

Beauty and Personal Care Facility Guidelines for coronavirus (COVID-19)

31 May 2020

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1. Introduction

1.1 Context

The Victorian Government, alongside National Cabinet, has started a process to ease the restrictions that were put in place to help slow the spread of coronavirus (COVID-19). This will be a careful and staged process.

The roadmap put forward by National Cabinet for this process allows each jurisdiction to decide which restrictions can be eased and when, based on public health advice and local circumstances. To appropriately manage the opening of facilities and premises, operators will need to comply with a range of requirements specified in the legal directions.

With the easing of restrictions, Victorians will be asked to play their part to keep one another safe – this includes maintaining a distance of at least 1.5 metres from each other, practising good hygiene and staying home even if slightly unwell.

The Victorian Government will work in partnership with industry and unions to prepare for each step of the easing of restrictions.

The Victorian Government has announced that, from 11:59pm on 31 May 2020, beauty and personal care facilities will be able to reopen their doors for up to 20 clients at a time on the premises, including all enclosed treatment rooms, subject to a limit of one client per four square metres of publicly accessible space.

1.2 Purpose

This document is intended to assist personal care and beauty salon businesses to prepare to safely resume operations in accordance with the easing of restrictions, while also ensuring the public feels confident that their health and safety is being protected.

The Victorian Government developed these guidelines in collaboration with industry.

Businesses subject to the [Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries](#) **must still** comply with them, along with any additional recommendations outlined in this document.

This document does not replace:

- the *Public Health and Wellbeing Regulations 2009*, which sets out the requirements for premises registered under the Act.
- the *Occupational Health and Safety Act 2004* or Regulations which seek to protect the health, safety and welfare of employees and other people at work.

2 Coronavirus (COVID-19) Beauty and Personal Care Facility Guidelines

2.1 Guidance on development of plans

Each business is unique and should develop a tailored plan based on the information contained in this guide.

This plan is in addition to complying with the requirements of the [Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries](#).

The information, checklists and FAQs provided in these guidelines should assist personal care and beauty therapy businesses (including nail salons) in creating a bespoke plan for each business to safely reopen for staff and clients.

| ACTIONS | WHO | |
|--|---|----------|
| What you need to do to safely reopen your business? | <input type="checkbox"/> Protect staff wellbeing by ensuring <u>safety and hygiene</u> measures are in place as well as ensuring workers are complying with health advice and are not unwell. | Business |
| | <input type="checkbox"/> Provide all staff with a copy of these guidelines. | Business |
| | <input type="checkbox"/> Have provisions in place to <u>record clients' and visitor contact details</u> on booking or entry, with first name and a contact number (the details of every client should be recorded, not just one per booking). | Business |
| | <input type="checkbox"/> Undertake a deep clean of the premises and implement additional <u>hygiene and cleaning measures</u> and practices. | Business |
| | <input type="checkbox"/> Ensure business is set up to adhere to <u>client limits and physical distancing requirements</u> : <ol style="list-style-type: none"> a. capacity limits of 20 clients per premises including all enclosed treatment rooms. b. density quotient of one client per four square metres of floor space accessible to clients. | Business |
| | <input type="checkbox"/> Ensure <u>client awareness of, and compliance with,</u> requirements (including collection of contact information). | Business |
| | <input type="checkbox"/> Be ready to work with the Department of Health and Human Services in the event of a case of coronavirus (COVID-19) in a staff member or client, or an outbreak affecting your business. | Business |
| | <input type="checkbox"/> Complete and consider displaying coronavirus (COVID-19) checklists provided in these guidelines. | Business |

Relevant fact sheets, templates and downloadable posters and signage for Beauty and Personal Care businesses are available at the Business Victoria website www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/beauty-and-personal-care-facility-guidelines-for-coronavirus-covid-19.

2.2 Hygiene and cleaning

2.2.1 Hygiene and cleaning

Businesses are encouraged to have a plan that takes into account coronavirus (COVID-19) guidance from WorkSafe Victoria, 'How employers can use occupational health and safety (OHS) practice to plan for a pandemic' at: www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers and the guidelines contained in this document.

The Public Health and Wellbeing Regulations 2009 set out the requirements for businesses registered under the Act. Proprietors and staff should be familiar with the Australian Standards as they relate to their premises and businesses.

Additional hygiene measures are a priority. While these additional measures will vary between businesses, a person who owns, controls or operates a salon which has members of the public entering any single undivided indoor or outdoor space, must, at a minimum:

- Undertake initial pre-opening deep cleaning and implement an environmental cleaning schedule to ensure frequent cleaning and disinfection of high touch surfaces and bathrooms.
- Frequent cleaning and hand hygiene are fundamental to reducing the risks from coronavirus (COVID-19). For further information on cleaning see '[Cleaning and disinfecting to reduce COVID-19 transmission – Tips for non-healthcare settings](#)'.
- Display a sign at each public entry that includes information on the maximum number of people that can be in the space at a single time.
- Display posters on good hygiene and handwashing practices in prominent places and establish hygiene stations (with hand sanitiser) at entrances and throughout the premises to encourage hand hygiene of staff and clients.
- Maximise ventilation where possible.
- Provide physical barriers or floor markings to ensure physical distancing is maintained at cashiers or consider the installation of sneeze guards.
- Reduce touch points where possible, such as using contactless payment, laminated documents that can be cleaned in between each use and removing communal and self-service equipment.

Clients, therapists and operators

- Inform clients of their expected actions before they attend their appointment. This includes:
 - staying at home if they feel unwell,
 - providing their contact details to enable contact tracing,
 - washing their hands or using alcohol-based hand sanitiser upon arrival, and
 - requesting clients not to bring friends or family members to appointments.
- Ensure all clients and therapists are provided with hand washing facilities or appropriate alcohol-based hand sanitisers.
- Clients and staff must not be barefoot between treatments. Clients should use their own shoes or businesses may provide single use disposable slippers for their use.
- Where therapists were previously required to use masks and gloves to control for risks other than coronavirus infection (e.g. dust exposures), they must continue to do so.
- Instruct therapists to practise good hygiene by frequently and thoroughly cleaning their hands.
- Reduce the sharing of equipment and tools, and remove books, magazines and shared devices from waiting areas.
- Refrain from using product testers or samples on more than one client. Clients should refrain from any unnecessary contact with products they are not purchasing.
- Refrain from offering communal refreshments or water stations.
- Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared equipment and tools, ATMs, EFTPOS equipment, benches, counter tops and sinks).

- Any surfaces used by clients must also be cleaned between clients. Ensure appropriate sterilisation of relevant equipment

Businesses should regularly check that they are complying with current directions and advice provided by health authorities.

Businesses should also note that the workplace health and safety obligations remain under the *Occupational Health and Safety Act 2004* (OHS Act) with respect to identifying hazards and eliminate or, where is not possible to eliminate, reduce risks as far as reasonably applicable. This includes preventing, and where prevention is not possible, reducing, risks to health and safety associated with potential exposure to coronavirus (COVID-19). For more information, see www.worksafe.vic.gov.au/coronavirus-covid-19 and www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers.

Frequent cleaning and hand hygiene are fundamental to reducing the risks from coronavirus (COVID-19). For further information on cleaning see '[Cleaning and disinfecting to reduce COVID-19 transmission – Tips for non-healthcare settings](#)'. Soap (from a dispenser) and water should be used to clean hands. An alcohol-based hand rub can also be used (where for example, when hands are not soiled but may have been contaminated from contact with environmental surfaces). Cleaning hands also helps to reduce contamination of surfaces and objects that may be touched by other people. Staff should avoid touching their face, especially their mouth, nose, and eyes when cleaning. Staff should also clean hands before putting on and after removing gloves.

Please refer to the checklists in the **Appendix** of this document for further advice.

2.2.2 FAQs

What are the most important things I can do to reduce the risk of coronavirus (COVID-19) in my business?

Frequent cleaning, hand hygiene, ensuring clients and staff do not attend your premises when unwell, and physical distancing are the main measures that can protect against coronavirus (COVID-19).

How often should surfaces be cleaned?

Cleaning and sanitising common contact surfaces will help to slow the spread of coronavirus (COVID-19). This should be done every hour for high-touch surfaces. Surfaces and fittings should also be cleaned immediately when visibly soiled and after any spillage.

Common contact surfaces include:

- Benches and workstations
- Door and cupboard handles
- Handrails
- Switches
- Taps
- ATMs
- EFTPOS keypads
- Eating and drinking utensils
- Tables and chairs (including underneath)
- Kitchen and food contact surfaces

Personal items used in the workplace such as phones should be cleaned and, ideally, disinfected frequently (e.g. by using isopropyl alcohol wipes). Workplace amenities including kitchens, lunchrooms, communal areas, change rooms, toilets, drink fountains and vending machines should also be regularly cleaned.

How should surfaces be cleaned and disinfected?

You need to clean and disinfect surfaces; both steps are essential. The first step is cleaning, which means wiping dirt and germs off a surface. You can use common household detergent products for cleaning, they are stocked at supermarkets.

Cleaning alone does not kill germs. The next step is to disinfect the surface. Disinfection means using chemicals to kill germs on surfaces. Again, supermarkets stock common household disinfection products – it is important to use products that are labelled “disinfectant” and to follow the instructions on the label. You can find more information at www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission.

The requirements outlined in this document are in addition to any existing requirements of your business detailed in the [Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries](#).

How often should staff be washing their hands or sanitising?

The most important measure is proper handwashing. To reduce the risk of cross-contamination, practice good hand hygiene before all contact with clients, and after any activity or contact that could result in hands becoming contaminated.

Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.

Staff must have access to appropriate handwashing facilities and must wash and dry their hands:

- On arrival at work
- Before touching a client
- Before performing a procedure
- After a procedure or exposure to body fluids/substances
- After touching a client
- After touching the environment around a client
- After handling used instruments and equipment
- Before and after setting up clean/sterile instruments to use for a procedure
- After smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet
- After touching hair, scalp, mouth, nose or ear canal
- After handling rubbish and other waste
- After handling money or bank cards
- Before and after cleaning
- Before and after removing gloves (if used).

How can I best maintain physical distancing with contractors such as delivery drivers?

Request delivery drivers and other contractors visiting the premises to limit interaction with staff. Use electronic paperwork where possible and, instead of a signature, send a confirmation email or take a photo of the goods onsite as proof of delivery.

I am a business or employee with questions about reopening, who can I contact?

Business Victoria is ready to support businesses and answer their questions about preparing for a safe reopening. For further information, please contact Business Victoria on 13 22 15, or using the [Contact Us form](#).

2.3 Floor plan and physical distancing

2.3.1 Description

Physical distancing is an important component to creating a safe environment for staff and clients. The current directions limit the number of clients per premises to 20, subject to meeting the density quotient of one client per four square metres of client-accessible area.

Place signs at entry points to instruct clients not to enter the shop if they are unwell or have symptoms of coronavirus (COVID19). The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.

- If possible, set up separate exit and entry points to minimise contact.
- Implement measures to restrict numbers within the premises, including maintaining a maximum of 20 people at any one time, in addition to staff, while also ensuring the one person per four square metre rule is complied with.
- Ensure physical distancing by placing floor or wall signage to mark out 1.5 metres distance between persons for queues and waiting areas.
- Consider using physical barriers where practical, such as plexiglass around serving counters or reception areas.
- Remove waiting area seating or space seating at least 1.5 metres apart.
- Limit the use of cash transactions by encouraging clients to use tap and go, direct deposit or other contactless payment options.
- Limit walk-in appointments and client interaction at the counter through the use of online or phone bookings.
- Ensure physical distancing of staff and clients at hand sanitiser stations.

2.3.2 FAQs

What does the four square metre rule mean?

To maintain physical distancing requirements, there must be enough space within the business premises that equates to one person per 4 square metre.

This is used to calculate the total number of clients you can have in your premises at any one time. The size of your premises may limit number of clients you can allow to enter at once. For example, if your business has an internal usable floor space of 20 square metres you can have a maximum of five clients in your premises at any one time.

The four square metre rule must be complied with in addition to the limit on having no more than 20 clients per premises.

Remember also the importance of ensuring people can stay 1.5 metres apart whenever possible, so clients and staff must not be grouped or clustered together.

The Department of Health and Human Services website provides information about monitoring compliance of the directions at: www.dhhs.vic.gov.au/shopping-and-retail-restrictions-covid-19#what-is-the-four-square-metre-rule

Will the Victorian Government provide downloadable signage that I can put up at my business on physical distancing and expected staff and client behaviours?

Yes. Signage can be downloaded at www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/beauty-and-personal-care-facility-guidelines-for-coronavirus-covid-19

Additional signage provided by the Victorian Government can be downloaded at www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources

www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance

2.4 Staff and training

2.4.1 Description

Staff safety and wellbeing is paramount. Businesses should ensure that adequate processes are in place to protect staff, including pre-shift and on-site coronavirus (COVID-19) health checks and information.

Businesses should:

- display information about the symptoms of coronavirus (COVID-19) and the need for staff to stay home when unwell.
- distribute these guidelines to staff and ensure that they are familiar with the guidance information.
- recommend all staff complete the Staff Coronavirus (COVID-19) Health Questionnaire before each shift (questionnaire is provided in the Appendix of this document. A downloadable version can be found at www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/beauty-and-personal-care-facility-guidelines-for-coronavirus-covid-19).
- direct staff to stay at home if they are sick or go home immediately if they become unwell.
- encourage staff to report when they have been a close contact* with a confirmed case of coronavirus (COVID-19).
- communicate with, and provide training for, staff on safety and hygiene practices to ensure they understand and can fulfil their duties and responsibilities.
- ensure staff are aware of, and understand, the resources and support services available to them.
- arrange safe staff workspace allocations to minimise staff interaction with clients where possible.
- encourage staff to download the COVIDSafe app.

Businesses should also consider managing visits to the premise by delivery drivers or other contractors to limit physical interaction with staff.

** A close contact is someone who has spent greater than 15 minutes face-to-face, cumulative, or the sharing of a closed space for more than two hours, cumulative, with a confirmed case of coronavirus*

Please refer to the checklists in the **Appendix** of this document for further advice.

2.4.2 EMPLOYER FAQs

If a staff member is sick should they stay home?

Staff attending work while unwell creates a significant risk of coronavirus transmission. Staff should be directed to stay home if they are sick or go home immediately if they become unwell. Employers' leave policies should be reviewed to ensure that staff do not attend work while unwell.

Any staff member showing coronavirus (COVID-19) symptoms, however mild, should be asked not to come into work and/or sent home immediately. Symptoms of coronavirus (COVID-19) include fever, coughing, sore throat, fatigue and shortness of breath.

Employers should also implement a screening process by suggesting that staff complete the Staff coronavirus (COVID-19) Health Questionnaire before every shift (see Appendix of this document). If a staff member develops symptoms while at work, they should:

- immediately notify their supervisor or employer;
- leave the workplace, travelling by the least public means possible; and
- ring the Department of Health and Human Services (DHHS) coronavirus (COVID-19) hotline on 1800 675 398 for advice on testing.

They must then stay home until symptoms have resolved, until it has been 72 hours since the last fever or chills, and until they have received a negative test result.

Staff should also be provided with appropriate wellbeing support.

Should my staff be temperature tested at work?

Staff should complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift, which can include a temperature check.

Please advise your staff that if they take their temperature using a thermometer and it is 37.5 degrees or above, they are considered to have a fever and should not come to work.

Even if your staff have only mild symptoms like tiredness or a sore throat, they should attend a coronavirus (COVID-19) testing location. For a map of testing locations visit www.dhhs.vic.gov.au/getting-tested-coronavirus-covid-19

What plans do I need to have in place?

Have a plan in place should one of your staff members test positive for coronavirus (COVID-19). For example, maintain accurate records of your work rosters to identify which staff have worked near each another during a shift.

If staff develop symptoms at work such as fever, cough, sore throat or shortness of breath they should leave work and seek medical advice and call the 24-hour coronavirus (COVID-19) hotline on 1800 675 398.

For more information on identifying the symptoms of coronavirus go to www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19.

If one of your staff does test positive for coronavirus (COVID-19) treat their condition with understanding and compassion. Check in on their wellbeing regularly during self-isolation and monitor their mental health.

What do I do if a staff member or client tests positive for coronavirus?

All businesses should have a response plan ready for the possibility of a confirmed case of coronavirus (COVID-19) at their premises.

If a client or staff member with a confirmed case has attended your business while they are infectious, you will be contacted by the Department of Health and Human Services (DHHS).

Each business should then consider the following steps:

- Consult with DHHS who will direct on whether the business is required to close for a short period to facilitate deep cleaning and enable contact tracing.
- Determine what areas of the business were visited, used, or impacted by the infected person.
- Clean and disinfect all areas that were used by the confirmed case (for example, workstation, offices, bathrooms and common areas).
 - Close off the affected area before cleaning and disinfecting.
 - Open outside doors and windows to increase air circulation and then commence cleaning and disinfection.
 - Fully disinfect all areas of the site, paying particular attention to high touch areas. The business should remain closed until this is completed.
- DHHS will liaise with operators where someone has been at the business while infectious with coronavirus (COVID-19). DHHS may request information from the operator to assist with contact tracing. DHHS will contact anyone who is identified as a close contact of the case.
- Work with DHHS to ensure that all appropriate preventative measures have been taken prior to reopening the business.
- Any staff member who tests positive for coronavirus (COVID-19) should remain in home isolation until they have been notified by DHHS that they have met the criteria for release. The staff member should follow DHHS guidance and their employer's policy.

- Staff who are identified to be close contacts of a person with coronavirus (COVID-19) by DHHS should not come to work for 14 days after their last close contact and must self-isolate. During self-isolation, they should watch for symptoms and seek medical assessment and testing if they become symptomatic.

Please respect the privacy of people with a confirmed case of coronavirus and treat their condition with understanding and compassion. If a staff member is self-isolating, check on their wellbeing regularly and monitor their mental health.

Should I encourage staff to wear PPE?

Personal Protective Equipment (PPE) should only be used where therapists were previously required to use masks and gloves to control for risks other than coronavirus infections.

You must follow the [Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries](#), and you must provide your staff with appropriate PPE as per these guidelines.

How can I minimise interactions between staff members during breaks or when transitioning into or out of work periods?

Businesses should help staff maintain physical distancing protocols during these times by:

- reviewing shift arrangements to create smaller teams and have each team work independently (known as cohorting).
- staggering or increasing the time between shifts or client appointments to eliminate bottlenecks and avoid intermingling between different teams.
- Using gaps between shifts for cleaning before new work teams or cohorts arrive.
- Spreading out staff break times to reduce the number of people using communal facilities at the same time.
- Removing excess chairs and tables from communal break areas to encourage staff to stay a minimum 1.5 metres from one another during break.
- Discouraging commuting and carpooling together.

If a staff member turns up to work with a temperature and is sent home, am I responsible for paying them for that shift?

Staff attending work when unwell creates a significant risk of coronavirus (COVID-19) transmission. Staff should be directed to stay home if they are sick or to leave and go home as soon as they become unwell.

Employers' leave policies should be reviewed to ensure that staff do not attend work while unwell.

Responsibility for payment will depend on how the staff is engaged (i.e. permanent or casual), the employer's leave policies and any applicable workplace instrument such as an enterprise agreement or modern award.

Further information on coronavirus-related pay and leave entitlements can be found through the Fair Work Ombudsman at:

- [Pay and Leave During Coronavirus](#)
- [Health and Safety in the Workplace During Coronavirus](#)

How can I best engage and consult with staff regarding coronavirus (COVID-19)?

Employers have an obligation to consult staff and Health and Safety Representatives on matters related to health and safety that directly affect or are likely to directly affect them.

Keep staff informed through regular briefings on coronavirus (COVID-19) with information from the [Department of Health and Human Services website](#), including updates and reminders on risk control strategies, and communicating and enforcing coronavirus-related policies and procedures.

Distribute information from authoritative sources, such as WorkSafe and the Department of Health and Human Services, to increase staff's awareness of the need for preventative measures to reduce the risk of transmission.

Consult staff on what control measures should be put in place to eliminate or minimise the risk of transmission and the adequacy of facilities, such as for handwashing, for staff and clients.

Ensure that your staff feel supported and heard. Take their views into account when making decisions, advise them of those decisions, and provide means for them to raise concerns.

Also ensure that any consultation requirements under workplace instruments (such as an enterprise agreement or modern award) that apply to your business are observed.

For further help on how best to consult staff, refer to [WorkSafe Victoria's website](#).

2.4.3 STAFF FAQs

What personal protective equipment am I entitled to as a member of staff?

Personal Protective Equipment (PPE) should only be used where therapists were previously required to use masks and gloves to control for risks other than coronavirus infections.

Your employer must follow the [Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries](#), and you must be provided with appropriate PPE by your employer as per these guidelines.

Does my employer need to consult with me about safe work practices?

Employers must consult staff and Health and Safety Representatives (if any) on health and safety matters that directly, or indirectly affect them.

Employers should also:

- provide updated information to all staff, including staff who are on leave, contractors and casual workers, in a format they can easily understand (e.g. in their own language) and in multiple formats (e.g. email, posters and verbal)
- ensure there are contingency plans for replacing staff when necessary.

For further information on how your employer should consult with staff, visit [WorkSafe Victoria's website](#).

Am I entitled to additional paid leave if I have to self-isolate?

Responsibility for payment will depend on how you are engaged with the employer (i.e. as a permanent or casual staff), the employer's leave policies and any applicable workplace instrument such as an enterprise agreement or modern award.

Recent changes made by the Fair Work Commission to many modern awards provide for up to two weeks unpaid pandemic leave and greater flexibility for annual leave for employees in many awards.

Further information on coronavirus-related pay and leave entitlements can be found at the [Fair Work Ombudsman website](#).

What are my rights if I am concerned about safety at my workplace?

You have a legal right to a safe work environment and:

- be provided with adequate training;
- be familiar with relevant work policies;
- be consulted on issues that affect you; and
- know how, and with whom to raise concerns.

If the business you work for is not meeting its obligations as an employer under the OHS Act, you can contact WorkSafe Victoria's advisory service on 1800 136 089.

You may also choose to contact your union if you require further assistance and/or guidance regarding your rights.

2.5 Clients, deliveries, contractors and visitors

2.5.1 Description

Businesses should advise clients, deliverers, contractors and visitors to stay away from their business if they are unwell. Physical distancing and good hygiene must also be encouraged.

To enable contact tracing, operators must request that each person who attends a business premises provide their first name and a contact phone number. Operators must keep a record of those details and the date and time at which the person attended the business. This information must not be used for any other purpose. This information must be stored for at least 28 days and destroyed securely after this time period.

To support a safe environment, businesses should:

- Encourage clients to maintain 1.5 metres from others when entering and exiting the premises. This may require customers to queue outside the business premises where necessary.
- Ensure physical distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas.
- Display information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell in highly visible locations throughout your premises.
- Make hand sanitiser available to all persons in a prominent location on entry and exit from the premises.
- Inform clients about the restrictions in place and expected behaviours and information on extra safety and hygiene measures (e.g. cashless payments) to protect the health of clients and staff.
- Clients can also be encouraged to download the COVIDSafe app.
- Consider providing information on physical distancing and good hygiene when in the premises as per [Good Hygiene for Coronavirus](#).
- Where practical, direct delivery drivers or other contractors visiting the premises to limit physical interaction with workers.
- Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.

Please refer to the checklists in the **Appendix** of this document for further advice.

2.5.2 FAQs

I am a hairdresser that also supplies beauty services. Do I have to comply with this checklist, including the limit of 20 members of the public at the facility?

You do not need to comply with the 20-person limit at the premises, as this requirement has not applied to hairdressers to date.

However, other minimum conditions will continue to apply, such as maintaining the one person per four square metre rule, which depending on the indoor size of the premises may result in fewer than 20 people being able to be on site at any one time.

How can I encourage safe client behaviour?

Place signs at entry points stating that:

- Clients should not enter if they are unwell
- Only a limited number of clients are allowed to be in the premises according to the client limit or density quotient.
- Penalties may apply for clients not adhering to these limits or other directions issued by the Chief Health Officer
- Businesses have the right to refuse service or entry under these guidelines.

Can I offer clients refreshments during their treatment/appointment?

Businesses should consider suspending the serving of refreshments to clients during the coronavirus (COVID-19) period to avoid contamination of kitchenware. Encourage clients to bring their own refreshments.

What do I do if a client does not comply with hygiene practices?

If a client attending your business is in breach of the directions issued by the Chief Health Officer or is not cooperating, you have the right to refuse entry to clients or ask them to leave.

Am I able to take temperature checks to screen clients entering the premises?

Temperature checks for clients are not currently recommended. Temperature checks are only recommended in certain sensitive settings such as on entry to hospitals.

What information am I required to collect from clients?

You must request that each person (client, visitor or contractor such as maintenance worker) who attends provide their first name and a contact phone number.

You must keep a secure record of those details, the date and time at which the person attended the facility.

You are not required to view or record clients' IDs to verify their information.

Do I need to disclose to clients that data will be retained?

Yes, there should be a collection notice displayed informing clients and other visitors of the requirement to record their contact details, the purpose for doing so and that records will be destroyed after 28 days.

How long do records need to be kept?

Keep the record for 28 days from the date the client or visitor attended your premises. This enables contact tracers to quickly make contact in the event that a positive case of coronavirus (COVID-19) is detected.

Securely destroy the record after 28 days from the date the individual attended. Note that this only applies to client records put in place to prevent the spread of coronavirus (COVID-19). Other business records, such as those required by the Australian Taxation Office, should be retained under their normal statutory periods.

Businesses must take reasonable steps to protect clients' personal information from being misused, interfered with and lost, as well as from unauthorised access, modification and disclosure.

What if a client or visitor does not want to give their details?

Explain the purpose for collection, which is to assist any contact tracing in the event of an outbreak or potential exposure to someone with coronavirus (COVID-19) at your premises and in order to protect the client and the health and safety of their family and friends.

If the client or visitor still declines to provide details after being given an explanation, they cannot be compelled to do so. You also have the right to refuse entry to clients or ask them to leave.

Clients concerned about the handling of their personal information can make a privacy complaint to the [Office of the Australian Information Commissioner](#).

Do I need to keep electronic records or would written down (pen and paper) suffice?

Businesses can determine how to best securely record and store visitor details. A simple handwritten log or register will suffice. A template for recording visitor details can be found at www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/beauty-and-personal-care-facility-guidelines-for-coronavirus-covid-19

You must consider how to minimise the risk of transmission if staff and clients share the record-keeping materials – it is best if only one staff member per shift collect clients' details. Regularly clean the pens used to write down contact details.

Records should be securely stored and information not used for any other purpose other than the reason for which it was collected, namely to trace in the event that a positive case of coronavirus (COVID-19) is detected.

Do I have to do an ID check to verify client and visitor details?

No. You should request and record each person's first name and phone number along with the time and date they visited.

Do I have to get every single client and visitor's details, or just one from each group?

The details of every person in the group should be requested.

What if the client or visitor does not have a phone number?

Invite the client to provide an email address instead or any other alternative means of contact to assist with contact tracing in the event of an outbreak or potential exposure.

Can I record visitor contact details from when they made a booking?

Records should reflect all the clients and visitors who attend your premises, not only those making the booking. Details from a booking or reservation can be used as long as the person actually attended at the time they booked for.

What do I need to do to comply with privacy regulations when collecting and keeping visitor details?

The Office of the Australian Information Commissioner provides [a guide on the reasonable steps](#) you could take to protect the personal information you are collecting from clients and visitors. This includes steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

Am I allowed to collect data from clients who are under the age of 18?

Yes.

Do I have to request client and visitor details each time they come in, even if they are regulars?

Yes. It is important to record both their first name, phone number and the time they attended.

2.6 Compliance and enforcement

2.6.1 Description

Each business has an obligation to ensure that their premises is deep cleaned and prepared prior to reopening.

You may consider nominating a staff member to be the COVID-19 Response Officer (or similar) to oversee the implementation of your safety measures, and ensuring that correct processes are being followed, any relevant documentation is complete, and staff are well-informed, and procedures are kept up-to-date to comply with current health information.

Victoria Police will conduct spot checks to ensure compliance with the directions of the Chief Health Officer. WorkSafe will continue compliance and enforcement action under the *Occupational Health and Safety Act 2004*.

2.6.2 FAQs

Where can I find further information?

Business Victoria is ready to support Hairdressing, Beauty/Nail and Barbering businesses and answer their questions about preparing to safely reopen. For further information, please contact Business Victoria on 13 22 15, or using the [Contact Us form](#).

How will you enforce compliance?

Victoria Police may conduct spot checks to ensure compliance with the directions of the Chief Health Officer.

What are the penalties for not complying?

Police can issue on the spot fines of up to \$1,652 for individuals and up to \$9,913 for businesses for:

- Refusing or failing to comply with the emergency directions;
- Refusing or failing to comply with a public health risk power direction
- Refusing or failing to comply with a direction by the Chief Health Officer to provide information

Bigger fines of up to \$20,000 for individuals and \$100,000 for businesses are possible through the courts.

3 APPENDIX – CHECKLISTS

3.1 BEFORE YOU ARE OPEN CHECKLIST – FOR BUSINESS OWNERS/MANAGERS

What you need to do to safely reopen your business

The following measures must be in place before reopening:

- Deep cleaning of premises
- Premises set up for appropriate number of people and physical distancing
- Signage and record keeping
- Staff and management policies, practices and training
- Ensure compliance with industry standards for infection prevention and control requirements under [Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries](#)

- Hand hygiene is the best way to prevent infection
- Staff should not wear rings, watches or other jewellery when performing procedures, particularly tattooing and body piercing
- Be careful handling sharps. Always dispose of sharps immediately into a sharps container
- Use an aseptic non-touch technique to help prevent infection during tattooing or skin penetration
- Be careful handling and dispensing products such as wax, ointments, make-up or creams can easily become contaminated
- Use a disposable applicator to apply product
- Throw out left-over product. Do not put it back into the original container or use it on another client
- For products that cannot be put into a separate container, use a new disposable applicator each time you dip it into the product
- Replace linen, paper towels and strips between each client
- Wash linen, towels and protective clothing in hot water (70–80 degrees Celsius)
- Dry linen on the hottest dryer setting
- Separate waste into clinical waste and general waste. Use a different bin for each type of waste
- You must use a waste contractor authorised by the EPA to remove clinical waste
- Have a cleaning schedule for surfaces and equipment
- Ensure staff who reprocess items are properly trained in the different cleaning, disinfecting and/or sterilising of reusable instruments and equipment
- You must have a dedicated area for reprocessing.

Deep cleaning of premises

- Ensure appropriate cleaning and disinfecting products are available to effectively clean and disinfect all surfaces.
- Conduct a deep clean of all contact surfaces and objects, e.g. counters, tables, doors, handles, taps, chairs, tables, handrails, tills, phones, any reusable instrument or equipment.
- If your business has been closed, check the condition of equipment and facilities are fully functioning, such as gas, electricity, toilets, and hand-washing facilities.
- Have air conditioning systems serviced according to manufacturer's instructions and ensure they are fully functional. Where possible fresh air flow should be maximised in indoor premises.

Premises set up for appropriate number of people and physical distancing

- Ensure your premises is set up to adhere to client limits, and physical distancing of dining groups
 - a limit of 20 clients per premises, including enclosed treatment rooms (not including staff), and
 - a density quotient of one client per four square metres of the floor space accessible to clients.
- Optimise physical distancing in the layout by reviewing entry and exit points, flow of staff and clients, location of hand sanitiser.
- If practicable, set up separate exit and entry points to minimise contact.
- Ensure social distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas.
- Consider using physical barriers where practical, such as plexiglass around counters.
- Remove waiting area seating or space seating at least 1.5 metres apart.
- Limit the use of cash transactions by encouraging clients to use tap and go, direct deposit or other contactless payment options.
- Limit walk-in appointments and client interaction at the counter by using online or phone bookings.
- Display signage for staff and clients and install in appropriate, high visibility locations. Signage should include:
 - a sign at the entrance to your premises that advises clients of the maximum number of clients allowed at any time
 - information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell
 - hygiene and physical distancing practices.
- Display a poster at your premises confirming that staff have reviewed the guidelines.
- Place physical barriers or use floor signage to maintain 1.5 metres physical distancing between cashiers and clients.
- Set up a system for recording client contact details (first name, contact phone number, and time of visit) to support contact tracing. Whether this is a paper-based approach or electronic approach your system needs to minimise the number of people who touch the surface; and retain client contact details securely for at least 28 days after the client has visited your premises. Contact details must be destroyed securely after this time.
- Set up a record keeping folder for Staff Coronavirus (COVID-19) Health Questionnaires which are encouraged to be completed before starting every shift.

Staff and management policies, and practices

- Distribute these guidelines to staff and ensure that they are familiar with the guidance information.

- Ensure you as the operator or manager understand your obligations under the Occupational Health and Safety Act and have reviewed the coronavirus (COVID-19) guidance from WorkSafe Victoria available at www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers.
- Establish new processes and schedules for cleaning and sanitising to maintain good hygiene at your premises, including hourly cleaning of high touch points such as doors, handles, chairs and benches.
- Plan to have an inhouse session with your staff every month to refresh their knowledge of relevant training.
- Consult with staff on measures you have put in place and provide them with the information and education necessary for them to perform their work in a safe manner including on changes to work practices such as cleaning and sanitising. The Occupational Health and Safety Act places certain obligations on employers regarding when and how to consult with staff about the identification of hazards or risks and determining how they will be controlled (refer to [WorkSafe](#) for more information)
- Encourage all staff to download the COVIDSafe App before returning to work to assist contact tracing.
- Consider appointing a staff member to be your coronavirus (COVID-19) Response Officer. This person would be responsible for ensuring that your policies and practices are being followed, that staff are well-informed, and records are being kept appropriately.

3.2 ONCE YOU ARE OPEN CHECKLIST – FOR BUSINESS OWNERS/MANAGERS

Staff and management policies and practices

- Check with your staff that they are aware of, and understand, the resources and support services available to them.
- Encourage staff to complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift. This can include a temperature check with a thermometer.
- Direct staff to stay at home if they have a fever (a temperature of 37.5°C or greater), or if they have any symptoms.
- Encourage staff who are unwell to be tested for coronavirus (COVID-19). Staff must remain in isolation at home until they get the result and it is negative for coronavirus (COVID-19).
- Require your staff to contact a manager if they notice a co-worker or manager with symptoms of coronavirus (COVID-19).
- Assign workers to specific workstations to minimise the need to go into other spaces and time breaks to ensure social distancing.

Clients

- Encourage all clients to download the CovidSafe App to assist contact tracing.
- Encourage online and phone bookings and limit the number of walk-up clients to your premises.
- Inform clients of expectations before they attend their appointment. This includes:
 - Staying at home if they feel unwell
 - They will need to provide their details for record keeping
 - Washing their hands or using alcohol-based hand sanitiser upon arrival
 - Requesting clients not to bring friends or family members to appointments.
- Clients and staff must not be barefoot between treatments. Clients should use their own shoes or businesses may consider the use of single use disposable slippers.
- Ensure clients and staff are provided with hand washing facilities or appropriate alcohol-based hand sanitisers.

Record-keeping

- Record visitor and client contact details on arrival, with name and a telephone contact number for every member of a party, including children. Remember to minimise the number of people who touch your record keeping surface and securely store contact details for 28 days.
- Securely destroy visitor and client contact details after 28 days.

Environment and cleaning

- Ensure cleaning and sanitising procedures are thoroughly implemented.
- Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared, reusable instruments and equipment, ATM machines, Eftpos equipment, tables, counter tops and sinks).
- Any surfaces used by clients must also be cleaned between clients. Ensure appropriate sterilisation of relevant equipment between clients. Ensure enough time is kept between appointments to allow for cleaning and sterilisation.
- Reduce the sharing of equipment and tools, and remove books, magazines and shared devices from waiting areas.
- Refrain from using product testers or samples on more than one client. Clients should refrain from any unnecessary contact with products they are not purchasing.

- Refrain from offering communal refreshments or water stations.

Deliveries, contractors and visitors attending the premises

- Where practical, require delivery drivers or other contractors visiting the premises to limit physical interaction with workers.
- Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.

3.2 ONCE YOU ARE OPEN CHECKLIST – FOR STAFF

- Wash your hands thoroughly with soap and water for at least 20-30 seconds at the very minimum:
 - On arrival at work
 - Before touching a client
 - Before performing a procedure
 - After a procedure or exposure to body fluids/substances
 - After touching a client
 - After touching the environment around a client
 - After handling used instruments and equipment
 - Before and after setting up clean/sterile instruments to use for a procedure
 - After smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet
 - After touching hair, scalp, mouth, nose or ear canal
 - After handling rubbish and other waste
 - After handling money or bank cards
 - Before and after cleaning
 - Before and after removing gloves (if used).
- Do not come to work if you have a fever (a temperature of 37.5°C or greater), or if you have any symptoms.
- If you have symptoms, get tested for coronavirus (COVID-19). Stay in isolation at home until you get the result and it is negative for COVID-19.
- You are encouraged to complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift and provide to the shift manager for recordkeeping.
- Be rigorous in maintaining the new cleaning and sanitising schedule (for example, touch points such as benches and counters need to be cleaned and disinfected before and after use by clients).

Beauty Salons

- Ensure all clients are provided with hand washing facilities or appropriate alcohol-based hand sanitisers and request them to clean and sanitise their hands.
- Ensure clients are not barefoot between treatments. Clients should use their own shoes or businesses may provide single use disposable slippers for their use.
- Ensure all practices are in compliance with requirements under Part C [Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries](#).
- Where required, ensure the appropriate Personal Protective Equipment is provided as per Part B of [Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries](#).
- Consider disposable and/or single use products where appropriate.
- Comply with sterilisation procedures for reusable equipment.
- Basins/lounges used for manicure and pedicures are to be thoroughly cleaned and disinfected between clients including the headrest.
- Appropriate cleaners are readily available to wipe down machine equipment such as for facial/laser machines.
- Refrain from using product testers or samples on more than one client.
- Ensure clients refrain from any unnecessary contact with products they are not purchasing.

Barbering/Hair Salons that offer waxing services

- Ensure all clients are provided with hand washing facilities or appropriate alcohol-based hand sanitisers and request them to clean and sanitise their hands.
- Ensure clients are not barefoot between treatments. Clients should use their own shoes or businesses may provide single use disposable slippers for their use.
- Ensure all practices are in compliance with requirements under Part C [Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries](#).
- Where required, ensure the appropriate Personal Protective Equipment is provided as per Part B of [Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries](#).
- Manage your appointment schedule to ensure extra services such as waxing services have time allocated to provide for additional cleaning where necessary.
- Have all equipment and cleaning products (including hand sanitiser) at your workstation to avoid moving around.

Make-up Artists

- Ensure all clients are provided with hand washing facilities or appropriate alcohol-based hand sanitisers and request them to clean and sanitise their hands.
- Ensure clients are not barefoot between treatments. Clients should use their own shoes or businesses may provide single use disposable slippers for their use.
- Ensure all practices are in compliance with requirements under Part C [Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries](#).
- Where required, ensure the appropriate Personal Protective Equipment is provided as per Part B of [Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries](#).

4 STAFF CORONAVIRUS (COVID-19) HEALTH QUESTIONNAIRE

We encourage each staff member to complete this questionnaire before starting any shift and give your completed questionnaire to the manager to keep as a record.

Staff name: _____

Date: _____ Time of shift: _____

| | |
|---|--|
| Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)? | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| Have you been directed to a period of 14-day quarantine by the Department of Health and Human Services as a result of being a close contact of someone with coronavirus (COVID-19)? | <input type="checkbox"/> YES <input type="checkbox"/> NO |

If you answered YES to either of the above questions you should not attend work until advised by the Department of Health and Human Services that you are released from isolation or until your 14-day quarantine period is complete.

If you answered NO to the above questions, proceed to the symptom checklist below.

Are you experiencing these symptoms?

| | |
|--|--|
| Fever (If you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5°C) | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| Chills | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| Cough | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| Sore throat | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| Shortness of breath | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| Runny nose | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| Loss of sense of smell | <input type="checkbox"/> YES <input type="checkbox"/> NO |

If you answered **YES** to any of the above questions you should **not** enter your workplace (or should leave your workplace). Tell your employer, go home, and get tested for coronavirus (COVID-19).

If you answered **NO** to all the above questions, you can enter your workplace.

If you develop symptoms, stay at home and seek further advice from the 24-hour coronavirus hotline 1800 675 398 or your general practitioner.