# NSW – COVID SAFETY PLAN EXAMPLE

# BEAUTY & AESTHTICS

This guide has been created for Beauty and Aesthetic businesses to develop their COVID-19 Safety Plan. It is recommended that your business be registered as a COVID Safe Business. Go to [www.nsw.gov.au/covid-safe/beauty-and-other-services](http://www.nsw.gov.au/covid-safe/beauty-and-other-services) to complete your COVID Safety Plan, register as a COVID Safe Business and gain access to your unique QR Code and other online business resources.

* The guide complies with NSW Public Health directions. [Public Health Orders and restrictions - COVID-19 (Coronavirus) (nsw.gov.au)](https://www.health.nsw.gov.au/Infectious/covid-19/Pages/public-health-orders.aspx)
* It is mandatory for all NSW personal services, beauty salons, and nail salons to complete a COVID-19 Safety Plan.
* The COVID-19 Safety Plan should be developed in consultation with your team and relevant Health and Safety Representatives.
* In addition to completing a COVID-19 Safety Plan, you must meet your obligations under the Work, Health and Safety Act 2011.

The COVID-19 Safety plan mandatory requirements include:

* Physical distancing
* Square Mtr Rules
* Ventilation
* Record keeping
* Self-isolation and quarantine

Your COVID-19 Safety Plan must detail how you will meet these requirements.

All other guidance is strongly recommended to keep your salon/clinic/spa COVID safe.

Businesses with multiple worksites must complete a plan for each worksite. [COVID-19 Safety Plans for businesses with multiple addresses | NSW Government](https://www.nsw.gov.au/covid-19/covid-safe/covid-19-safety-plans-for-businesses-multiple-addresses)

## When to review your COVID-19 Safety Plan

You should review your plan regularly, especially when restrictions change, you must modify your plan if directed to do so by an Authorised Officer or WorkSafe Inspector. Compliance with COVID-19 Safety plans is monitored by virtual and physical inspection.

Share your COVID-19 Safety Plan with your employees

All your employees must comply with the COVID-19 Safety Plan. Where possible discuss the plan with employees before it is finalised. Employers should share the completed plan with employees and WHS representatives.

For further guidance on preparing your COVID-19 Safety Plan or any other questions, visit [www.nsw.gov.au/covid-19/covid-safe/beauty-and-other-services](http://www.nsw.gov.au/covid-19/covid-safe/beauty-and-other-services) or phone the Aesthetic Beauty Industry Council on 1800 MY ABIC (1800 692 242).

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| **PHYSICAL DISTANCING** **(COVID SAFETY PLAN – MANDATORY)** | [**Physical distancing | Safe Work Australia**](https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/beauty-salons-and-day-spas/physical-distancing?tab=tab-toc-employer)[**Physical distancing | NSW Government**](https://www.nsw.gov.au/covid-19/rules/changes/social-distancing) |
| **RECOMMENDATIONS & REQUIREMENTS** | **DESCRIBE WHAT YOU WILL DO** | **WHO IS RESPONSIBLE** |
| Physical or social distancing means reducing the close physical contact we have with people and staying 1.5 metres away from people we don’t live with. You must consider this for your premises especially in areas that are accessed by various clients, such as the waiting area. In a beauty salon and spa, it will not be practicable to keep 1.5 metres of distance from clients when providing a number of services to clients. In these circumstances you should seek to limit physical interactions between workers and clients and reduce the amount of time workers spend in close contact.  | * Implement the density requirements specified in your jurisdiction (for example, 4 square metres of space per person.
* Put signs around spas, baths, and saunas as well as common areas like client waiting area and change rooms to remind clients to keep 1.5 metres distance from each other.
* Identify the areas that require floor markings, such as kitchen areas, saunas, communal spaces and create floor or seat markings that are 1.5 metres apart.
* Reducing the length and frequency of appointments where possible.
* Allocating team members their own rooms, segregated bays, products, and equipment and ask them to avoid sharing each other’s spaces.
* Arrange to have all your workers’ equipment at their workstation to avoid moving around the premises, including cleaning products for equipment (i.e., disinfectant products and other suitable products that you may use).
* Allocating one worker to a client.
* Not providing refreshments to clients or only providing beverages in disposable cups, and
* Asking clients to put any loaned towels, dressing gowns or other borrowed garments away in a closed laundry box after use rather than giving them to you to launder.
* Require workers to use other methods such as mobile phone to communicate rather than face to face interaction e.g., Workers attending to a client who wants to talk to reception.
 | Business owner/manageror a dedicated COVID-19 Safety Officer |
| You can also limit the number of clients in these areas by:  | * Making the services available by appointment only, and only allow a limited number of people in the spaces at one time. If you are opening baths, tubs, spas and saunas you may want to only allow one person in the facility at a time and ensure thorough cleaning is performed between each client
* Having clients fill out any pre-service paperwork before they come in and asking that they arrive immediately before and leave immediately after their service to reduce the number of people in waiting areas.
 | Business owner/manager or a dedicated COVID-19 Safety Officer |
| You should give training to workers on physical distancing while working and socialising. How will you do this? | * Consider discussing physical distancing, limiting carpooling, social interaction, hand/cough hygiene, sick days, face masks.

*Example: Inform workers to follow current public health directions when carpooling.* | Business owner/manager or a dedicated COVID-19 Safety Officer |
| **Square Metres Rule** ***(COVID Safety Plan – Mandatory)*** | [Square metres rules | NSW Government](https://www.nsw.gov.au/covid-19/rules/changes/square-metres-rules) |
| The square metres rule helps to determine the maximum number of people who can be on a premises. It does not determine the distance between people. When you are working out the maximum number of people allowed on the premises, do not include people who are:* Working on the premises
* On the premises because of an emergency
 | **What to include in your measurement?**In calculating the space available for each person on any premises, only the areas that are open to the public are to be included in the calculations.**Calculate your area**1. Measure the length of your space.
2. Measure the width of your space.
3. Multiply the length by the width to calculate the area in square metres.
4. Divide the area of your space (calculated in square metres) by 2 (if the 2 square metre rule applies) or 4 (if the 4 square metre rule applies) to calculate the maximum number of people allowed.

Consider: staff rostering, workforce bubbles, staggered start and finish times.*Example: Adjust rosters and develop procedures to ensure workers do not work across multiple sites.* | Business owner/manager or a dedicated COVID-19 Safety Officer |

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| **Ventilation*****(COVID Safety Plan – Mandatory)*** | [COVID-19 guidance on ventilation (nsw.gov.au)](https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance) |
| Transmission of COVID-19 is more common indoors, where there may be less space to physically distance, and where people may come into contact with droplets and aerosolized particles more easily. Open or well-ventilated spaces reduce the risk of transmission of COVID-19 because infectious particles are more quickly diffused in the open air than in spaces with less ventilation.To help reduce the risk, it is important to take steps to improve ventilation in indoor settings so that any infectious particles that may be present in the air are more quickly removed.For indoor environments, ensuring that heating, ventilation, and air conditioning (HVAC) systems are well-maintained and operating properly may help to manage the risk of virus transmission.  For individualised advice, businesses and organisations should consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists. | * Avoid overcrowding rooms as crowds generate more droplets and aerosolized particles Noisy spaces encourage people to shout or talk loudly.
* Consider enabling lower-risk outdoor ventilation by opening windows, optimizing fresh air flow in air conditioning systems, conducting regular air checks.
* *Example: Making sure that windows and air conditioning are set for optimum air flow at the start of each workday or shift.*

**Take steps to improve ventilation in indoor settings**Indoor ventilation can be most easily improved by opening doors and windows. Other ways to safely improve ventilation include to:* avoid directing fans towards people’s faces, such as by aiming them continuously towards the ceiling or floor. Limit oscillation and turbulence of fans
* regularly inspect, maintain and clean heating, ventilation and air conditioning (HVAC) systems
* avoid using only recirculated air in HVAC systems, and increase the outside air intake
* consider disabling ventilation controls with automated settings that reduce air supply based on temperature or occupancy
* ensure exhaust fans are operational if in place.
 | Business owner/manager ora dedicated COVID-19 Safety Officer |

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| **Record Keeping*****(COVID Safety Plan – Mandatory)*** | [Setting up electronic check-in and QR codes | NSW Government](https://www.nsw.gov.au/covid-19/covid-safe/customer-record-keeping/setting-up-electronic-check-and-qr-codes#get-the-nsw-government-qr-code-for-your-business#get-the-nsw-government-qr-code-for-your-business)[Register your business as COVID Safe | NSW Government](https://www.nsw.gov.au/register-your-business-as-covid-safe) |
| Beauty and personal service business are required to register for a QR Code to ensure people provide their contact details when they enter your premises. If it is not possible for a person to check in using a device, an occupier must have an alternate sign in method at their premises. The alternate sign-in method must record the contact details of the person and be kept ready and available for a minimum period of 28 days to provide to NSW Health if requested. If you receive a request from NSW Health you must provide the contact details in an electronic format within four hours of being asked.  | * Print and display your businesses QR Code at your entry so that your clients, customers and visitors to your business check in before they enter your premises.
* If a person refuses to check in at your premises, you may refuse entry to that person. It is a matter for the occupier of each premises to exercise judgement on what is appropriate for your premises and for the well-being of your staff and customers.
* If you intend to refuse entry, you should first ensure you are familiar with the [exceptions](https://www.nsw.gov.au/covid-19/covid-safe/customer-record-keeping/mandatory-electronic-check-in#exceptions) and that you have spoken to the person and understand their circumstances.
 | Business owner/manager or a dedicated COVID-19 Safety Officer |
| **Contract tracing and isolation rules*****(COVID Safety Plan – Mandatory)***  | [Self-isolation rules | NSW Government](https://www.nsw.gov.au/covid-19/rules/changes/self-isolation) |
| As NSW commences reopening at 70% full vaccination rates, COVID-19 will continue to circulate in the community. It is important that you understand and are aware of the updated advice for testing, isolation and contract tracing. You and your employees are required to self-isolate when you have a COVID-19 test, are diagnosed with COVID-19, or have been in close contact with a confirmed COVID-19 case or someone else who has. A key control measure businesses can implement to minimize the risks associated with COVID-19 is to take steps to ensure that workers and other people who have COVID-19 symptoms do not attend the workplace. Encourage your team members to get tested whether they are vaccinated or unvaccinated if they have any symptoms and self-isolate until a negative is received. Supporting your team to access testing staying at home if they have symptoms and implementing remote work options for team members in isolation and/or quarantine, if possible. Ensure you have current Workplace Policies and Procedures to manage cases and outbreaks of COVID-19 in the workplace. [COVID-19-Infographic-Suspected-or-Confirmed-Cases-a3.pdf (safeworkaustralia.gov.au)](https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19-Infographic-Suspected-or-Confirmed-Cases-a3.pdf) | You may consider implementing a process to screen workers before they enter the workplace. This could include: * Reminding workers of the common symptoms of COVID-19 and that they should not be at work if they have or have had any of the common symptoms in the last 48 hours.
* Asking workers if they have travelled or been in contact with a confirmed case of COVID-19, and
* Conducting temperature checks with touch-free thermometers. Temperature checks can be used in combination with other measures, but they should not be solely relied on. Temperature checks do not indicate whether a person has COVID.
* Not coming to work or isolating or quarantining, where instructed by health officials.
* The steps to follow if they develop symptoms at work
* When to seek medical advice and get tested
* Supporting workers to access testing, stay at home if they have symptoms and implementing remote work options for workers in isolation or quarantine, if possible.
* Workplace policies and procedures to manage cases and outbreaks of COVID-19 in the workplace.
 | Business owner/manager or a dedicated COVID-19 Safety Officer |
| **Self-isolation and quarantine.** ***(COVID Safety Plan – Mandatory)***  | [Self-isolation rules | NSW Government](https://www.nsw.gov.au/covid-19/rules/changes/self-isolation) |
| **What if a staff member tests positive for COVID-19? I test positive to COVID-19?** **What are my obligations as a business owner if I have multiple employees test positive for COVID-19?** **What if a COVID-19 positive person visits my business?**  | Whether they are vaccinated or unvaccinated they must self-isolate for 14 days and follow the advice from NSW Health. You are encouraged to refer to your COVID-19 Safety Plan and risk assessment approach for further information on notifying staff. [Risk assessment | Safe Work Australia](https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/beauty-salons-and-day-spas/risk-assessment?tab=tab-toc-employer)You must inform NSW Health if 3 or more of your employees test positive for COVID-19 in a 7-day period. Further actions required will be provided by NSW Health. NSW Health guidelines will enable businesses to assess workplace risk if a COVID-19 case is identified and confirm actions to be taken. The Service NSW QR Code Check-in system will remain in place and will be used to notify people who were in the same venue as a positive case. Encourage your customers to follow the advice given to them by NSW Health.  | Business owner/manager or a dedicated COVID-19 Safety Officer |
| **Hygiene**  | [Beauty treatment - hygiene standards - Fact sheets (nsw.gov.au)](https://www.health.nsw.gov.au/environment/factsheets/Pages/beauty-treatment.aspx) |
| Everyone must continue to always practice good hygiene to prevent the virus spreading. Businesses must continue to adhere to the required hygiene standards. Please refer to the Beauty Treatment Hygiene Standards Fact Sheets.  | You must * Encourage all employees to practice good hygiene by frequently washing their hands. If hand washing is not practical, alcohol-based sanitizer containing at least 60% ethanol or 70% iso-propanol is recommended.
* Provide hand washing facilities including clean running water, soap, paper towels or air dryer. If hand washing facilities are not readily available, provide hand sanitizer.
* Place posters near handwashing facilities showing how to correctly wash and dry hands.
* Keep hand hygiene facilities adequately stocked and in good working order.
* Place hand sanitizer in locations around the premises including entrances and exits, individual treatment rooms and in the reception area.
* Develop infection control policies in consultation with your team members. These policies should outline measures in place to prevent the spread of infectious diseases at the workplace. These policies must be communicated to all employees.
* Informing team members, clients and other people entering the workplace of workplace hygiene standards that are expected, including when utilizing common areas (cleaning up afterwards, placing rubbish in bins provided, avoiding putting items such as phones on meal surfaces, etc.
* Where relevant, displaying signs in the business’s front window (or other appropriate place) informing people entering the workplace of the expectations and not to enter if they have symptoms of COVID-19.
* Remove unnecessary items from the workplace, such as public access to flyers, product samples, books, and magazines
* Ensuring high use items (such as pens, EFTPOS machines and menus) and equipment are cleaned and disinfected before re-using.

Where relevant, businesses may wish to inform customers/clients expectations when making their booking. If they are making their booking/appointment over the phone, have a template written out for workers to read to them. If booking online, add additional text to the booking confirmation setting out clear expectations.  | Business owner/manager or a dedicated COVID-19 Safety Officer |
| **Cleaning/Sanitisation**  |  |
| Which areas should be cleaned and disinfected, and how often? The Therapeutic Goods Administration (*TGA)* has published [a list of disinfectant products](https://www.tga.gov.au/disinfectants-use-against-covid-19-artg-legal-supply-australia) that are permitted to claim they are effective against COVID-19. As long as you use a disinfectant of the types described in the above link, in accordance with the manufacturer’s directions, they will be effective. They do not need to be on the [*TGA*](https://www.safeworkaustralia.gov.au/glossary#tga) list.  | * IMPLEMENT a cleaning regime to be undertaken at least once per day (more frequently if your clinic/salon/spa is busy, possibly every hour for frequently touched surfaces.
* Any surfaces that are frequently touched should be prioritised for cleaning, such as tabletops, counters, door handles, light switches, elevator buttons, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles, phones, EFTPOS machines and workplace amenities.
* If your workplace has many customers/clients entering each day, more frequent cleaning and disinfection of frequently touched surfaces is recommended. For more information refer to the [How to clean and disinfect your workplace - COVID-19 | Safe Work Australia](https://www.safeworkaustralia.gov.au/doc/how-clean-and-disinfect-your-workplace-covid-19)
* Employees who are responsible for cleaning should use PPE that is necessary for the products they are using. Gloves are a minimum requirement.
* Cleaning and disinfection should also be done after a person with a confirmed or suspected case of COVID-19 has recently been at the workplace, in line with advice from NSW Health.

Ensure that cleaning kits including disinfectant wipes or sprays, disposable gloves, paper towels, masks, hand sanitizer and other cleaning supplies are readily accessible throughout your clinic/salon/spa.  | Business owner/manager or a dedicated COVID-19 Safety Officer to implement. Can be carried out by one team member or all team members.  |
| PPE (Personal Protective Equipment) | [Face mask rules | NSW Government](https://www.nsw.gov.au/covid-19/rules/changes/face-mask-rules) |
| Do I need to provide PPE?[*PPE*](https://www.safeworkaustralia.gov.au/glossary#ppe) used at a workplace must be:* selected to minimise risk to work health and safety
* suitable for the nature of the work and any hazard associated with the work
* a suitable size and fit and reasonably comfortable for the person wearing it.
 | * You must provide workers with appropriate PPE, and information including training on how and why they are required to use it. Depending on your workplace (type of work, the workers and others who come into the workplace), PPE can include gloves, eye protection and face masks. However, PPE will not be required for many workplaces.
* PPE alone will not protect workers. You must implement a range of control measures to limit the spread of COVID-19, including good hygiene measures, physical distancing, cleaning, and disinfecting and providing workers with information and training.
* Confirm the current public health orders regarding the wearing of face masks.

[Public Health Orders and restrictions - COVID-19 (Coronavirus) (nsw.gov.au)](https://www.health.nsw.gov.au/Infectious/covid-19/Pages/public-health-orders.aspx)* You must consult with your team about the control measures you will put into place to manage the risks of COVID-19, including PPE. If after consultation, you decide to require your workers to wear PPE, you must provide them with appropriate information, instruction and training on its use.
 | Business owner/manager or a dedicated COVID-19 Safety Officer |

The information provided is subject to change if NSW Public Health Orders or directives are updated.