

Wattle Street Ventures Pty Ltd T/A
3 Minute Angels

Statement of Capability



About Us

We are...

- Australia's largest massage company and we have delivered over 5 million massages since 2002;
- Angelic by name and nature;
- 100% Australian – owned;
- Support charities across Australia;
- Train all staff in-house to use our Halo Massage technique;
- Are managed by the founding Angel – Andrew Ward.

We believe that...

- Everyone deserves a pleasant surprise;
- You can transform through the medium of touch;
- Innovation and engagement are the key to a healthy workplace;
- Massage should be de-mystified and spread to anyone who wants to learn;
- Angels make heaven on earth.

We Offer More Than Massage...

You get something more than a massage when you get **3 Minute Angels** at your workplace or event. It is a tactile experience that forms between the recipient, the Angel, the massage process, the environment and the information being delivered by the Angel. Companies can take advantage of our service to influence or promote messages to their key markets in a novel and personal way.

Massage Benefits

3 Minute Angels' signature Halo™ Massage is a seated 5-minute neck and shoulder massage. It is non-remedial and uses no oils.

It targets areas that hold tension in the neck and shoulders and, in doing so, helps to alleviate stress, fatigue and soreness.

Not only does massage provide benefits to an individual's physical health, but massage has also been shown to aid the recipient's mental and emotional wellbeing. The person-to-person contact involved in 3 Minute Angels' Halo Massage helps to release natural 'feel-good' chemicals in the body such as endorphins, serotonin and dopamine.

The Halo™ Massage provided by 3 Minute Angels is covered with a \$20 million Public Liability Policy.

For more information, please see: <http://www.3minuteangels.com/massage-services/>

Our Products

Product	Description	Price
Halo Massage	Our signature 5-minute, seated, neck and shoulder massage relieves tension holding areas and is the perfect mood-transformer.	\$88 / hr / Angel
Double Halo Massage	We all know that if 5-minutes of massage is good then 10-minutes is twice as good. Our Double Halo is a 10-minute, seated neck and shoulder massage that everyone loves.	\$88 / hr / Angel
Hand Halo	The Hand Halo Massage is as the name suggests - hand massage. It is 5-minutes in length, requires hand cream and reduces RSI risk.	\$88 / hr / Angel
Stress Buster	This product is a combination of the Double Halo and Hand Halo and is 15-minutes in length. It is the ultimate personal indulgence for each recipient. Commonly used in small offices and at Hen's parties.	\$88 / hr / Angel
Half and Full Day Rates	This is a new rate that caters for offices and events with high stand-by time but high service timeframe. Available on Half Day Rate where the Angel is on stand-by for 5 hours; And Full Day Rate where the Angel is on stand-by for 9 hours.	Half Day Rate at \$350 per Angel And Full Day Rate at \$560 per Angel
<ul style="list-style-type: none"> • Please note all prices exclude GST • Actual prices may vary depending on travel time • 2-hour minimum call out for Halo Massages • 110% Satisfaction Guarantee • Price Match Guarantee 		

Why We Deserve Our 100% Safety Record

First of all, we do not treat people for injuries at 3 Minute Angels; in fact, we don't provide treatments. 3 Minute Angels only provides relaxation massages.

Before each massage, we get '**informed consent**' from each recipient.

This is done by advising the recipient in the following way:

“We are offering a seated, 5-minute neck and shoulder massage. Would you like one?”

Before each massage we **check for injuries**.

This is done by asking:

“Do you have any neck or shoulder injuries that could be antagonized by receiving the massage?”

The response from each recipient allows us to proceed or move on. If we are proceeding, we ask **each recipient to type their name in the digital worksheet** of the Angel providing the massage (or sign their initials in case the Angel uses a paper worksheet). A copy of the digital worksheet is found in appendix 1.

Before each massage we determine a **‘pressure scale’** suited to each recipient.

This is done by advising the client in this manner:

“Great, I’m going to use a pressure scale where 0 is no pressure and 10 is way too much, and 5 would be perfect for you. Please let me know if I go above 5”.

This puts the pressure on a scale rather than being subjective and improves the quality of the massage delivered.

Throughout the massage, we **check the pressure** is appropriate three times.

Before the massage begins we ask the recipient to indicate how they feel on a **‘mood scale’** on the worksheet and again after the massage to indicate with how they feel.

Digital and Paper Worksheet

3 Minute Angels, pioneer in mobile massage is now also a pioneer of integrating technology where our Angels uses **iPad minis** to gather **‘informed consent’** and **mood scale** before each massage, as such we call **Digital Worksheet**.

This new program can generate concrete reporting system for the statistics and feedback program for our Halo Massage. These reports will be sent to the client for reference on the outcome of their booking.

The Digital Worksheet is not in any way associated with the booker nor is the company the booking was made for. The data collected will be used for insurance record keeping purposes only.

See Appendix 1.

On instances where the Angels (or our contractors) are not able to use the Digital Worksheet, they will be using a paper worksheet. See Appendix 2.

The same process goes with the paper worksheet. Massage recipients will be asked of prior injuries and they must write their initials to confirm their consent to receive the massage plus their mood before and after the massage.

Massage Design

3 Minute Angels massages were designed to be the 'McDonalds of Massage'. The process has just 10 simple steps to relieve tension-holding areas. We use the techniques of 1) kneading, 2) applying small circles of pressure, and 3) lateral pressure to the muscle groups of the neck, shoulders and upper back.

The massage process was designed by Chris Chin who was the Director of Studies at Australasian College of Natural Therapies (ACNT) at the time.

Process of Massage

Whilst the massages manipulate the soft tissues in the recipients' shoulders and neck, the use of the pressure scale removes the risk of injury. We also teach Angels to only use their hands and never to use elbows, which may be used to apply too much pressure.

Recruitment

Whilst 3 Minute Angels does not require all staff to have existing massage qualifications, most people who want to do the job of an Angel do. We focus on getting people-people who we can train to give a safe 5-minute massage rather than getting therapists and teaching them personality.

Our processes for recruitment focus on four key areas and give equal weight to each. The assessment is known internally as the SAHA scale.

S – Salesmanship
A – Attitude
H – Halo Massage
A - Appearance

These assessment criteria allow us to employ more rounded Angels who give a great overall experience.

Induction

Each Angel is taught the Halo Massage process by our in house instructor.

This course then qualifies them to provide the relaxation-only Halo Massage in accordance with our guidelines. Each Angel is required to pass a physical on-the-job and theoretical competency test in order to qualify for their role.

First (Neeph) Shift

Prior to starting with 3 Minute Angels, all people are known as **'mortals'**. When they have completed their massage training, they are known as **'Neephs'**, which is reference to the name given to a half-bred human-Angel. All Neephs are supervised by an existing Angel on their first shift and assessed by the supervisor.

Once they have proved themselves in-the-field competent as well as theoretically competent we promote them to **'Cherubs'**.

Ongoing Training (Cherub and Angel Development)

Once inducted, all staff is known as Cherubs. As a Cherub they are required to do monthly coaching and further assessments of their massage. After they have completed these massage assessments and further training in supervising, sales and promotional skills they can be promoted to the rank of **'Angel'**.

All 'Angels' can engage in further skills development within the company online learning environment. (Please see appendix 2.)

Coverage

3 Minute Angels provides all staff and compulsory workers compensation in each state (please see appendix 3)

3 Minute Angels is covered for Public and Products liability up to \$20 million dollars (please see appendix 4)

Please note that the current year policies can be sent directly to you by request to reception@3minuteangels.com

Booking Terms and Conditions

- 3 Minute Angels agrees to provide the Services (Massage and Marketing) to the Customer according to our Pricing Schedule included on the Customer Invoice.

- 3 Minute Angels agrees to provide Massage and Marketing Services on behalf of the Customer to Recipients.
- 3 Minute Angels has implemented appropriate insurance coverage and systems and procedures to deliver a high quality Service.
- Angels has Guarantees in place (please see website for more detail).
- 3 Minute Angels accepts all reasonable liability in the provision of the Service and indemnify the Customer from liability related to the provision of the Services.
- We require a minimum of 7-days* notice to guarantee availability of required Angels.
- Minimum booking times:
 - 2 hours minimum per visit;
 - 2-hours minimum per booking for a corporate or office massages; and
 - 2-hour minimum per visit and 2-hour minimum per booking for - hens, bridal, party, or any other kind of events.
- Bookings which finish or start on or between 12am (midnight) and 7am will incur a late finish/start booking fee of \$33 per Angel.

*At the discretion of 3 Minute Angels Management a booking may be taken within 7 days' notice depending on availability.

Cancellation

We require 2 days (48 hours) notice of cancellation; otherwise a 25% cancellation fee will be charged. If you cancel inside one day (24 hours) a 50% cancellation fee will be charged. All due effort will be made to accommodate a 'change of date' request, which will incur no charge provided the 48 hours notice is given. A 'change of date' will be treated as a new booking and is subject to standard notice requirements.

Service charges

3 Minute Angels hourly rate, as quoted on the booking form, is for up to 8 people being massaged per Angel hour worked. Angels will make every effort to massage the numbers of staff quoted in the required time period and where possible, any additional people on the day.

However, 3 Minute Angels cannot be held responsible for fewer massages completed due to the recipients not being ready or Angels having to travel between offices/floors/buildings etc.

Time extensions

Where the need/desire arises for Angels to continue beyond the booked time and the Angels are available to do so, they will do so provided authorisation has been granted. The minimum time extension is 30 minutes and will be charged at the same hourly rate. Time extensions will be invoiced separately and require payment within 7-day of invoice being issued.

Authorisation

You must indicate on the booking form if and how authority is to be granted for Angels to carry on over the booked time. Options are:

- CR (at Clients Request) - The Key Contact must authorise Angels to continue.
- 3MA - Angels must check with 3MA Management before,
- NA - Not Available.

Where authorised time extensions have been worked, 3MA will resend an amended invoice to account for the extra time. If payment has already been processed, we will issue an additional invoice for the extra time worked. Payment is required within 7 days.

Travel Time

If the journey from the CBD to the location of the job is likely to exceed 45 minutes (one-way), travel fees will be charged accordingly. Travel time is calculated using the times published in:

www.131500.com.au
www.metlinkmelbourne.com.au
www.translink.com.au

This time will be calculated according to published public transport schedules. We will be as flexible as possible with this charge, but must make sure our Angels travel time and costs are covered.

Punctuality

We will make all efforts to be punctual both with our start and finish times of the booked appointments. We request the same of our clients. We understand the workings of the modern corporate office and that not all appointments run precisely to time. If individuals are unavailable to be massaged within the booked time, our Angels will seek direction from the Key Contact and/or offer their massage to other members of staff.

Payment Terms

3 Minute Angels Terms of Payment are as follows:

- Payment is requested on Confirmation of booking and is required to complete a booking
- Jobs are not released into the system or guaranteed until payment is confirmed.
- Jobs must be paid at least 7 days prior to the booking, or they will be cancelled.
- We prefer credit card payments. These are easily made through our internet payment gateway - attached to the customer invoice received via email. All payments must be made no later than 7 days prior to the first job.
- We do NOT accept payment by cheque.
- GST is added to all rates quoted. Rates published are therefore GST Exclusive.

Our preferred method of payment is by Credit Card using our Internet Payment Gateway (IPG). EFT payment is also acceptable and you can find our banking details on the invoice too. Please visit:

<http://www.3minuteangels.com/terms-conditions/> for the complete terms.

Appendix 1.

Informed Consent

Messages (1) Details Privacy

What's your name?

Do you consent to receive The Halo Massage? ⓘ

your-email@domain.com

Your email is our confirmation.

Do you have any recent injuries or conditions? ⓘ

Some None

next

Give extended consent.

Angel use only

Cancel Message

Mood Scale

Messages (1) Details Privacy

How do you feel before your Massage?

Very Stressed Stressed OK Happy Very Happy Divine

Angel use only

End Shift

Appendix 2.

Name:	Date:	Start Time:	Total Hours	Total #HM
Supervisor:	Company/Event Name:	Finish Time:	Total Leads	Time Ext? Y / N

FOLD BACK HERE

3 Minute Angels					MOOD SCALE (A to B)						MORE INFO
Q/Message:											Your Feedback SMA / WI Product Interest Your Email for our Newsletter?
#	Q	M	F	INITIALS	VERY STRESSED	STRESSED	OK	HAPPY	VERY HAPPY	DIVINE	
1											
2											
3											
4											
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6											
7											
8											
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Information Request:

1. Name:	2. Name:	3. Name:
Phone:	Phone:	Phone:
Email:	Email:	Email:
Interest:	Interest:	Interest:

FOLD BACK HERE

<p>Injuries</p> <p>1.....</p> <p>2.....</p> <p>3.....</p> <p>4.....</p> <p>5.....</p> <p><small>* Please remember to mark the injury number next to your recipient's initial</small></p>	<p>Important Communications:</p> <p>Angel to Supervisor [1 hr before] On your way. If late – call Acct Manager and Angel Supervisor. Make up for the time you are late.</p> <p>If Sick – Please find replacements. If issues Call 1300 662 022 at least 24 hrs before the shift.</p> <hr/> <p>Angels Report Shift Data within 24hrs:</p> <p>How do you feel after your shift? What was your Upsell and Cross Sell? Good, Bad, Better for your shift. Leads Best Thing for the Day:</p>	<p>Supervisors Report in your Shift Data:</p> <p>Were all Angels:</p> <ul style="list-style-type: none"> - on site 15mins before start? - prepared for their shift? - polite, professional & happy during the job? <p>Was there any missing shift information? Were there any delays during the shift? Did the Onsite Contact get a message? Was the Onsite Contact happy with the job? Would the Client like to Rebook?</p> <p>Gift Certificate Number..... (Please Attach GC to your worksheet)</p>
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I declare that I have attended to and read all company correspondence in the week preceding this shift. I declare that I have completed all necessary Corporate & Event Competency Tests and in doing so am eligible to do Corporate/Event work. I declare that the information stated is true and correct.

Angel Signature:

Supervisor's Signature:

Appendix 3

Angel Training v4 (January 2019)

3 Minute Angels

Halo Massage and VAI Training

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Angel Training v4 (January 2019)

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Appendix4.

NSW –

icare[™] workers insurance **certificate of currency nsw**

Alice Yan
 WATTLE STREET VENTURES PTY LTD
 PO Box 705
 ALEXANDRIA NSW 1435

issue date
 08/01/2019

print date
 08/01/2019

Dear Alice

statement of coverage The following policy of insurance covers the full amount of the employer's liability under the <i>Workers Compensation Act 1987(NSW)</i> .		valid until 31/01/2020
policy number 126059201	legal name WATTLE STREET VENTURES PTY LTD	
trading name 3 MINUTE ANGELS	abn 28 617 105 692	acn 617 105 692
industry classification number (WIC) 863900 Other Health Services nec	number of workers* 100	wages/units* \$440,336.00

* Number of workers includes contractors/deemed workers
 + Total wages/units estimated for the current period

important information

Principals relying on this certificate should ensure it is accompanied by a statement under section 175B of the *Workers Compensation Act 1987 (NSW)*. Principals should also check and satisfy themselves that the information is correct and ensure that the proper workers compensation insurance is in place, i.e. compare the number of employees on site to the average number of employees estimated, ensure that the wages are reasonable to cover the labour component of the work being performed, and confirm that the description of the industry/industries noted is appropriate. A principal contractor may become liable for any outstanding premium of the sub-contractor if the principal has failed to obtain a statement or has accepted a statement where there was reason to believe it was false.

Yours faithfully,

Jason McLaughlin
 General Manager, Loss Prevention and Pricing
 icare workers insurance

icare[™] is the brand of Insurance & Care NSW and acts for the Workers Compensation Nominal Insurer ABN83 564 379 108

QLD –

Certificate of Currency



1. Statement of coverage

The Accident Insurance Policy covers the full amount of the employer's liability under the *Workers' Compensation and Rehabilitation Act 2003*.

Your workers' compensation insurance policy has been renewed and is current to 30 September 2019, providing you pay your premium by the due date.

This Certificate is valid from: 01 July 2018 to 30 September 2019

The information provided in this Certificate of Currency is correct as at: 20 September 2018

2. Employer's information

Policy number: WSB180142270

Employer name: Wattle Street Ventures Pty Ltd

Trading name: 3 Minute Angels

ABN: 28617105692

ACN / ARBN: 617105692

For more information, please contact us on 1300 362 128 or visit our website at worksafe.qld.gov.au.

VIC –

CERTIFICATE OF CURRENCY



Authorised Agent of the Victorian WorkCover Authority

1. STATEMENT OF COVERAGE

This employer is registered for WorkCover Insurance to cover its liabilities under the *Workplace Injury Rehabilitation and Compensation Act 2013* (and amendments).

This Certificate is valid from: to:

The information provided in this Certificate of Currency is correct at:

2. EMPLOYER'S INFORMATION

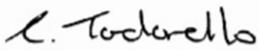
WorkCover Employer Number:

Legal Name:

Trading Name:

ABN:

ACN/ARBN:


Caterina Todarello
Policy Services Manager
CGU Workers Compensation (Vic) Limited
For and on behalf of WorkSafe Victoria
A.C.N. 005 297 781
GPO. Box 2090S Melbourne VIC 3001
Telephone 1800 066 204
Fax (03) 8804 9406

Appendix 5.




QBE Insurance (Australia) Ltd
 Head Office
 Level 5, 2 Park Street
 Sydney NSW 2000
 ABN: 78 003 191 035
 AFS Licence No: 239545

Page 1 of 1

OFFICE PACK INSURANCE / CERTIFICATE OF CURRENCY Policy Number: 15U266336BPK

This certificate acknowledges that the policy referred to is in force for the period shown.

Details of the cover are listed below.

Policy Number:	15U266336BPK		
Period of Insurance:	From 20/02/2018 to 20/02/2019 at 4.00pm		
Insured Name:	WATTLE STREET VENTURES P/L T/AS 3 MINUTE ANGELS		
ABN Number	28 617 105 692		
Liability Section		Sum Insured	Excess
Location:	C2, 372 WATTLE STREET ULTIMO NSW 2007	Public Liability: \$20,000,000	
Type of Business:	MASSAGE SERVICE NOC	Products Liability: \$20,000,000	
		Property Owner: No	
		Property Damage Excess:	\$500
Interested Party:	None Noted		
Clauses	<ul style="list-style-type: none"> B44 B44: Professional Indemnity Exclusion Exclusion 3.9 of the Broadform Liability Section of this Policy is deleted and replaced by the following: <ul style="list-style-type: none"> - 3.9 Professional Indemnity - 3.9.(a) The rendering of or failure to render professional advice or service by You or any error or omission connected therewith - 3.9.(b) Personal injury arising directly or indirectly out of or caused by Your error, omission or act in the treatment or nursing of a patient or in the use of medical apparatus or equipment or in the provision of drugs, food or drink for any of Your patients. 		
Issued by:	QBE Australia		
Date Issued:	20. February 2018		
End of Certificate.			

*Please note: If you are after our current year policy or needs a copy of our policies, please email reception@3minuteangels.com or speak to your Account Manager directly.

Updated as of 250119