COVID Safe Checklist: Personal services

As at 13 March 2021

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

What you need to do to safely operate your business

1. Check your business can operate

☐ Check the Queensland Government's COVID-19 website at www.covid19.qld.gov.au to confirm whether any specific restrictions apply to your business and/or your Local Government Area.

☐ If your business has been closed, check your 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 Ensure food and beverages stored at your business have not been contaminated or are now out of date.

☐ Ensure staff have completed mandatory COVID Safe training and ensure other relevant training (such as food handling) is up to date. Refer to section 2 of this document re mandatory training requirements.

2. Mandatory training requirements

☐ Mandatory training must be completed by all staff (including casuals) within two weeks of a business opening/reopening and by staff commencing with your business after this two-week period through TAFE Queensland (https://tafeqld.edu.au/covid-safe).

☐ Completion of training records should be maintained and presented for inspection by compliance officers, if/when required.

3. Promote safe practices

☐ Direct workers to stay at home if they are sick, and to go home immediately if they become unwell.

☐ If workers have any COVID-19 symptoms, no matter how mild, they are to get tested. Workers should remain in isolation at home until they receive a negative test result for COVID-19.

☐ If there is a confirmed case of COVID-19 infection at a workplace - Any worker who receives a positive COVID-19 result will be managed by the local Hospital and Health Service. Upon being informed, a person in control of the business must notify Work Health and Safety Queensland that the case has been confirmed. Records to be kept of each notifiable incident for at least 5 years from the day notified of the incident.

☐ 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.

☐ 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 physical distancing.

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- [ ] 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 physical distancing between workers.
- [ ] Consult with workers on COVID-19 measures in the workplace. Provide them with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.
- [ ] Workers regularly given the opportunity to wash their hands, or hand sanitiser to be made readily available.
- [ ] 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.
- [ ] Postpone, cancel or use electronic communications such as video conferencing for non-essential face-to-face gatherings, meetings and training.

4. Signage

- [ ] Place signs at entry points instructing patrons not to enter if they are unwell or have any COVID-19 symptoms.
- [ ] The sign should state that businesses have the right to refuse service and must insist that anyone with COVID-19 symptoms leaves the premises.
- [ ] Put signs and posters up to remind workers and others of the risk of COVID-19.

5. Physical distancing

- [ ] 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 in accordance with the Restrictions on Businesses, Activities and Undertakings Direction.
- [ ] Physical distancing of 1.5 metres must be observed to the extent possible.
- [ ] If practicable, set up separate exit and entry points to minimise contact.
- [ ] Ensure physical 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.
- [ ] Place floor markings or signs to identify 1.5 metres distance between persons for queues and waiting areas.
- [ ] 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.

6. Contact tracing and record keeping

- [ ] **Contact information is required for ALL patrons**, not a single patron within a group.
- [ ] Advise patrons it is a condition of entry to leave their contact information.
- [ ] Ensure you collect and keep contact information by using either the *Check-In Qld* app or another method for ALL patrons, workers and contractors, including full name, email address (residential

address if email not available), phone number, date of entry and time period of patronage for contact tracing purposes for a **minimum of 30 days** and a **maximum of 56 days** (unless otherwise specified).

☐ Contact information must be stored in a manner that facilitates efficient retrieval for a specified date and/or time (e.g. batched per day).

- ✘ *Examples of unsuitable methods of keeping contact information:*
- ✘ *A notebook stored at the front counter that relies on patrons to voluntarily provide contact information without verification from staff.*
- ✘ *A sheet of paper and pen permanently kept at a table and is collected at the close of business each day.*
- ✘ *A third-party mobile application where the business has little or no control over producing information within one hour.*

☐ Ensure records are used only for the purposes of tracing COVID-19 infections and are captured and stored confidentially and securely.

☐ Provide collected contact tracing information to public health authorities within the stated time, if requested.

7. Hygiene

☐ Inform clients of expectations before they attend their appointment. This includes:
- staying at home if they feel unwell
- they will need to provide their personal contact 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 patrons and therapist are provided with hand washing facilities or appropriate alcohol-based hand sanitisers - containing greater than 60% ethanol or 70% iso-propanol is recommended.

☐ Alcohol-based hand sanitiser and hand washing facilities to be checked and replenished regularly and depending on demand.

☐ 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 greater than 60% ethanol or 70% iso-propanol is recommended.

☐ Patrons 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.

☐ 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. Patrons should refrain from any unnecessary contact with products they are not purchasing.

☐ Refrain from offering communal refreshments or water stations.

8. Frequent environmental cleaning and disinfection

☐ 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.

☐ Infrequently touched surfaces are to be cleaned at least daily, and cleaned and disinfected (sanitised) at least weekly.

☐ Disinfectant solutions should be made fresh daily and gloves should be worn when handling and preparing solutions.

☐ Cleaning equipment, including mop heads and cloths, should be laundered in hot water and completely dried before reuse.

☐ Cleaning equipment, such as buckets, should be emptied and cleaned with a new batch of cleaning and/or disinfectant solution and allowed to dry completely before reuse.

9. Deliveries, contractors and visitors attending the premises

☐ Direct delivery drivers or other contractors visiting the premises to minimise physical interaction with workers, where practical.

☐ 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.

☐ Provide a drop-off or collection area for deliveries.

10. Review and monitor

☐ Regularly review your systems of work to ensure they are consistent with current Public Health Directions and advice provided by health authorities.

☐ 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.

☐ Workplace Health and Safety (WHS) specific guidance can be obtained from 'Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy'.

☐ Business owners with queries regarding this checklist or the COVID Safe Industry Plan can contact their industry peak body or their relevant government department.

☐ Employees with a general work health and safety complaint can call Workplace Health and Safety 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.

☐ Patrons who have concerns about whether a business is complying with this checklist can call 134 COVID (13 42 68).

Name of person(s) responsible for completing and implementing this checklist:	
Name of business/entity and location/address for this checklist:	
Signature & date:	