



COVID Safe Checklist: Personal services

As at 4:00pm on 17 November 2020

Beauty, nail salons, massage (therapeutic and non-therapeutic), tanning, tattoo parlours, spas, saunas and bathhouses

What you need to do to safely re-open your business

1. Check your business can re-open

- Check the Queensland Government's COVID-19 website at www.covid19.qld.gov.au to confirm you can re-open your business and whether any specific restrictions apply.
- 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. Ensure food and beverages stored at your business have not been contaminated or are now out of date.
- COVID Safe training programs are now available and can be accessed online through TAFE Queensland (<https://tafeqld.edu.au/covid-safe>), or from an approved industry organisation. A list of approved industry courses is available at www.covid19.qld.gov.au. COVID Safe training is mandatory for high risk industries and must be undertaken within two weeks of re-opening.

2. Wellbeing of workers

- Direct workers to stay at home if they are sick, and to go home immediately if they become unwell.** Require them to be tested for COVID-19 if they have any symptoms of acute respiratory disease (cough, sore throat, shortness of breath) or a fever or history of fever. They must remain in isolation at home until they get the result and it is negative for COVID-19.
- Consider safety risks and manage these according to the appropriate hierarchy of controls, i.e. elimination, substitute, isolation, administrative controls then personal protective equipment, where required.
- Implement measures to maximise the distancing between workers to the extent it is safe and practical and minimise the time that workers are in close contact.
- Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase social distancing between workers.
- Introduce work from home arrangements where workers are able to work from home, such as administrative work where no face to face contact is required.
- Modify processes behind the counter (including in break rooms) to limit workers having to be in close contact, as much as possible. Assign workers to specific workstations to minimise the need to go into other spaces and time breaks to ensure social distancing.
- Postpone, cancel or use electronic communications such as video conferencing for non-essential face-to-face gatherings, meetings and training.
- Consult with workers on COVID-19 measures in the workplace and provide workers with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.
- Put signs and posters up to remind workers and others of the risk of COVID-19.



3. Social distancing

- Place signs at entry points to instruct customers not to enter the premises if they are unwell or have COVID-19 symptoms. The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.
- If practicable, set up separate exit and entry points to minimise contact.
- Implement measures to restrict numbers within the premises, including maintaining a maximum of 50 people at any one time, in addition to staff, and ensuring distance of one person per 2 square metres.
- 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 serving counters.
- Remove waiting area seating or space seating at least 1.5 metres apart.
- Limit the use of cash transactions by encouraging customers 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.

4. Record keeping

- Contact information must be kept on all clients, workers and contractors, including full name, email address (residential address if not available), phone number, date of entry and time period (time in and time out) for contact tracing purposes for a period of **56 days** (unless otherwise specified).
- Ensure records are used only for the purposes of tracing COVID-19 infections and are captured and stored confidentially and securely.

5. Hygiene and cleaning

- 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
- Ensure clients and therapist are provided with hand washing facilities or appropriate alcohol-based hand sanitisers. Alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.
- 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.
- Where therapists were previously required to use masks and gloves to control for risks other than COVID-19 infection (e.g. dust exposures), they must continue to do so. For controlling the risk of COVID-19 infection, masks and gloves may be considered as part of a range of controls.
- Instruct therapists to practise good hygiene by frequently cleaning their hands. 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.
- Reduce the sharing of equipment and tools, and remove books, magazines and iPads 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, Eftpos equipment, tables, counter tops and sinks, changing areas, toilets, and showers (where applicable)).
- Any surfaces used by clients must also be cleaned between clients. Ensure appropriate sterilisation of relevant equipment between clients. Ensure sufficient time is kept between appointments to allow for this.

6. Deliveries, contractors and visitors attending the premises

- Where practical, direct delivery drivers or other contractors visiting the premises to minimise 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.

7. Review and monitor

- Regularly review** your systems of work to ensure they are consistent with current directions and advice provided by health authorities.
- This checklist is a key part of your COVID Safe Industry Plan, as outlined on the WorkSafe website.
- Publicly display this signed checklist as evidence that you are a COVID Safe business.**
- Ensure you have a copy of this signed checklist, which must be produced if requested from a relevant compliance/enforcement officer. This may include providing an electronic copy.
- Keep up to date and find additional guidance at www.covid19.qld.gov.au and www.worksafe.qld.gov.au.
- Employees with a general work-related complaint can call **WHS** Queensland on **1300 362 128**.
- Business owners that would like to better understand their **WHS** duties regarding COVID-19 can call **1300 005 018** or their union or industry association.
- Customers who have concerns about whether a business is complying with this checklist can call **134 COVID (13 42 68)**.

Name of person(s) conducting business or undertaking as defined in the Work Health & Safety Act 2011:

Signature & date: