still expected to pay for your room if you want us to reserve your space for the following month.
- If you choose to terminate your association with Qi for any reason, including illness or the taking of an extended break, you are welcome to return at a later date to an available timeslot.

## **Damage Caused To Rooms**

We do check the rooms after use, and you are also required to notify us of any damage you cause to our rooms, carpet, and/or our facilities. You must be willing to pay for any such damage upon presentation of a receipt for the repair cost. Please note normal wear and tear is expected and we have our carpets cleaned regularly.

## **Success or Failure?**

Whilst Qi does its utmost to get you clients, we take no responsibility for the success or failure of your business. Put simply, it is your business. That said, we are happy to meet with you at your request to hear any concerns you may have, and to offer you the benefit of our business experience, including any insight we may have into how your businesses could be growing more quickly.

## **Practitioner Discounts**

As a Qi practitioner, you are also entitled to a practitioner discount when purchasing some of the items in the shop. We offer you a 20% discount off crystals, jewellery and Himalayan salt lamps. There is 10% off books, oracle cards, CDs, candles, and essential oils. Just another of the ways we aim to support your practice. \* Please note: Discounts do not apply to lay-bys.

## **Awareness of Space - In The Shop**

**Due to the busy nature of the shop it is a requirement that:**

- When not with a client you mainly spend time in your room.
- Consultations begin and end in your room. It is not appropriate to discuss your client's personal matters in front of other customers or staff in the shop.
- Practitioners are not permitted to solicit clients in the shop. If you are not with a client and someone makes an inquiry about your services, we will let you know. This will give you the opportunity to discuss your work and any questions they may have. Where possible, invite them up to your room so they are free to chat about personal issues in private.
- You meet with fellow practitioners in one of your rooms or in the garden rather than downstairs in the shop. With this, please be mindful of noise when other practitioners are still working.
- If you require Qi staff's assistance, we ask that, where possible (depending on your concern), you wait for an appropriate time, rather than interrupt them when serving clients. This allows staff to give you their undivided attention, and also allows them to best attend to clients' needs.
- Be conscious not to unnecessarily take up Qi staff's time, as even when we are not busy serving clients we will have other deadlines to meet.

**We are obviously happy for you to:**

- Interrupt us at any stage for anything that requires our immediate attention.
- Come downstairs to get a snack or drink, choose a book to read in your room, or buy something in the shop.
- Sit in the back courtyard when it is warm.
- Sit in the cafe area to eat. Alternatively, you may wish to eat lunch in your room.

## **AWARENESS OF SPACE - Upstairs**

**There will usually be other practitioners working when you are. It is therefore essential that:**

- You and your clients enter and leave each room as quietly as possible. This may require you to direct them to refrain from talking.
- Be mindful of other practitioners working, i.e. keep your door shut whilst setting up and packing up, if talking on the phone, and refrain from talking in the hallway.
- The door at the top of the stairs is kept shut to minimize any noise from the shop.
- Keep your appointments running on- time. It can cause disruption downstairs if consultations run over time, and can detract from the professional environment we have established.
- We have scheduled a 30-minute break between AM & PM time slots to give each practitioner time to pack and set up. Please respect this time and allow 15 minutes for the next practitioner to claim the space.
- You finish with the room on time. This involves being aware of the time and scheduling your appointments so that they do not run over time.
- You leave the room in the same condition that you found it, for example, free of any personal belongings.
- Upon finishing, please notify Qi staff if the room has any special cleaning needs, for example, if something has spilt. **We do check the rooms at the end of each shift and you will be required to pay for any permanent damage.**
- You consult all those involved if you are planning to conduct something different in your room that may cause interruption to other practitioners, for example, loud noise.

**Re-scheduling may be required and we will do our best to make this viable.**

- We also ask that you turn off all appliances when finished with them.

## **Weekend Workshops at Qi**

Our Garden Studio is left open on both Saturdays and Sundays (10am to 5pm). Room 1b is also allocated for workshop bookings (Sundays only) to give practitioners who wish to run workshops the opportunity to do so. Workshops may be booked on either or both weekend days. Our Workshop Submission Form must be filled out when booking dates. This understanding enables us to better assess the appropriateness of each workshop for our space, and ensures that date/s, room requirements and promotional details are correct and in place.

### **Workshop Space**

The workshop space (Garden Studio) is approximately 4.5m X 9m and will fit up to fifty-five people in theatre style seating, and up to 30 people when seats or cushions are arranged in a circle. For activities such as Yoga, or workshops which involve more movement, the room holds twelve people comfortably. Room 1b (Sundays only) is approximately 3.5m X 5.5m and holds up to 25 in theatre style seating, 20 in a circle on chairs and 15 on cushions. It has all the same facilities as the Garden Studio as listed below.

### **Room Features**

- Split cycle air conditioning (heating/cooling)
- Comfortable tub style seating
- Fold up massage table that is height adjustable
- Pillows, bolsters & massage table cover
- Stereo CD player (you supply the music)

- Wireless internet access
- Water purifier & disposable cups
- Electric oil burner
- Himalayan salt lamp/s & t-light candle holders
- Natural light
- Fully stocked with tissues & t-light candles

### **Workshop Facilities**

- Up to 30 meditation cushions & blankets
- Additional fold away massage table/s that are height adjustable
- Up to 55 fold up chairs
- 15 Yoga matts
- 1 double Shiatsu mat
- Whiteboard
- TV with DVD player / computer interface for Power Point
- 3 fold up card tables & 3 large trestle tables
- In room tea & coffee facilities if requested
- Kitchen space is available to enable brought food to be stored and shared. A microwave and some fridge space are also available. Depending on the number of participants, lunch can be taken in the garden or your room.

### **Workshop Rates**

Our Garden Studio costs \$195 per day to hire on Saturdays and Sundays. Room 1b is also available for workshops (Sundays only) and cost \$145.00 per day to hire. Full payment is required when booking each date to secure your spot, and this is not refundable or transferable should you decided to cancel the workshop for any reason. Please note that we do not take half day bookings for workshops but you may choose to run a morning and afternoon session or see individual clients to best use your time.

Workshop room hire may be paid in person using cash, credit card, eftpos, or cheque. If you use direct debit you must e-mail us a receipt at the time to notify us of the payment. We will issue a 'Tax Receipt' for all monies received by us. Direct Deposit (please note: for direct deposit please email us to confirm your deposit). Our Bank details are as follows.

**Name: Qi Crystals, Fossils, Minerals**  
**BSB: 033-047**  
**Account : 322219**

### **Our workshop rate entitles you to the:**

- Use of our workshop space
- All or any of the above-mentioned workshop facilities
- It also entitles you to an A5 display space on our notice board and in our front window
- A prominent place in the shop to display your brochures or course information
- You will also be invited to contribute to our newsletter, giving you exposure to over 3500 of our existing clients
- Qi staff will actively promote your workshop to clients in the shop
- Workshop practitioners and their clients are also entitled to a complimentary tea, coffee and chai

As you are running your own business through Qi, you are free to set your own prices and charge what you consider to be fair for your workshop, course, etc.

**Are you just starting out & have yet to build an established client base?**  
**Are you interested but unsure about how many timeslots to take?**  
**Have you got Public Liability and Professional Indemnity Insurance?**

### **Getting Started**

Our half day bookings have been very popular and are a great way to get started without having to over commit yourself. Whilst we have had examples of (non- established) practitioners becoming consistently fully booked soon after starting, it is the exception rather than the rule.

We would strongly encourage those just starting out to be realistic. It will take time to build a customer base. It is a well-known fact that most small businesses take one to two years to become established.

This rule is also true when trying to establish a healing practice, as you are very reliant on word of mouth. However, it is not all bad news and our intention is not to scare you!

As a practitioner, you have potential for a relatively high earning capacity set against relatively low overheads, when compared to many other small businesses. Therefore you stand a good chance of turning a profit much sooner, but it will still take time to build a client base from scratch.

If you want your practice to succeed you will need to minimise costs in the start-up period, and most people, no matter what kind of business they run, find they need to draw on savings, or have an alternative income, to finance business growth and/or keep a new business afloat.

### **How Many Timeslots to Take On at First**

We have found over the years that practitioners who commit to two half days seem to do better than those who take on either a single half day, or one full day timeslot. We think there are a few logical reasons to back up this interesting observation.

Firstly, taking two timeslots makes you appear more accessible to potential clients, i.e. you can say "I'm there on Tuesdays and Thursdays". By being more available, just by averages you are more likely to see more clients in a shorter time frame, and this helps you to reach a critical mass in terms of word of mouth more quickly. It also means that you appear on our weekly timetable, and in our other advertising, twice a week rather than once.

And finally, although there have been exceptions, and we cast no aspersions on people who choose to take on a single half day, it has been our observation over the years that many practitioners who choose to start with a single half day are more likely to approach the running of their business more like a hobby, and have often lacked the commitment or drive to really make a go of it.

### **How to Find Reasonably Priced Insurance That Gives You the Cover You Need**

Before you start practicing (anywhere), it is advisable that you obtain Public Liability and Professional Indemnity insurance. If you are a member of a professional association you may be able to secure reasonably priced insurance through your association. If not, you may like to check out 'The International Institute of Complementary Therapists' or 'IICT.' You can find them online.

Although Qi is in no way affiliated with this organisation, we can highly recommend them as offering some of the most flexible, affordable and complete insurance for all types of alternative health practitioners. But be warned, from previous experience it can take a bit of time to find and organise the right kind of insurance, so if you are keen to start practicing you should look into it straight away.

### **Want More Helpful Advice?**

As you will have already read, when you choose to become a Qi practitioner you will benefit from our fantastic reputation and our established 'word of mouth'. You will also gain exposure to our large and loyal client base, be given an opportunity to correspond with over three and half thousand clients that have signed up to our mailing list, and benefit from our existing advertising schedule. Why not also benefit from our vast business experience? As a measure of good will, we would like to extend this free offer to you regardless of whether you decide to join our multi-award winning team.

**Ask us for our obligation free 'Running a Successful Business' information pack today. Phone 03 9532 8662 or email us: [practitioners@qicrystals.com.au](mailto:practitioners@qicrystals.com.au)**

