



WellBeing Policy Guidelines

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Well Being Policy Guidelines

1. Overview

1.1 Policy committee

As a committee our task is to help develop policy and guidelines for our WellBeing community that both fosters cooperation amongst the practitioners and facilitates the orderly presentation of our shared space.

We began our assignment reflecting on what commonality we share as a group of practitioners, recognising that the integrity of individuality as well as the needs of the community are priorities, but this is a delicate balance. We also considered what is unique about our WellBeing community and recognised that the underlying attachment we all seem to share is place. While we all work to promote wellbeing, whether it is in body or soul, and therefore share common values, it was apparent what drew us together was place, not necessarily our work. Hence what makes the amalgam of so many complementary, yet varied, practices so unique is not that we are housed together but where we are located. Whether we dig down literally or metaphorically we will find that the space we daily inhabit is sacred and has a rich history in which we are currently participating. It seems this is what we share and to this extent we are both compelled and duty bound to care for this space. Over time, we hope that in the spirit of sharing this common space, connections, referrals, collegueship and shared projects will naturally build our community. It seems both individuality and community can thrive together in this space.

Therefore, to this end, we developed a tentative model and also tabulated some guidelines and proposals, many which have already been agreed on over our foundation time.

1.2 Management

WellBeing (WB) is managed cooperatively by the tenant practitioners in the centre. The management process primarily takes place through discussion and decision-making in regular team meetings. WB requirements and activities are funded by the WellBeing fund (described in 2.4). Sub-committees and working groups are established from time to time to carry out specific tasks. While WB practitioners have the capacity to make decisions regarding WB, any decisions that impact on or require cooperation of the Abbotsford Convent Foundation (ACF) or other tenants are made in consultation with the ACF.

Since its inception in 2007, the WB community of practitioners has shared an intention to create an atmosphere of cooperation, mutual respect and support. The ACF actively engaged in the formative phase of the WB community, and continues to maintain an interest in its development. As a group of people committed to promoting wellbeing for our clients, there is an understanding that our wellbeing as practitioners is also important. This shared aspiration to create a health-promoting setting for practitioners, as well as clients, underpins these policy guidelines.

We are unanimous in our conviction that all practitioners in WellBeing should be empowered to steer the communal projects they are passionate about, whether these are creative or practical. Depending on the project group, consensus may be necessary, but as we have already witnessed, many projects and alliances can be born out of this spirit.

To this end we suggest looking at WellBeing from a holistic perspective of:

- *the physical space*, which is our shared space of the WellBeing wing of the Convent Building, as well as the entrance and the wider grounds we use. Maintenance and presentation are the responsibilities of each practitioner, therefore communal agreements and policy is to be respected and shared by all;
- *the public space*, which refers to WellBeing's outreach to the community. This includes promotion of the WellBeing brand, interfacing with the media, advertising, promotion, community education etc. where once again communal agreements and policy is to be respected by all;
- *the soulful space*, which suggests the awareness of the unspoken and underlying respect of our space and each other. This ongoing mindfulness encourages coherence, trust and connection amongst our community of practitioners.

As evident, the physical space is everyone's responsibility. Group consensus for projects and financial expenditures will be supported by all WellBeing tenants.

For advertising, signage and other projects and expenditures we suggest an opt-in or opt-out policy could be applied, except when there is a consensus from the group that everyone needs to be in. If you choose to opt out, your modality will not be listed on the advertising, signage etc.

And finally the third category appeals to our own self-development, skills and talents and how we might bring these to the group to contribute and build a stronger community.

We suggest that each of these WellBeing areas of concern be steered by two practitioners who are appointed annually and form a steering committee. When appropriate they will consult the group; however, they would be entrusted to steer necessary projects on behalf of the group. Of course, all practitioners are encouraged to participate and direct projects as well. Roles that are considered important have been identified as the secretary, treasurer, publicity officer and the ACF liaison representative. Basic responsibilities for these roles, such as the maintenance of documents, files, records and designs as well as reporting to the group, are to be developed by the group.

1.3 WellBeing mix and tenancy

The Wellbeing wing of the convent consists of 15 practitioner rooms; of these, 14 are single rooms and one is a double room (1.47). Room 1.31 is the Yoga Room, which is outside the wing but is still a part of WellBeing. Common space exclusive to WellBeing practitioners is a waiting room and kitchenette. The male and female bathrooms within the WellBeing wing are used predominantly by WellBeing but, like the unisex toilets on the north-east landing, are available for use by the wider community.

The WellBeing community strives to maintain a high degree of professional conduct and ethical standards. Therefore, it is important that, whenever possible, professional interaction and cross-referrals amongst our community are encouraged. WellBeing recognises the importance of a wide-ranging and balanced mix of complementary therapies as well as the need for highly skilled and trained practitioners. Where possible, WellBeing will cooperate and work with the ACF in recommending and approving new tenants and sub-tenants.

It is recommended that there are no more than 4 practitioners per single room. As much as possible, these practitioners need to share the same therapeutic approach or modality. There should be no more than two main tenants (co-tenants) on the lease with a maximum of two sub-tenants.

When considering sub-letting or co-tenancy arrangements, the main tenant must observe the relevant lease conditions and permitted use, be aware of potential conflicts with any existing modality, and make sure no existing tenants object to the new lessee or subtenant.

A maximum fee for sub-letting - no more than \$60 per day - applies for each single room. For Room 1.47 this will be doubled. Room 1.31, the Yoga Room, will set its own parameters. The maximum amount received from sub-letting a room should not exceed 100% of the total rent.

In the event a WellBeing practitioner hires another practitioner's space for a specific purpose, eg larger C1.47 space for running small group, the lead tenant/s are asked to observe parameters outlined above for sub-leasing, with regard to maximum fees applied and other factors.

An employee is defined as an individual who works in the room in a paid or supervisee role. This will be at the discretion of the tenant; however, protocol dictates that the main tenant will let the rest of the WellBeing community know who they plan to employ. Similarly, the main tenant must let the WellBeing community know to whom they plan to sublet or co-tenant their room. If there is a perceived problem, any tenant can state their issue to the tenant who is planning to sub-let or co-tenant their room. All concerns must be addressed to the satisfaction of the entire WellBeing community prior to the submission of applications through the ACF. If a harmonious resolution cannot be reached, this can be resolved following the dispute resolution guidelines.

In recognising that the mix of practitioners is important, as well as ethical and professional concerns, the WellBeing community will appoint a representative to the ACF's applicant selection process for new WellBeing tenants.

The following are some of our suggested policy and guidelines gleaned from existing agreements and our policy meetings.

2. Guidelines and Procedures

2.1 Guidelines for tenants and sub-tenants on maintaining WellBeing common space

Opening up:

At the start of the day:

- Unlock the downstairs door and, if appropriate, place the sign/s and pamphlet stand on the outside steps.
- Turn on waiting room light and three hall lamps. In the winter, turn on overhead lights as well.
- Check that the waiting room is tidy and presentable.

Locking up:

At the end of the day:

- The downstairs door is to be locked at 7 pm (in winter only). Clients booked after 7 pm are to be made aware by the practitioner that the door will be locked. It is the practitioner's responsibility to meet the patient downstairs to allow them access to the clinic.
- The door swing-tags indicate if the room is in use. This allows other practitioners to know who is still working; **the last practitioner to leave in the evening is responsible for locking up.** These responsibilities are: close the door to both the waiting room and the kitchenette, ensuring

the lights are turned off, turn off the three hall lamps, and make sure the door downstairs is locked when you leave and all lights in the stairwells are turned off.

At weekends:

- The ACF site coordinator leaves at 3.30 pm; therefore at weekends please follow the above lock-up procedure, at whatever time of day, when no one is working. We need to be especially vigilant of lights left on at weekends and maintaining a secure space. Both the waiting room and the kitchenette doors should be closed.

Door swing-tags

- Each room has been issued with a door swing-tag, and you are encouraged to use them, to indicate when you are working. **Importantly**, please remove the tag when you leave for the day.

WellBeing corridor

- The Chinese cabinet is to remain free of clutter – it will only display business cards.
- Practitioner signage may be displayed in a frame on individual doors only.
- As this is often the first introduction for many people walking through our area, we ask that you are welcoming and helpful to any one you meet.
- If there is anything that needs tidying up or vacuuming, please take the initiative to maintain the calm and clean look that has been created.
- Since the corridor is also a meeting place, please be aware that practitioners nearby may be in session and affected by the noise.

Your room

- Due to sound travelling in the corridor, if you are making a phone call in your room, please close your door and speak quietly.
- Please be mindful of noise when greeting or saying goodbye to your clients.
- All rooms should be well maintained and as much as possible complement the ambience and aesthetics of the WellBeing wing.

WellBeing waiting room

- No individual practitioner literature or product will be promoted in the waiting room.

WellBeing entrance downstairs

- All tenants' and sub-tenants' literature may be placed in the brochure display.
- Core summaries of main tenants will be displayed in framed noticeboard(s).

The kitchenette

- It is the shared responsibility of all practitioners using the wing to tidy up after themselves, and keep the kitchen tidy. Please wash dishes promptly and clean up any mess or spillage in the fridge or microwave.
- The fridge is for practitioner use only and all practitioners should endeavour to keep it clean and free of out-of-date food stuffs.
- Kitchenette rubbish is removed by the ACF site coordinators; however, rubbish from individual rooms is the responsibility of each practitioner. A recycling bin is available in the kitchenette for daily paper and plastic products; however, any office waste such as cardboard boxes is the responsibility of each practitioner and must be disposed of in appropriate receptacles in the site's waste disposal area inside Gate 2, behind Providence.
- If the area does become untidy in between the ACF emptying the bins, then a short walk to deposit the rubbish into the site bins behind Providence is encouraged.

- The whiteboard acts as a communication tool; practitioners are encouraged to take note of any communications shared.
- The cupboard which contains supplies has a combination lock. All practitioners should be aware of this combination.
- The kitchen in the WellBeing wing is a meeting area; please be aware of the noise levels, as other practitioners may be in session.
- All mugs, washing-up liquid, glasses, plates and kitchen utensils are for use by tenants in the WellBeing wing only. Items should be washed in hot soapy water to reduce the risk of infections.
- Use of microwave and fridge are for the shared use of WellBeing practitioners.
- Tenants wanting refreshments, milk, tea, coffee etc. need to supply their own. Due to limited space your supplies should be kept in your room.

Toilets

- The ACF's contractor is responsible for cleaning the toilets three times a week; however, on occasions it may be necessary to oversee the replacement of papers, wash towels etc. Spares of these can be found in the brown cupboard in the kitchenette. Call the ACF office if supplies need a top-up.
- When necessary, please clean and maintain these toilets.

Plants

- The plants are watered (by Julian) on a regular basis, and are monitored weekly. As much as we all don't wish to waste water, tipping half-empty water glasses on the plants is not encouraged. The Kentia palms do not like to have their feet wet, so over-watering, even with good intention, is harmful.

Noise levels

- Increasingly as the wing is busier with people, it is becoming more important to respect noise levels. Especially be aware around the kitchenette and toilet areas as practitioner rooms close by are affected by noise in this area.
- Signs gently encourage other tenants (even non-WellBeing tenants) to be mindful of noise as consultations are in progress.
- No mobile phones are to be used in the corridor. Please make others aware of this if they are using their mobile phones in the WellBeing corridor.

Mailbox

- If you would like a key to the mailbox, ask the ACF office.
- The mail is delivered to the ground-floor Annexe mailbox daily. WellBeing has its own designated box.
- WellBeing tenants who check the mail are encouraged to distribute the mail to the other tenants underneath their door.

Protection from Summer Heat

Maintaining a comfortable temperature in which to work during the hot months of the year is a big challenge. The overall temperature of our building is dependent on each individual room and it only takes one or two rooms getting hot to compromise everybody's comfort.

If we all work to maintain the core building temperature as low as possible we can help to protect every room from the summer heat and ensure that no one need cancel any appointments. This is particularly pertinent to those on the west side of the building but will apply to the east side rooms too.

Guidelines for summer heat protection:

- Keep windows closed and blinds down on days where outside temperature is hotter than core building temperature.
- Close room windows and put blinds down at the end of each day during the hot period from November-March regardless of the temperature. This ensures that your room does not compromise the rest of the building should temperatures rise in your absence.
- If you are first to arrive in the morning and the temperature outside is significantly cooler than the core building temperature, open the doors at front of building and to balcony as well as windows in the northern stairwell, kitchen and waiting room. Responsibility then also needs to be taken for closing all of these before the outside temperature starts to rise again.
- If you are last to leave at the end of the day ensure that the waiting room, kitchen and toilet windows are closed and blinds are down.
- Use the window over your door also. If temperature in the hallway is cooler than inside your room, open over-door window when you are not working.
- Make sure you close it when you are working in your room for client confidentiality, and when hallway temperature is higher than room.
- Ensure your sub-tenants are aware of these guidelines.

2.2 Guidelines for tenants and sub-tenants on display of promotional materials

Practitioner business cards

- To be displayed on individual doors or on the Chinese cabinet.

Practitioner brochures

- All brochures are to be displayed either on individual doors in racks or downstairs in the entrance hall.
- No practitioner brochures on the Chinese cabinet or in the waiting room.

Practitioner signage

- Door signs advertising the main practitioner/s should be framed and not exceed A4.
- Door signs promoting sub-tenants are at the discretion of the main tenant.

Additional practitioner material

- Posters, newsletters, professional association and other materials look ragged and cluttered in the corridor or on doors; therefore, these should be displayed in your individual rooms, on a general noticeboard or in the kitchenette for other practitioners' interest.

Other promotional material

- Material promoting external practitioners or events outside the Convent is not to be displayed.
- Convent events (gallery exhibitions etc.) can be displayed downstairs at the group's discretion.

Primacy of main tenants

- Main tenants will have their core summaries displayed in the entrance hall downstairs with a strong WellBeing brand.
- Currently tenants/sub-tenants will share the same space for displaying business cards and brochures.
- Main tenants have an individual page on the ACF website. Sub-tenants can have a presence on the website that includes modality and a practice description of 150 words.

2.3 Guidelines for sub-tenancy or co-tenancy at WellBeing

The following steps should be followed when a tenant wishes to propose a sub-tenant (or co-tenant):

- **Background:** Throughout the process, the following will be considered: the WellBeing Vision and framework, the current tenancy mix, these guidelines and how any potential tenant could fit with and contribute to WellBeing, the Convent community and the wider community.
- **Preparation by the Lead Tenant:**

The lead tenant proposing the sub-tenant will organise the formation of the Subtenant Selection Team who will carry out the selection process.

The Lead Tenant will email the ACF Leasing and Tenancy Manager, informing her that the subtenant selection process is underway.

The ACF Leasing & Tenancy Manager will email to lead tenant the ACF application form.

The Lead Tenant will notify all major tenants that you are planning to take on a subtenant.

The Lead Tenant will also get a CV with 2 referees from the proposed sub-tenant and give this to the Selection Team who will organise an informal interview/discussion with the prospective sub-tenant within two weeks. The Selection Team and the prospective tenant will attend this interview.

The Selection Team will consist of the next two available WellBeing practitioners on the Tenant/Subtenant Selection Roster. It is the onus of the tenant on the roster to organise another tenant below them on the roster to replace them if they are unavailable to carry out this role or if they know the proposed sub-tenant.

The selection team will not include the lead tenant as the lead tenant has already participated by proposing the sub-tenant. Further, having two other practitioners involved will help with an unbiased decision making process.
- **The interview:** The purpose of the Selection Team is to assess and decide on the proposed applicant's suitability as a sub-tenant. The Selection Team will organise an informal interview/discussion with the prospective sub-tenant within 1-2 weeks. The Selection Team and the prospective sub-tenant will attend this interview. The following selection criteria will be used to assess the suitability of the applicant:
 1. The applicant has relevant professional qualifications and training.

2. The applicant is a member of a relevant professional body and has insurance and First Aid, if relevant.
3. The applicant demonstrates at least basic competency and professionalism within their modality.
4. The applicant demonstrates an ability to organise and promote their business.
5. The applicant demonstrates a willingness and capacity to participate in, and contribute to the WellBeing and ACF community.

Interview questions will be based on these five selection criteria.

The interview will be informal, friendly and clear about WellBeing expectations in relation to the five selection criteria.

Hence the interview will be a combination of interview questions and information-sharing to assess the applicant's suitability.

The Selection Team will only contact the applicant's two referees if there are concerns about the subtenant.

This interview process allows the applicant to meet some of the WellBeing community to also help in their informed decision.

- **Decision-making if the applicant is suitable:**
 - If the Selection Team finds the applicant suitable then they propose this person as a subtenant via email to all the WellBeing main tenants. Include the ACF Leasing & Tenancy Manager in this communication.
 - This email will include a brief outline of the person's name, modality, training and experience and how they meet the selection criteria.
 - The purpose of the email is to give main tenants an opportunity to voice concerns based on the email information or if they know the applicant personally. It is not the purpose of this email that all the WellBeing practitioners also make a full assessment of the applicant - this task has been completed by the Selection Team. For this reason the CV will not be circulated.
 - Main tenants will have one week to respond with any concerns. It is the responsibility of the main tenants to respond by this deadline. If tenants are away they need to let a WellBeing member know they are away and unable to respond to any issues that may arise during their absence.
 - If there are no concerns the Selection Team will notify the lead tenant and the ACF Leasing and Tenancy Manager. The applicant will be notified that they have been successful.
- **Decision-making if there are concerns.** There may be concerns raised by the selection team or by other tenants. If there are concerns from the Selection Team these will be addressed by contacting the referees. If there are concerns by other tenants, those with the concerns will notify the Selection Team as promptly as possible, by phone or in person. The concerns will be addressed through discussion, contacting referees or by other means as relevant to the situation. The Selection Team will then decide if the applicant is suitable. If the applicant is seen as suitable Step 4 outlined above is followed. If the applicant is found unsuitable the applicant will be notified.
- **Any deviations from these guidelines**, including but not limited to requesting more than 2 sub-tenants per room, need to be brought to committee meeting for assessment on a case-by-case basis.

2.4 The WellBeing tenancy fund

The WellBeing Tenancy Fund is designed to accommodate the groups' spending on shared expenses. Previously it has been used to deliver the fit-out of the space, signage, DL-flyer, and ongoing shared costs in the space (e.g. cleaning products, glassware, light-globes etc).

WellBeing Funds

- It is proposed that a balance of \$1500 be maintained in the fund for petty cash emergency. When funds are depleted a special levy may be collected.
- The tenancy fund rate per year is \$200 per room. Two payments of \$100 each will be due on January 31st and July 1st each year.
- A once-off contribution of \$400 will be made to the tenancy fund at the beginning of a new WellBeing lease.
- Contributions are the shared responsibility of all tenants. The two main areas of spending are the *physical space* and the *public space*. Spending in regard to the *physical space* is to be shared by all tenants, as each tenant uses the resources of the space and benefits from its upkeep. Spending in regard to the *public space* is more discretionary and will be agreed upon by a group vote.
- It is forecast that the group will make a contribution towards refurbishing the WellBeing facilities/space as it becomes necessary. To this end it is hoped to grow the surplus of the fund each year to contribute towards such a major spend.

Building the Fund

- As suggested, future expense may not be met by the tenancy fund balance and therefore other means of building the fund should be envisioned, such as fundraising, extra levies for special projects, donations etc.

2.5 Guidelines for WellBeing tenancy meetings

Regularity of Meeting

- Group meetings will be held every 6 to 8 weeks starting early February to discuss WellBeing concerns, policies, projects, goals and to promote team building.
- All tenants and sub-tenants of WellBeing are invited to these meetings. At least one representative from each room is expected to attend; if not, an apology and if necessary a proxy is required. If a proxy is not received before the meeting, the tenant forfeits their vote.
- Each room, including the double room, only has one vote; therefore it is up to the main tenants to ensure that those working in their room are aware of the nature and impact of the vote.
- In order for a meeting to take place there needs to be a quorum of at least seven rooms represented, either in person or by proxy.

Decision-making

- Generally in team meetings we use an informal consensus approach. When there are specific decisions to be made, where consensus is not reached, or it is felt a vote is necessary for various reasons, we employ a majority vote strategy.

Voting

- If a vote is required at a meeting, this will be stated in the agenda for the meeting. Therefore it is necessary to either attend the meeting in order to vote, or give your proxy to a member that will be attending.

Delegation of Duties

- The responsibilities of chairing and minute-taking will be shared amongst the WellBeing rooms. A roster will be posted of meeting dates and the responsibility of who will chair the meeting and who will take minutes.
- The responsibilities of the chair will be setting the agenda, roll call, gathering apologies and proxies, keeping to the agenda as well as maintaining the integrity of the meeting. The responsibility for chairing meetings will begin with the lowest odd-numbered room
- Taking minutes will include gathering agenda items, distribution of the agenda, taking minutes and distributing the minutes. The responsibility for minute taking will begin with the highest even-numbered room.
- If a tenant or sub-tenant of the room is not able to fulfill their turn, they are responsible for finding a replacement from amongst other WellBeing practitioners.

2.6 WellBeing brand development

Our WellBeing community is only one of its kind in terms of its location and mix of practitioners. How can WellBeing capitalise on its uniqueness and develop its standing and reputation in the community? This sphere of WellBeing has not yet fully developed its guidelines and policies. Having such a wide scope, this area has great possibility and creativity; therefore suggestions and considerations are invited from members of our WellBeing community. Suggestions to date are:

Publicity

- an in-house newsletter in the waiting room available to take away
- an e-newsletter which could be emailed to clients and interested parties
- WellBeing products
- ways to encourage the public to book sessions
- raise the profile of WellBeing in the ACF's monthly *Muse* e-news
- redevelop marketing and signage strategies
- develop a media strategy

Web development

- Redevelop the front page in line with our two major strengths – practitioners and place

Advertising

- New flyer: further elaboration of why WellBeing at the convent is unique
- Logo distribution; electronic files of the stones/photos for the blade distributed to all the major tenants

WellBeing Brand

- It has been agreed upon that the 'stones' image is to be reserved for use in group promotion and advertising rather than individual use (15.11.2007)
- WellBeing Tenants are encouraged to use the WellBeing brand on their advertising

2.7 WellBeing Facebook Page – Guidelines

Note: Refer to **Instructions** for WellBeing Facebook page regarding how to post on our WellBeing Facebook page – see appendix in these guidelines, and hard copy in kitchen.

Overarching Guidelines

1. WellBeing main tenants only to be administrators to limit the number of administrators. Subtenants can ask their main tenant to post for them. Main tenants will also be responsible for content of subtenant(s).
2. Any problems with the FB page should be resolved within WellBeing.
3. Until further consultation, the WellBeing Facebook page is operating in line with STAGE 1 guidelines.

In the future we may develop expanded guidelines if the group exhibits interest in keeping the page active and varied.

For STAGE 1 a conservative approach regarding what we put up has been adopted (conservative in the sense that includes acting with consideration, mindfulness, awareness of broader group and wider community so we are as inclusive as possible).

Possible future stages:

STAGE 2: Writing about ourselves as a group – (internal focus)

STAGE 3: Develop guidelines around extra material / links to other articles etc and establish validity of articles / studies you think represents your approach.

STAGE 4: Consider what else we can use the Facebook page for.

Stage 1 Guidelines

- WellBeing Facebook page is limited to posts referring to your practice, classes and workshops held only on Convent grounds. A post about your practice in WellBeing can have a link to your personal FB page or website where you might have activities outside the Convent advertised.
- General posts outlining WB events eg – WB is part of Open Day; At WB you will find a group of experienced complementary practitioners.
- No articles, or other external material, are to be posted. You may post a link to your personal Facebook page or website if you wish to share other information.
- WellBeing Facebook page is an avenue for advertising your practice but keep in mind that it represents WellBeing as a whole, a public persona of WB, and the material posted will reflect this and contribute to impressions of how we are seen as a group and a place to come to. Be mindful of authenticity and validity of statements made, adhering to your association's Code of Conduct.
- Avoid posting anything controversial that may provoke inflammatory responses from scientific skeptics.
- Photos of children are discouraged unless parents give permission and are aware of the current issues around photos of children on the internet.
- Permission must be obtained to publish photos with any identifiable parts of persons in classes, social gatherings, clients etc
- WellBeing has the right to remove any posts that are not in line with these guidelines. Main tenants can request the group to consider asking for a post to be removed. If the group considers that the post contravenes guidelines the tenant who posted it will be asked to remove it. No post will be removed by another administrator without this consensus.

- Any negative feedback from general public about an individual practitioner will be the responsibility of that practitioner to respond to.

Appendix: WellBeing Facebook Page Instructions, April 2016 (Currently in Stage 1)

Aims of WB Facebook Page

- To advertise WellBeing as a place to come for complementary health.
- To have a presence in cyberspace so if people google eg – natural therapies, Abbotsford, the page may come up.
- For WellBeing as a clinic/group of practitioners, to become more well known out in the world.
- Forum for individual practitioners to promote their practice/workshops
- Link into social media platforms to advertise the existence of WellBeing particularly the Abbotsford Convent FB page. If you have a post that you think is relevant for the ACF FB to repost, contact ACF Communications Coordinator (currently Jean Kemshal-Bell) in Providence and ask her to do it. This will increase our profile; they have over 10,000 ‘likes’.

How main tenants can post on WellBeing Facebook page

- To become an administrator you must have a personal Facebook profile.
- You need to be an administrator for your post to appear on the right side of the FB page. It does not give you any other role.
- You must ‘like’ the WellBeing Facebook page and then ask chief administrator, currently Mark Lambrick, to be your friend and add you as an administrator. He accesses this under settings/page roles.
- You will then be able to post on the WellBeing Facebook page following guidelines in WellBeing policy guidelines.
- If an administrator gives up their tenancy in WB they will be removed as an administrator.
- If you have practical problems posting on the page try to resolve it within WB by asking another administrator for help. If WB tenants cannot find a solution it can be referred to the ACF Communications Coordinator.

Tips on posting (from ACF Communications Coordinator)

- To post, go to ‘status’ or ‘event’.
- Use images as much as possible on post. Images should be larger than 500kbs – if too small and blurry it detracts from the look of the page.
- Use language that is more casual than sales/marketing.
- To link into social media platforms:
 1. Encourage all your friends/clients to ‘like/share’ WB Facebook page
 2. ‘Like’ other people’s FB business pages
 3. TAGS – tag within the post (eg – @abbotsfordconvent – will connect to ACF page)
- To schedule posts to be published at a future time go to ‘publish’, drop down to ‘schedule’ and choose date & time. This can be changed at any time before the scheduled time by going to ‘scheduled posts’ then, ‘edit’.
- Best times to post: 5-6pm weekdays; NOT Saturday afternoons; Sundays later in the day.

- You do not have to opt into using the Facebook page but if you don't have a personal profile and therefore cannot be an administrator and wish to post, you could approach someone who is an administrator and get them to post for you if it was an occasional request. However, this works better if you do it on their computer rather than emailing them the info as it's not easy to transfer info from emails.

2.8 Dispute resolution

The WellBeing community will try as best as possible to mediate any disputes arising amongst the tenants and/or subtenants. Awareness of shared values of co-operation, mutual respect and support referred to earlier in this document will guide resolution of any disputes.

Community members will endeavour to maintain awareness of shared values of co-operation, mutual respect and support referred to earlier in this document when resolving any disputes.

Procedures

- It is hoped that all grievances or complaints can be resolved amongst those who are involved. Each party is encouraged to listen to and consider both points of view and engage in dialogue with the intention to, firstly, reach resolution by agreement and, failing this, jointly recognise the need to seek assistance through taking the following steps.
- Each party will invite a colleague to attend a subsequent meeting or discussion as objective listeners / observers. Again, it is expected that all parties will be mindful of shared group values of cooperation, mutual respect and support. The intention of this meeting is that the observers may assist the disputing parties to reach a resolution. If resolution is not reached, then agreed action is to be taken to seek assistance via a mutually agreed mediator. The identified WBC mediator will be contacted within a reasonable timeframe.
- Mediation with WellBeing Centre's designated mediator is commenced. (The ACF Tenant Liaison Coordinator is willing to perform this role.) The mediator is expected to follow accepted guidelines for mediation. In the unlikely event that resolution is not achieved, the mediator may recommend consideration of the current ACF procedures for dispute resolution or an alternative and appropriate form of dispute resolution by a suitably qualified person, for example, using the free services of the Dispute Settlement Centre of Victoria.
- Any costs of, or associated with, mediation by an independent external mediator will be determined by the mediator and paid by the disputing parties in the proportions that they agree among themselves or, if they cannot agree, in equal shares.

3. Rights and Responsibilities of WellBeing Tenants and Sub-Tenants

Tenant's Rights

- To attend, move motions and vote at group meetings.
- To formulate ideas for the group's actions.
- The group has developed processes and procedures to protect individual rights and ensure that all individuals are afforded similar rights to participate in group processes.
- To be treated professionally and respectfully by all members of the group.

- To be allowed to be involved in the execution of the group's decision.
- To be included in the group publicity and group directories.
- To dictate how your business is portrayed in all collective publicity.
- To display your business card on the Chinese cabinet and your business promotional material on your door in accordance with the guidelines.
- To be consulted about a potential sub-tenant in any WellBeing room. To object to sub-tenants on the basis of professional misconduct or direct competition to an existing practice.
- To have a webpage profile as part of the WellBeing portal on the ACFs' website and be included in any web directories being developed by the group.
- To have a maximum of two sub-tenants in your room.

Tenant's Responsibilities

- To maintain the highest level of professional practice and standards as possible.
- To treat all tenants, subtenants and clients with professionalism and respect.
- To participate in WellBeing meetings and activities.
- To provide current information about your practice to the ACF for web development.
- To ensure that your sub-tenants fill out sub-tenancy forms and submit them correctly.
- To induct your sub-tenants into the WellBeing community with a respectful and communal spirit.
- To check with the group before agreeing to allow a sub-tenant to practice in your room.
- To follow through on the agreed process around any objections raised.
- To help maintain the common spaces of toilets, kitchenette, corridors and waiting area.
- To pay the group levies.

Sub-tenant's Rights

- Your card and information may be displayed on the Chinese cabinet.
- To participate in group meetings and group activities; however, you will not have voting rights at the group meetings.
- To be treated professionally and respectfully by all members of WellBeing.
- To follow dispute resolution procedures if you feel that you have not been treated with respect.
- To have your practice information displayed on the ACF web site in the WellBeing sub-tenant section.

Sub-tenant's Responsibilities

- To treat all members of WellBeing and their clients with respect.
- To maintain the WellBeing space by ensuring the kitchen, toilets and waiting room are clean, orderly and presentable.

ACF Rights

- Selection of main tenants.
- Provision of the leases and the rooms.
- Participation in the WellBeing group.

ACF Responsibilities

- ACF takes joint responsibility, along with the WellBeing group, for the maintenance and development of the WellBeing space and group.
- To help resolve grievances between tenants.