

A Guide to developing

**BROTHEL OPERATIONAL PLANS
POLICIES AND PROCEDURES**



Prostitution Licensing Authority
Queensland Government

Scope and Purpose of this Guide

The purpose of this guide is to provide licensees with the key that may be addressed when developing policies and procedures. Policies and procedures are integral to the efficient running of any business. As you are aware it is a condition of licence for licensees to develop an operational plan. This guide has included those items required in the operational plan and additional elements to assist in the development of more comprehensive operational policies and procedures.

Presently, licensees of brothels in Queensland are required to maintain an operational plan for premises and be able to communicate the operational plan to staff and sex workers. Key workplace issues covered by the operational plan are as follows:

- Roles and responsibility of management, employees and workers
- Advertising material
- Sexual health education for sex workers, their clients and management
- Sexual health assessment for sex workers
- Personal protective equipment management (for example, storage, handling of PPE, sex toys and other equipment; disinfecting equipment, storage and handling of waste)
- Reproductive health (for example, pregnant workers)
- How other occupational health and safety issues will be approached
- Security and safety from violence, including arrangements that are in place to ensure the safety of persons directly involved in providing prostitution
- Accident reporting
- Rehabilitation
- Worker's compensation (if applicable)
- Cleanliness
- The extent of the licensee's involvement in the day-to-day operation of the brothel
- Staffing structure of the brothel and duties of staff
- Recruitment strategies

Many licensees have indicated the need to have additional policy areas identified to assist them in development of more comprehensive policies and procedures. This document has been written to provide further assistance in that area but is by no means exhaustive. Licensees will find that it includes policy areas that are either mandated through the conditions of licence, *Prostitution Act 1999*, the *Prostitution Regulation 2000* or which arise out of a practical need.

Other government resources that may assist you include the Department of Industrial Relations, Division of Workplace Health and Safety, Queensland Fire and Rescue Service, and Queensland Health. These and other government departments may be accessed via the Internet on www.qld.gov.au

Development of Policies and Procedures

What is a Policy?

- A policy presents the particular issue being addressed and a broad statement of intent or outcome for management of the issue. An operational plan may incorporate a range of policies and procedures.
- It should provide the guiding principal, aim or course of action, and influence decisions.
- Policies and procedures may also suit different levels of need. That is, they may represent management issues representing a more business-oriented focus or provide information targeting a day-to-day or more practical level of need.

What is a Procedure?

- The procedure steps out the specific tasks or actions to achieve the policy outcome. This is basically the “who, what, where, how much and when” of your document.
- It should provide information in such detail as to provide clear direction to a staff member who may be unfamiliar with the steps involved in a procedure.
- It refers not only to how to go about a procedure but may include monitoring and maintenance of the desired outcome.
- It may be necessary to have a number of procedural elements under one policy area. For example a safety and security policy will require identification of different elements such as:
 - Clients
 - The physical environment
 - Staff responsibilities
 - Duress alarms
 - And so on.

Note:

- There is no specified way to set up your policies and procedures. Many licensees have adopted different styles.
- The content and the actual effectiveness of the document is the most critical aspect. Procedures are most valuable when they have a practical value by being clear, comprehensive and available for immediate reference. Keeping procedures current and relevant to your own circumstances will maintain their value and usefulness in your own day-to-day operations.

Documentation of policies and procedures

Having identified the task how can you document your policies and procedures? With the policies and procedures compiled into a ring binder folder they may be updated individually as required. Note that the developed procedures will vary in length and complexity according to need.

One suggested format is as follows:



Policy⇒	Safety and Security To provide a safe and secure environment for staff and sex workers at Brothel XXX
Procedure⇒	1.1 Duress alarms <u>1.1A Testing of Duress alarms</u> Procedure – the <i>description of resources and sequence of the actions required</i> , i.e. the who, what, where, when, how much, resources , contact numbers and so on. • • • • • •
Procedure⇒	<u>1.1B Procedure in the event of a duress alarm being activated</u> • • • • • • •
Procedure⇒	<u>1.1C Contact numbers</u> • • • And so on
Review⇒	Update Mechanism Monitoring or review considerations for 1.1

The table on the following page is designed to provide direction in areas that are relevant for development of policies and procedures for brothels. They are not intended to limit the scope of policy development and are provided in response to requests for guidance in this area. The compliance officers at the PLA can also provide further information by phoning 3858 9500

Policy areas	Elements	Functions	Appropriate procedures developed Yes /No	
Business Operation	<i>Details of Business</i>	<ul style="list-style-type: none"> • A schedule of operating times indicating the days and hours of operation. This must be provided to the PLA • Changes to business name • Provision of any change to this schedule to be provided to the PLA • Notification should be made to the PLA should there be any telephone number or name changed used • Notifications of Renovations • Provision of notification to the PLA of change in financial circumstances effecting viability of the business 		
	<i>Advertising</i>	<ul style="list-style-type: none"> • Description of advertising strategies that will comply with the advertising policy of the PLA and Division 4 of the <i>Prostitution Act 1999</i> 		
	<i>Record Keeping</i>	<ul style="list-style-type: none"> • Shift Details • Police Entry • Entry by PLA or other government agency • Security Surveillance Recording 		
	<i>PLA</i>	<ul style="list-style-type: none"> • Access by PLA to inspect premises • Provision of documents to PLA 		
	<i>Computerised accounting systems</i>	<ul style="list-style-type: none"> • Maintenance of computerised accounting systems • Provision of financial reports to the PLA 		
Employment of staff and engagement of service providers	<i>Roles and Responsibilities management</i>	<ul style="list-style-type: none"> • Staff structure identify positions of staff, line of reporting to management and duties • Extent of Licensee's involvement in day to day operations • Personal supervision by licensee or manager 		
	<i>Conditions of employment</i>	<ul style="list-style-type: none"> • Staff (managers, receptionists) 		
	<i>Engagement of sex workers</i>	<ul style="list-style-type: none"> • Recruitment Strategies • Deed/Service Agreement • Process to establish proof of age 		
	<i>Recruitment strategies</i>	<ul style="list-style-type: none"> • Strategies to source sex workers where advertising is illegal 		
	<i>Induction of workers</i>	<ul style="list-style-type: none"> • Sex workers new to the brothel • Sex workers new to the sex industry 		

Policy areas	Elements	Functions	Appropriate procederes developed Yes /No	
Employment of staff and Engagement of service providers. Cont.	<i>Rights of Contractors</i>	<ul style="list-style-type: none"> • To have control of their working options • To refuse a client • Other rights as independent contractors 		
Workplace health and safety	<i>Annual Health and Safety Risk Assessment</i>	<ul style="list-style-type: none"> • To be submitted to PLA in conjunction with the annual renewal of licence 		
	<i>Security and Safety from Violence</i>	<ul style="list-style-type: none"> • Health & Safety when arriving or leaving brothel • Duress alarms • Dealing with difficult clients • Security camera, retaining of surveillance records • Violence and bullying in the workplace 		
	<i>Accident/Incident Reporting</i>	<ul style="list-style-type: none"> • Workplace Health and Safety Representatives • Recording of accident and incidents • Management of accident and incidents • Notification to the Division of Workplace Health and Safety in instances of serious accident death or other dangerous events. Refer Department Industrial Relations 		
	<i>Rehabilitation</i>	<ul style="list-style-type: none"> • Requirements under <i>The Work Cover Act 1996</i> may apply. Refer Department of Industrial Relations. 		
	<i>Workers Compensation</i>	<ul style="list-style-type: none"> • Refer Department of Industrial Relations and <i>The Work Cover Queensland Act 1996</i> 		

Policy areas	Elements	Functions	Appropriate procedures developed	
			Yes	No
Workplace health and safety Cont.	<i>Workplace Hazards</i>	<ul style="list-style-type: none"> • Slips, trips, falls • Fire • Equipment • Emergency evacuation • Electrical • Manual handling • Ergonomics (beds, chairs etc) • Occupational overuse 		
	<i>Complaints Handling</i>	<ul style="list-style-type: none"> • Recording and management of complaints in a timely manner • Management and responsibilities in complaints handling • Control strategies • Improvement strategies 		
PPE	<i>Storage and handling of PPE.</i>	<ul style="list-style-type: none"> • Use by dates of PPE and compliance to the Australian Standard • Storage of PPE 		
	<i>Provision of PPE to sex workers.</i>	<ul style="list-style-type: none"> • Supply • Available at no charge 		
	<i>Disposal of PPE</i>	<ul style="list-style-type: none"> • Appropriate storage/handling and removal by licenced contractor in accordance with provisions of the <i>Environmental Protection Act 1994.</i> 		
Sexual Health Management	<i>Sexual Health Education:</i> -Workers -Staff -Clients	<ul style="list-style-type: none"> • SQWISI workshops • Other sexual health training or education • Managing workers for whom English is not the first language • Only safe sexual practices are permitted in licenced brothels. The use of condoms by sex workers is mandatory under <i>The Prostitution Act 1999.</i> • Examination of clients/ second opinions • STI information is available/ management of clients who are found to have an STI 		
	<i>Hepatitis B</i>	<ul style="list-style-type: none"> • Consideration may be given to workers and staff having immunisation against Hepatitis B. This should be considered in conjunction with medical advice 		

Policy areas	Elements	Functions	Appropriate procedures developed	
			Yes	No
	<i>Sexual Health assessment for sex workers</i>	<ul style="list-style-type: none"> • Management or workers found to be infective • Management of lifetime sexually transmitted diseases by sex workers (non infective stages) • 		
	<i>Reproductive health</i>	<ul style="list-style-type: none"> • Pregnancy- wanted • Pregnancy- unwanted 		
	<i>Safe sex practices</i>	<ul style="list-style-type: none"> • Disinfection of toys and equipment 		
	<i>Condom Breakage or slippage</i>	<ul style="list-style-type: none"> • Correct storage of condoms / use by dates • Correct use of lubricant 		
	<i>Post exposure Prophylaxis (PEP)</i>	<ul style="list-style-type: none"> • A post exposure treatment for incidents where exposure to the HIV virus is possible. Medical advice should be sought in the development of an appropriate policy. 		
	<i>Sex workers who are infective</i>	<ul style="list-style-type: none"> • S 89 of the <i>Prostitution Act 1999</i> does not permit a sex worker infective with a sexually transmissible disease to work in a licenced brothel. Sex workers should provide a sexual health certificate obtained from a sexual health clinic, Family Planning clinic or general practitioner, every 6 weeks. The licensee is to retain evidence of this. 		
	<i>Lighting</i>	<ul style="list-style-type: none"> • Provision of lighting suitable for the examination of clients for the indicators of the presence of a sexually transmissible infection. 		
Waste Management	<i>Clinical Waste</i>	<ul style="list-style-type: none"> • Clinical waste is disposed of into a clinical waste bins located within the working room. • Arrangement with appropriate contractor for the handling and removal of clinical waste • Sharps containers comply with AS4031 • Sharps containers are provided in working rooms and staff bathroom facilities. 		
	<i>General Waste</i>	<ul style="list-style-type: none"> • General cleaning procedures 		

Policy areas	Elements	Functions	Appropriate procedures developed Yes /No	
Drugs and alcohol	<i>Control of alcohol and drugs on premises</i>	<ul style="list-style-type: none"> • Induction policy • Management policy • Sharps containers (harm minimisation) 		
Control of smoking in enclosed areas	<i>Smoking Policy</i>	<ul style="list-style-type: none"> • Health laws in Queensland now prohibit smoking in enclosed areas. (Refer Queensland Health) • Provision of suitable and safe areas for smoking • Support for staff and sex workers who wish to stop smoking • Control of clients who wish to smoke 		
Fire safety	<i>Emergency Evacuation Plans Servicing of Fire equipment</i>	<ul style="list-style-type: none"> • Building standards and fire safety. • Maintenance of fire fighting equipment • Evacuation plans • Management of workers staff and clients in the event of a fire. 		
First Aid	<i>First Aid</i>	<ul style="list-style-type: none"> • Currency of first aid certificates • First aid kits location and maintenance 		
Cleaning	<i>Premises generally</i> <i>Body fluid spills</i> <i>Toys</i> <i>Laundry</i> <i>Working rooms</i>	<ul style="list-style-type: none"> • Who is responsible for cleaning tasks? • How, when and by whom are the cleaning tasks performed. What chemicals are used for each task? What safety precautions are required? • Vomit, blood, faeces, saliva & semen, which may all contained infective organisms. • Correct use and concentration of bleach or alcohol wipes • Treatment meets Australian / New Zealand standard for laundry practice AS4146: 2000. • Exchange of towels after each client. • Provision of cleaning materials • Spas, cleaning and disinfection 		
Policy body piercing if applicable		<ul style="list-style-type: none"> • Compliance to personal appearance legislation under the Health Regulation 1996. 		

