

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 trademark 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 or during your online sessions. 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
<i>Halo Massage</i>	Our signature 5-minute, seated, neck and shoulder massage relieves tension holding areas and is the perfect mood-transformer.	\$88 / hr / Angel
<i>Double Halo Massage</i>	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
<i>Hand Halo</i>	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
<i>Stress Buster</i>	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
<i>Half and Full Day Rates</i>	<p>This is a special rate that caters for offices and events with high stand-by time but high service timeframe.</p> <p>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.</p>	<p>Half Day Rate at \$350 per Angel</p> <p>And Full Day Rate at \$560 per Angel</p>
<i>Virtual Halo</i>	<p>This is a new service that is specially curated for people who are working remotely from home.</p> <p>Virtual Halos are delivered online via Zoom where the Angel spends 10 minutes with each staff to make them feel relaxed.</p>	\$80/ hr/ Angel

Couples Angels Guide 2 Massage	<p>This service is offered to couples who wanted to learn to massage. The session is delivered online where the Angel teaches a couple to how to give Halo Massages for 3 hours.</p> <p>This is not a Massage Certificate course but a relaxing activity for couples.</p>	\$250 / 3 hours / session
Massage Like an Angel	<p>This service aims to teach a group people how to massage like an Angel through an online session for 3 hours.</p> <p>This is not a Massage Certificate course and only aims to be a fun group activity with the help of technology.</p>	\$100 / connected device / 3 hours / session
<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 and Virtual Halo bookings; • 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.

New Online Services

Virtual Halo

This is a new service the 3 Minute Angels evolved to help with staff who are stuck working from home in the middle of the Covid-19 pandemic. We aim to give relaxation to each staff while interacting with them online for 10 minutes.

Angels Guide 2 Massage

The Angels Guide 2 Massage had been in our list of services for years but it was only recently that we give highlight to it. This service aims to teach Halo Massage to couples and group of people as a fun learning activity. It is not a Certificate course but at the end of the 3-hour session, you will learn how to massage like an Angel.

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.

Halo Massage Services

- We require a minimum of 7-days* notice to guarantee availability of required Angels.
- We also have a minimum booking time of 2-hours per booking per visit for Halo Massage bookings.
- Bookings which start or finish on or between 11:00 pm and 7:00 am** will incur an Early/Late Night Booking Fee of \$33 +GST per Angel.

*At the discretion of management, a booking may be accepted within 7-days of required shift date and an additional Late Booking Fee of 20% may be charged.

Virtual Services

- We require a minimum of 1 day notice to book the online services.
- Our minimum booking requirement is 2 hours per booking for all Virtual Halo sessions; while 3 hours for Angels Guide 2 Massage bookings.
- Bookings are accepted between 9:00 am to 8:00 pm**. Bookings outside these hours will incur a 20% surcharge on total booking cost.

**Based on Australian time.

Cancellation

For Halo Massage bookings, we require **2 days** (48 hours) notice of cancellation; otherwise a 25% Cancellation Fee will be charged. If you cancel within 24 hours, a 50% Cancellation Fee will be charged.

As for Virtual Services, we need at least **24 hours** to notify cancellation to avoid the Cancellation Fee. If the cancellation is communicated within 12 – 24 hours prior to the online session, a 50% Cancellation Fee will be charged. Your payment will be fully forfeited if the cancellation is done within 12 hours prior to the session.

All due effort will be made to accommodate a **Change of Date** request which will incur no charge provided that enough notice is made in accordance to the Payment Terms section. A 'change of date' will be treated as a new booking and is subject to standard notice requirements.

Service charges

The Halo Massage's hourly rate, as quoted on the booking form, is for up to 8 people being massaged per Angel hour work. 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.

This is the same for Virtual Halo Massages where an Angel will try his best to complete 5 x online sessions per hour.

However, 3 Minute Angels cannot be held responsible for fewer massages/sessions completed due to the recipients not being ready during the scheduled time or Angels having to travel between offices/floors/buildings etc. As a guide, our Angels can give the following quantity of massages per hour based on the massage type chosen:

- Regular Halo (5-Minute Massage) x 8 per hour
- Double Halo (10-Minute Massage) x 5 per hour
- Stress Buster (15-Minute Massage) x 4 per hour

Time extensions

Where the need/desire arises for Angels to continue beyond the booked time and the Angels are available to do so, they can seek authorisation from 3 Minute Angels management and proceed if authorisation granted. The minimum time extension for Halo Massages is 30 minutes; 15 minutes for Virtual Halo session; and 30 minutes for Angels Guide 2 Massage.

Time extensions will be invoiced separately and require payment within 7-days of invoice being issued or may be subject to late payment fees.

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.
- Bookings must be paid at least 7 days prior to the booking for Halo Massages and 1 day for Online Services, 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

The screenshot shows a dark-themed user interface for an informed consent form. At the top right, there are three tabs: "Messages (1)", "Details", and "Privacy". Below the tabs is a white input field with the placeholder text "What's your name?". Underneath is the question "Do you consent to receive The Halo Massage?" followed by a small information icon. Below this is another white input field containing the placeholder "your-email@domain.com", with the text "Your email is our confirmation." below it. The next question is "Do you have any recent injuries or conditions?" with two radio button options: "Some" and "None". A blue "next" button is positioned to the right of the radio buttons. At the bottom left, there is a link "Give extended consent." and two small, faint links: "Angel use only" and "Cancel Massage".

Mood Scale

The screenshot shows a dark-themed user interface for a mood scale. At the top right, there are three tabs: "Messages (1)", "Details", and "Privacy". The main heading is "How do you feel before your Massage?". Below the heading are six blue circular icons representing different mood levels. From left to right, the icons and their corresponding labels are: a sad face labeled "Very Stressed", a worried face labeled "Stressed", a neutral face labeled "OK", a happy face labeled "Happy", a very happy face labeled "Very Happy", and a face with a halo labeled "Divine". At the bottom left, there are two small, faint links: "Angel use only" and "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
G/Message:											Your Feedback SMA / W/ Product Interest Your Email for our Newsletter?
#	Q	M	F	INITIALS	VERY STRESSED	STRESSED	OK	HAPPY	VERY HAPPY	OVING	
1											
2											
3											
4											
5											
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>* Please remember to mark the injury number next to your recipient's initial</p>	<p>Important Communications:</p> <p>Angel to Supervisor [1 hr before] On your way</p> <p>If late – call Acol 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> <p>Angels Report Shift Data within 24hrs:</p> <p>How do you feel after your shift?</p> <p>What was your Upsell and Cross Sell?</p> <p>Good, Bad, Better for your shift. Leads</p> <p>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?</p> <p>Were there any delays during the shift?</p> <p>Did the Onsite Contact get a message?</p> <p>Was the Onsite Contact happy with the job?</p> <p>Would the Client like to Rebook?</p> <p>.....</p> <p>Gift Certificate Number.....</p> <p>(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

The screenshot shows the '3 Minute Angels E-Learning' website. At the top left is the logo for '3 Minute Angels' and 'E-Learning'. A search bar is located at the top right. The main content area has a dark blue background. On the left is a navigation menu with categories like 'Home', 'Neeph Course', 'The Cherub Ascension Course', and 'The Cherub Course Assessment'. The main heading is 'Neeph Course'. Below it is a welcome message: 'Welcome! The information contained in this course is the basic knowledge you'll need to get you started and the fundamentals you'll use throughout your time with us. This has been taught to you offline during your training, but you need to complete this course online to ascend from Neeph to Cherub'. Below the message are subpages: '3MA Products', '3 Minute Angels History', 'Digital Worksheet', 'The Neeph Course Assessment', and 'The "Product" or Value-Added Interaction'. At the bottom of the page, there are links for 'Sign in', 'Recent Site Activity', 'Report Abuse', 'Print Page', and 'Powered by Google Sites'.

Appendix4.

NSW –



certificate of currency nsw

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

issue date
06/01/2020

print date
06/01/2020

Dear Alice

statement of coverage

The following policy of insurance covers the full amount of the employer's liability under the Workers Compensation Act 1997 (NSW).

valid until

31/01/2021

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* \$254,500.00

* 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 1997 (NSW). Principals should also check and satisfy themselves that the information is correct and ensure that the proper workers compensation insurance is in place, ie. 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, Workers Compensation - Underwriting
icare workers insurance

icare is the brand of Insurance & Care NSW and acts for the Workers Compensation Nominal Insurer ABN 83 554 379 100

1

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 is due for renewal. Your policy will be current to 30 September 2020.

This Certificate is valid from: 01 July 2019 to 30 September 2020

The information provided in this Certificate of Currency is correct as at: 01 July 2019

2. Employer's information

Policy number: WSB180142270

Employer name: Wattle Street Ventures Pty Ltd

Trading name: 3 Minute Angels

ABN: 28617105692

ACN / ARBN: 617105692

3. WorkCover industry classification

Hairdressing & Beauty Services - 951118

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

VIC –

CERTIFICATE OF CURRENCY



Authorized 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 20/02/2020 to 20/02/2021 at 4.00pm		
Insured Name:	WATTLE STREET VENTURES P/L T/AS 3 MINUTE ANGELS		
ABN Number:	28 617 105 692		
<hr/>			
Liability Section		Sum Insured	Excess
Location:	SHOP 2 372-428 WATTLE ST ULTIMO NSW 2007	Liability: \$20,000,000	
Type of Business:	MESSAGE SERVICE NOC	Property Owner: No	Property Damage Excess: \$500
<hr/>			
Interested Party:	None Noted		
<hr/>			
Clauses			
• SFT			
APPLICABLE POLICY WORDING			
When BUSINESS PACK INSURANCE is shown on the Policy Schedule			
Commercial/Retail/Industrial Policy wording QM485 applies.			
When TRADES PACK INSURANCE is shown on the Policy Schedule			
QBE Trade Policy QM207 applies.			
When OFFICE PACK INSURANCE is shown on the Policy Schedule			
QBE Office Policy QM208 applies.			
<hr/>			
Issued by:	QBE Australia		
Date Issued:	20. February 2020		
<hr/>			
End of Certificate.			

QM1367-0607

Date Printed 13/02/2020

*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 09042020