

BLACK GARTER

House Standards

Fairness, transparency, care, neurodivergent-friendly practice and professionalism, in writing.

SAMPLE OF WHAT YOU WILL BE GIVEN WHEN YOU ARRIVE

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These are the standards every worker and staff member at Black Garter can hold us to. They sit alongside our Plan of Management, and where the two differ, the stricter standard applies. Every rule is written down here. There are no unwritten rules.

B1. Fairness

- **No fines, bonds, deposits or debts.** No sign-on, photo or training fees. No charges for rooms, linen, towels, condoms, lubricant or cleaning.
- **Pay.** The worker's share of every booking is shown on the internal price list. It is paid in full at the end of every shift, with an itemised record of each booking.
- **Client choice.** The client chooses. There is no favouritism in introductions, and the order in which workers introduce themselves rotates.
- **Rostering.** Workers set their own shifts. The rostering rules are published so everyone knows them:
 - When the roster is full, first preference goes to workers who can start at opening (11am) or stay until close (3am).
 - The witching hour shift, after close on Friday and Saturday nights (3am–11am on Saturday and Sunday mornings), is open to anyone who wants it, once the approved hours allow it.
 - No one is penalised for choosing shorter shifts or fewer days.
 - The roster is confirmed at least 48 hours ahead. Workers can swap shifts with each other and tell reception.
- **No quotas.** There is no minimum number of clients per shift.
- **Leaving.** A worker can stop working here at any time, with no notice fee and no penalty. A reference is given on request.

B2. Transparency

- Prices and the house split are published internally. Any change is announced in writing at least **14 days** ahead and discussed at the monthly meeting first.
- Every decision that affects a worker comes with its reason. Anyone can ask why, at any time.
- A worker can see the records the business holds about her, on request.
- Earnings aims are published with the real data behind them, as aims and never as promises (New Starter Guide).

B3. Care

- No one works while sick, and no one is penalised for cancelling because of illness.
- After a difficult booking a worker can take time out in the quiet room, talk to a manager or to no one, and finish the shift early. Referral to SWOP NSW or counselling is offered.
- Wellbeing check-ins are available and entirely optional.
- Safe transport home is arranged after late shifts on request.

- **Savings guidance and future-planning coaching.** Optional and free. It is general education: a savings template the worker fills in herself, general information on setting money aside for tax and GST as an ABN holder, how superannuation works, and planning for life after this work. It is not personal financial, tax or superannuation advice. For advice on her own situation, a worker is referred to a licensed financial adviser or registered tax agent. The business never holds, manages or invests a worker's money, never asks for access to her bank accounts, cards or passwords, and never makes coaching a condition of work.
- **Visas and documents.** Work rights are checked on VEVO only with the worker's written consent. The business never holds anyone's passport or identity documents. Anyone being exploited, here or anywhere, can contact the Australian Federal Police (131 237) or the Fair Work Ombudsman (13 13 94) without fear of penalty from the business.

B4. Neurodivergent-friendly practice

No diagnosis is needed for any of this. It is how the business works for everyone.

- **Written and spoken.** Every instruction is given both ways. Induction is done in short parts, with breaks. Tasks such as the room reset have printed checklists.
- **Plain, literal communication.** Say what you mean and mean what you say. No hints, no sarcasm, no guessing games in feedback.
- **Predictability.** The roster, and any change to it, is given in writing in advance. There is one named contact person on every shift.
- **Sensory comfort.** The quiet room has dimmable lighting. Headphones, sunglasses and stim tools are welcome in personnel areas. Workers can adjust lighting and music in their room. A fragrance-free option is available on request.
- **Time to think.** No one is pushed for an on-the-spot answer. "Let me think about it" is always acceptable.
- **Overload.** Anyone can go to the quiet room, with no questions asked. A simple signal card lets reception know without needing to explain.
- **Communication choices.** Text or message instead of calls, if preferred. The Aphrodite help counters answer any question, any time. No question is too small.
- **Adjustments.** Ask for any adjustment. The answer is yes wherever possible. If it is no, the reason is given in writing.

B5. Professionalism

What the business expects from everyone, workers and staff alike:

- Arrive when rostered, or let reception know as early as possible.
- Treat colleagues, clients and neighbours with respect.
- Keep everything confidential. Never share a client's or colleague's details. Use working names.
- Keep presentation and hygiene to a high standard.
- No drugs or alcohol on shift. No soliciting outside the premises.
- Follow the venue's Plan of Management.

What everyone can expect from management:

- Questions answered within **24 hours**, and urgent ones straight away.
- Courtesy, always.
- Decisions explained.
- Feedback given privately, specifically and constructively, with a written summary on request.
- Mistakes owned and fixed.

B6. Privacy

- Workers use a working name. A legal name is recorded only where the law requires it (tax, workers compensation, work-rights checks) and kept locked.
- No photos or video of a worker without her separate written consent, which she can withdraw at any time.
- There are never cameras in service rooms, bathrooms or change areas.
- Worker information is never sold, and shared only where the law requires.
- The AI assistants follow the same privacy rules.

B7. Speaking up

Anyone can raise anything, in person, in writing or anonymously. No one is treated worse for speaking up. Workers can also go straight to SWOP NSW (02 9184 9466), SafeWork NSW (13 10 50) or the Fair Work Ombudsman (13 13 94).