

Dear Practitioner,

Thank you for enquiring about our treatment room and garden space.

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 Store. This way you will get a better idea of how we greet and relate to anyone and everyone who walks through our door.

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 0411 609 193

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. 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 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 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.

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 with Melbourne's premiere crystal shop and a dedicated book store. After closing our healing centre during Covid, we have now decided to open one treatment room upstairs for practitioners, as well as offering our outside garden for free events and workshops.

Our beautifully landscaped gardens is open for people to sit and unwind, a beautiful space.

Why are we reopening part of our 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 3 (applicable for readers)

This room has been fitted with washable floors (polished wood floorboards) and a hands-free sink. They are registered with the council and meet their strict hygiene standards. 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.

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.

Garden Space/Courtyard (applicable for events/workshops/talks)

We are currently offering our outside garden space/courtyard for free events/workshops and talks. This space is an open space that we allow our customers to utilise while they are in the store. We have a current set up with both under cover and shaded areas, cushioned outdoor chairs and a small staged area. Our garden is beautifully adorned with large crystal gemstones and seasonal plants and flowers. It is a beautiful space for a community gathering!

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) for when you arrive.

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. 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

Qi staff will be unable to take client bookings; however, they will work as quick reference guides to enable clients easy access to your consultation rates, availability and contact details. 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.

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.

When taking your own bookings, keeping us informed (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 is an ATM located a short walking distance from the shop for clients to use.

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 grate 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 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?

Once you have begun working out of this space we will offer you the opportunity to display brochures and business cards in store. 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.

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).

Qi also has an active Facebook page with around 10k followers and Instagram account we will also promote our practitioners/events on. It is your responsibility to provide us with our offerings/social media posts if this is something you are interested in promoting.

Qi PRACTITIONER ROOM RATES

Commitment	Per hour
Hourly Commission Room 3	\$30.00
Garden Space/Courtyard	FREE if your talk is also free of charge If your event is ticketed and/or at a cost, payment for the space will be discussed before commencement.

ROOM BOOKINGS / PRACTITIONER TIME SLOTS

- Room 4 and the Garden Space operate in accordance with shop opening hours:
 - Tuesday – Friday 11-5.
 - Saturday 10-5

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

We are flexible in our commitment arrangements. It is desirable to have a committed time slot/day that you would like to run your sessions; however, this can be discussed upon application to ensure that we are both satisfied with the commitment.

We are open to having casual sessions with enough notice, provided the room is not occupied.

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.

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). 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 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.

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 (if applicable)*

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.

*This relates more so to any events/workshops held in our garden space.

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 your 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.

Store Closures

- Qi closes each year on December the 25, 26th & 27th. We do also usually shut for New Years' on 31st December and 1st & 2nd January.
- Qi is also closed on most public holidays, and over the Easter weekend.
- 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

- Please inform us if you are unable to make it in to your designated or decided day/time slot as this allows us the opportunity to open it up for casual bookings.

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.

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 may 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.
- 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.

**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

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 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