NOOSA COUNCIL

Protecting Noosa's Community

RE-OPENING YOUR BUSINESS SAFELY – BEAUTY THERAPISTS & NAIL SALONS

Noosa Council is pleased to provide our local businesses with information and resources aimed at supporting you   as you re-open your business in line with the State Government's Roadmap to Easing Queensland's Restrictions.

Key points for Beauty Therapists and Nail Salons

- You are required to complete and display COVID Safe checklist when you open for trade to comply with the essential health requirements that enable you to open and provide a safe environment for your customers and your staff.
- You must complete, sign and display the checklist in a prominent, visible location at your business premises.
- You are not required to submit this checklist to Queensland Health, however a relevant enforcement officer can check compliance at any time and/or may ask for a copy of the signed checklist.
- Your staff must complete mandatory COVID Safe mandatory training within two weeks of your business commencing. Staff that commence with your business after this two-week period must complete this training before commencing. This training program is available for free at https://tafeqld.edu.au/covid-safe
Source: covid19.qld.gov.au

The following resources that need to be displayed by your business, as required by the COVID Safe checklist are enclosed.

For display at a prominent location for your customers
- COVID Safe checklist
- Business Safety Poster
- Symptom Signs
- Social distancing

For display internally for your staff
- COVID-19 Cleaning Checklist
- COVID-19 At Your Workplace : Unwell staff
- COVID-19 Physical Distancing Checklist

Other posters are available at Safe Work Australia

More information
Council will continue to 'walk alongside' businesses as we work through the Easing of Restrictions. For more information, visit the Queensland government COVID Webpage
https://www.covid19.qld.gov.au/ or www.worksafe.qld.gov.au

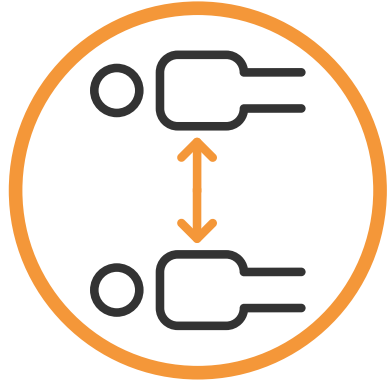*Please note that Noosa Council officers are providing information based on the guidelines from Queensland Health.*
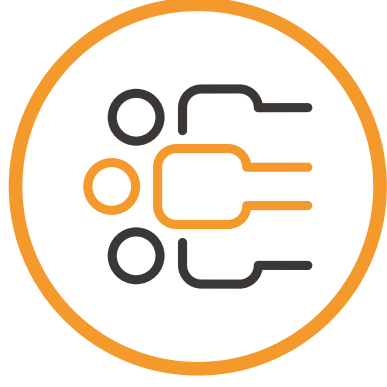
Unite against COVID-19

For your safety in our store, we are:

limiting customer numbers in our store

cleaning our premises regularly
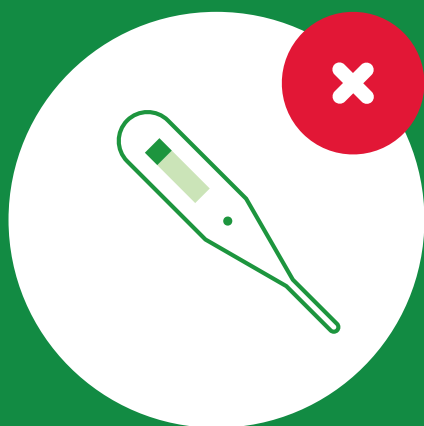

enforcing social distancing

Thank you for your cooperation

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Attention

If you have experienced a **fever, cough, sore throat, shortness of breath** or **travelled overseas** in the past month, please **do not** enter this facility.

Businesses have the right to refuse service to customers with symptoms, or insist that anyone with symptoms leaves the premises.

BE COVIDSAFE

For more information about Coronavirus (COVID-19), please visit **health.gov.au**

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KEEPING YOUR DISTANCE.

Coronavirus (COVID-19)

Help stop the spread of coronavirus by keeping your distance. Remember, don't shake hands or exchange physical greetings. Wherever possible stay 1.5 metres apart and practise good hand hygiene, especially after being in public places.

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

Advice regarding **Coronavirus (COVID-19)** will change regularly. Keep up to date. Visit **health.gov.au**

HELP STOP THE SPREAD AND STAY HEALTHY

1.5M

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CHECKLIST: Cleaning

This checklist will assist you to implement health and hygiene measures at your workplace and do a review of your facilities. Don't forget to also check our COVID-19 website for additional measures for your industry.

Routine cleaning

What do I need?

☐ Detergent, either as a solution that can be mixed with water, or as wipes, or

☐ A 2-in-1 detergent and disinfectant solution, or wipes which can be used for routine cleaning.

When should I clean?

☐ Clean your workplace at the end of the work day using a detergent, or a 2-in-1 detergent and disinfectant solution.

Focus on:
Frequently touched surfaces such as tabletops, door handles, light switches, desks, toilets and toilet doors, taps, TV remotes, kitchen surfaces and cupboard handles

☐ Clean objects and surfaces used repeatedly by lots of people frequently throughout the day using a detergent, or 2-in-1 detergent and disinfectant solution.

For example:
Trolleys and baskets, checkouts, EFTPOS machines, handrails, elevator buttons

☐ Clean surfaces and fittings that are visibly soiled or after any spillage as soon as possible using a detergent, or a 2-in-1 detergent and disinfectant solution.

☐ Instruct workers to clean personal property that has been brought to work and is likely to be handled at work or during breaks with a detergent or 2-in-1 detergent and disinfectant solution, or wipes.

For example:
Sunglasses, mobile phones, ipads, car keys

How to safely clean

☐ Read the product label and Safety Data Sheet for the cleaning product(s) before using and make sure you follow all instructions, including all required personal protective equipment (PPE). Also make sure the product is suitable for use on the surface you are cleaning.

☐ Instruct workers to wear gloves when cleaning and ensure they know to wash their hands thoroughly with soap and water, or to use alcohol-based hand sanitiser if they cannot wash their hands, both before and after wearing gloves.

☐ If possible, use disposable gloves when cleaning and discard after each use. Otherwise, only use reusable gloves for routine cleaning and do not share gloves between workers.

After cleaning

☐ Dispose of any disposable cloths in a rubbish bag, or launder reusable cloths in the usual way.

Cleaning if someone in my workplace is suspected or confirmed to have COVID-19

Preparing to clean

☐ Prevent access to the areas that were used by the suspected or confirmed case as well as any common areas (break rooms, bathrooms) and any known or likely touch points.

☐ Open outside doors and windows if possible to increase air circulation.

What do I need?

☐ A detergent, as a solution that can be mixed with water, and

☐ A disinfectant containing ≥ 70% alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach (see the Department of Health website for more information on achieving the correct bleach solution), or

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CHECKLIST: Cleaning

- ☐ A combined detergent and disinfectant solution.

- ☐ Appropriate PPE for cleaning staff, including disposable gloves and safety eyewear.

  - ☐ Provide a disposable apron where there is visible contamination with respiratory secretions or other bodily fluids.

- ☐ A surgical mask if the person suspected to have COVID-19 is in the room.

What should I clean?

- ☐ Thoroughly clean and then disinfect:

- ☐ all areas of suspected or confirmed contamination

- ☐ any common areas (e.g. break rooms, washrooms), and

- ☐ any known or likely touch points in the workplace.

How to safely clean

- ☐ Read the product label and Safety Data Sheet for the cleaning product(s) before using and make sure you follow all instructions, including all required PPE. Also make sure the product is suitable for use on the surface you are cleaning.

- ☐ Ensure staff are trained in putting PPE on and taking PPE off, including washing or sanitising hands between steps.

- ☐ Use disposable gloves where possible, and discard after each use. Wash or sanitise hands before and after wearing gloves.

After cleaning

- ☐ Dispose of any single-use PPE, disposable cloths and covers in a rubbish bag and place it inside another rubbish bag and dispose of in general waste.

- ☐ Launder any reusable cleaning equipment including mop heads and disposable cloths and completely dry before re-use.

- ☐ Empty and re-clean equipment such as buckets with a fresh solution of disinfectant and completely dry before re-use.

For more information:

Visit the Cleaning information on the Safe Work Australia website.

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COVID Safe Checklist for Beauty Therapists & Nail Salons

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**

   ❑ <u>Direct workers to stay at home if they are sick, and to go home immediately if they become unwell.</u> 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 till 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**

   ❑ <u>Place signs at entry points to instruct customers not to enter the shop if they are unwell or have COVID19 symptoms. The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises</u>.

   ❑ 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 10 people at any one time, in addition to staff, and ensuring distance of 4 square metres per person.

   ❑ 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.

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- 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 through the use of online or phone bookings.

4. **Record keeping**

- <u>Contact information must be kept on all clients, workers and contractors, including name, address and mobile phone number for a period of at least 28 days.</u>
- 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 and
    - requesting clients not to bring friends or family members to appointments.
- Ensure clients and therapists 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).
- 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 Plan as outlined on the WorkSafe website.
- ❑ <u>Publicly display this signed checklist as evidence that you are a COVID Safe business.</u>
- ❑ 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 & 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.
- ❑ Customers who have concerns about whether a business is complying with this checklist can call 13QGOV (13 74 68) or their union or industry association.

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

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COVID-19 at the workplace

You are not expected, and should not try, to diagnose people. However, you have a work health and safety duty to minimise the risk of workers and others in the workplace being exposed to COVID-19, so far as reasonably practicable.

If you reasonably suspect someone could have the virus, or has been exposed, this creates a health risk at your workplace, and you will need to follow the steps below.

The person you are concerned about is at the workplace

1. ISOLATE
Prevent the spread. Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.

2. SEEK ADVICE
Call your state or territory helpline. Follow advice of public health officials.

3. TRANSPORT
Ensure the person has transport to their home or to a medical facility.

4. CLEAN
Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.

5. IDENTIFY & INFORM
Consider who the person has had close contact with. If instructed by public health officals, tell close contacts they may have been exposed and follow advice on quarantine requirements.

6. REVIEW
Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

The person you are concerned about was recently at the workplace

1. SEEK ADVICE
Call your state or territory helpline. Follow advice of public health officials.

2. IDENTIFY & INFORM
Identify who at the workplace had close contact with the affected person. If instructed by public health officals, tell close contacts they may have been exposed and follow advice on quarantine requirements.

3. CLEAN
Clean and disinfect the areas where the person and their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.

4. REVIEW
Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

If anything is unclear, see detailed guidance on the Safe Work Australia Website

Remember:

> There is not an automatic WHS requirement to close down an entire workplace, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace.

> Workers assisting a potentially infectious person should have appropriate PPE and follow hand hygiene procedures.

> Consult with workers and allow them to raise concerns.

> Do you need to notify your WHS regulator? See our Incident Notification fact sheet.

> Comply with privacy obligations. See guidance from the OAIC.

> Follow the advice of health officials at all times.

State and territory health department helplines:

New South Wales
1300 066 055

Queensland
13 432 584

Victoria
1800 675 398

South Australia
1300 232 272

Western Australia
(08) 6373 2222

Tasmania
1800 671 738

Australian Capital Territory
(02) 5124 9213

Northern Territory
(08) 8922 8044

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CHECKLIST: Physical distancing

This checklist will assist you to implement physical distancing measures at your workplace. Don't forget to also check our COVID-19 website for additional measures for your industry.

One person per 4 square metres

Calculate the number of people you can have in an enclosed space at any one time.

☐ Do a walk through of your workplace with a tape measure and write down the dimensions of all enclosed spaces.

☐ Calculate the area of each enclosed space by multiplying the length of the space in metres by its width in metres.

☐ Divide the calculated area by 4. The result is the number of workers you can have in a space to allow for at least 4 square metres of space per person.

For example:
Length = 5 metres, Width = 10 metres
Area in square metres: 5 x 10 = 50
Maximum number of people: 50 ÷ 4 = 12.5.
Round it down to 12.

Is it reasonably practicable for you to provide 4 square metres of space per person?

☐ Consider how many people are usually present in the enclosed area at any one time. Is this more or less than the number you calculated above?

☐ If the calculated number is less than the number of people in the workplace, can you reduce the number of people in the enclosed space by:

   ☐ reducing the number of work tasks in the enclosed space

   ☐ postponing non-essential work

   ☐ facilitating working from home

   ☐ modifying work tasks

☐ splitting workers' shifts to reduce the number of workers onsite at any given time

☐ restricting access to the enclosed space to essential workers and/or others

☐ staggering entry into the workplace by customers or clients

☐ Are there any considerations you need to take into account regarding worker numbers?

For example:
Child to carer ratios, the minimum number of workers required to carry out a task or operate plant or equipment safely.

☐ Have you consulted with workers and relevant health and safety representatives on implementing this control measure? You have a duty to consult with workers when they are likely to be or are directly affected by a situation involving their health and safety.

What if it is not reasonably practicable to provide 4 square metres of space per person?

☐ Can you still implement measures that increase the square meterage each person has?

☐ Implement other control measures to reduce exposure to COVID-19 (e.g 1.5m physical distance between each person).

How to implement measures to achieve 1.5m distance between each person

Identify all the situations, tasks and processes where workers and others (clients, customers, contractors, visitors) interact closely with each other.

☐ What work tasks require workers to be close to each other?

For example:
Tasks involving safe lifting, working at heights in elevated platforms, conducting private meeting.

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CHECKLIST: Physical distancing

☐ What are the situations where workers interact closely with customers or clients?

For example:
Customers at the cash register, child care workers, washing someone's hair over a basin.

☐ Does the layout of the workplace, including entry and exits, require workers and/or others to be close to each other?

For example:
Dining room tables in the break areas, office desks next to each other, data centre racks in close proximity.

☐ Do workers and/or customers or clients travel together in vehicles?

Identify the situations tasks and processes where it is reasonably practicable for workers and others to keep 1.5m away from each other.

☐ Can you change the layout of your workplace?

For example:
Can you move work stations and plant further apart? Can you restrict customer or client movement to a particular part of the workplace? 1.5m distancing includes both side to side and back to back.

☐ Can you modify the way workers and others interact with each other?

For example:
Can put in physical barriers that minimise contact between workers and others (e.g Perspex shield)

Is there a way to manage doorways more effectively to avoid congestion? (e.g. one door marked for entry only, the other for exits, or keeping some entrance doors open, if safe to do so).

☐ Can you modify how staff gather, meet and train together?

For example:
Use electronic communication such as tele and video conferencing for meetings and training. Ensure face-to-face time is limited.

☐ Can you modify the use of workplace facilities?

For example:
Reduce the number of workers utilising common areas at a given time by staggering meal breaks and start times.

☐ Review regular deliveries. Can you request contactless delivery? Check systems for e-invoicing are in place.

☐ Identify and address, so far as reasonably practicable, any other risks that may arise if workers and others are required to practice physical distancing.

☐ Have you consulted with workers and relevant health and safety representatives on implementing this control measure. You have a duty to consult with workers when they are likely to be or are directly affected by a situation involving their health and safety.

Put in place measures to communicate and remind workers of the need to practice physical distancing

☐ Put signs around the workplace and create wall or floor markings to identify 1.5m distance. Your staff could wear a badge as a visual reminder to themselves and each other

☐ Provide physical distancing markers on the floor in areas where customers line up or where workers perform tasks.

Close contact work tasks

You may have particular work tasks that, due to their nature of the work or for work health and safety reasons, can only be performed if workers are in close contact.

Identify and implement measures to reduce the amount of time workers spend in close contact.

☐ Is the work task essential? Can it be postponed?

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CHECKLIST: Physical distancing

☐ What measures can you put in place to reduce the amount of time workers spend in close contact. Can you:

    ☐ minimise the number of people within an area at any time?

    ☐ stagger start, finish and break times where appropriate?

    ☐ move work tasks to different areas of the workplace or off-site if possible?

    ☐ separate workers into dedicated teams and have them work the same shift or work in a particular area?

    ☐ provide each worker or the dedicated team their own equipment or tools?

☐ Have you consulted with workers and relevant health and safety representatives on implementing this control measure? You have a duty to consult with workers when they are likely to be or are directly affected by a situation involving their health and safety.

The use of personal protective equipment (PPE)

☐ Have you considered and implemented measures to limit the amount of time workers will spend in close contact?

☐ If yes, will workers, despite other control measures, be in close contact with each other or with other people for longer than the recommended time (i.e more than 15 minutes face to face cumulative over the course of a week or more than 2 hours in a shared closed space)?

☐ If yes consider the use of personal protective equipment (PPE). This includes respirators with positive airflow and disposable gloves.

☐ Workers must be trained in the proper use of PPE. Be aware of WHS risks that may arise as a result of workers using and wearing PPE.

For more resources:

Visit the Safe Work Australia website **swa.gov.au/coronavirus**

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