# VICTORIAN COVIDSafe Plan

This guide has been created for Beauty and Aesthetic businesses to maintain a COVIDSafe workplace and to prepare for a suspected or confirmed case of COVID-19 in the workplace.

It is mandatory for every Victorian business with on-site operations to have a COVIDSafe Plan. COVIDSafe templates are available at <https://www.coronavirus.vic.gov.au/covidsafe-plan#covidsafe-plan>. It is not necessary for you to use a template, but you must include all mandatory policies and procedures to comply with the Victorian opening orders.

[PowerPoint Presentation (coronavirus.vic.gov.au)](https://www.coronavirus.vic.gov.au/sites/default/files/2021-08/COVIDSafe%20workplace_Hair%20and%20Beauty%20Services.pdf)

To comply with public health directions

* All Victorian businesses with on-site operations must complete and document a COVIDSafe Plan.
* COVIDSafe Plans should be developed in consultation with workers and relevant Health and Safety Act 2004.
* You must modify your COVIDSafe Plan if you are directed to do so by an Authorised Officer or Workplace Inspector

**Understand your responsibilities**

Mandatory public health requirements are marked with COVIDSafe Plan – Mandatory. Your COVIDSafe plan must detail how you will meet these requirements.

* All other guidance is strongly recommended to keep workplaces COVIDSafe.
* Some requirements and recommendations may not apply to your business and should be marked N/A (not applicable).
* Businesses with multiple worksites must complete a plan for each worksite.

**When to review your COVIDSafe Plan**

You should review your plan regularly, especially when restrictions change. You do not have to submit your plan to the Victorian Government. You must modify your plan if directed to do so by an Authorised Officer or WorkSafe Inspector. Compliance with COVIDSafe Plans is monitored by virtual and physical inspections.

If you have an existing COVIDSafe Plan in place, you do not need to rewrite your plan. However, you should review your current COVIDSafe Plan regularly to ensure it aligns with the latest advice, guidelines and meets the requirements under the six COVIDSafe Principles.

<https://www.coronavirus.vic.gov.au/six-principles-covidsafe-workplaces>

**Share your COVIDSafe Plan with your employees**

Employees must comply with the COVIDSafe plan. Where possible, discuss the plan with employees before it is finalized. Employers should share the completed plan with employees and occupational health and safety representatives.

For further guidance on preparing your COVIDSafe Plan or any other questions, visit [Coronavirus (COVID-19) Victoria | Coronavirus Victoria](http://www.coronavirus.vic.gov.au/) or phone the Aesthetic and Beauty Industry Council Facilitator on 1800 MY ABIC (1800 692 242).

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| **PHYSICAL DISTANCING**  ***(COVIDSafe Plan – MANDATORY)*** | [Two, four and eight square metre rules | Coronavirus Victoria](https://www.coronavirus.vic.gov.au/four-and-two-square-metre-rules)  [Signs, posters, and templates for your workplace | Coronavirus Victoria](https://www.coronavirus.vic.gov.au/signs-posters-and-templates) | |
| **RECOMMENDATIONS & REQUIREMENTS** | **DESCRIBE WHAT YOU WILL DO** | **WHO IS RESPONSIBLE** |
| You must apply the relevant density quotient to arrange shared work areas and publicly accessible spaces. How will you do this?  Density quotients can change. One person per four square metre or one person per two square metres may apply to your workplaces or venue.  Shared work areas are only accessible to workers and should only include workers in the density limit.  Publicly accessible spaces should include members of the public and may include workers if they share the space on an ongoing basis.  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.  Where possible aim for employees and visitors to maintain physical distancing of 1.5metres in the workplace. | * Implement the density requirements specified in your jurisdiction (for example, 4 square metres of space per person. * Display signage showing the maximum number of people allowed in the space. * 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. * 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.*   * 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/manager  or a dedicated COVID-19 Safety Officer  You should give training to workers on physical distancing while working and socialising. |
| 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 |

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| **FACE MASKS/PPE**  ***(COVIDSafe Plan – MANDATORY)*** | <https://www.coronavirus.vic.gov.au/face-masks> | |
| **RECOMMENDATIONS & REQUIREMENTS** | **DESCRIBE WHAT YOU WILL DO** | **WHO IS RESPONSIBLE** |
| You must ensure all workers adhere to current face mask requirements.  Do your workers understand the face mask requirements?  Who is responsible for making sure your workers understand how to use PPE? | Consider the supply of mask supplies and provision, signage, training/guidance for correct fit, use and disposal of PPE, daily washing of reusable face masks.   * 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. * 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 |

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| **FACE MASKS/PPE**  **(COVIDSafe Plan – MANDATORY)** | <https://www.coronavirus.vic.gov.au/face-masks> | | | |
| Everyone must continue to always practice good hygiene to prevent the virus spreading.  You must clean and disinfect shared spaces at least twice a day. This includes high-touch communal l items,  e.g., doorknobs, telephones, toilets  and handrails.  How will you do this?  For more information visit:  [coronavirus.vi.gov.au/cleaning](https://www.coronavirus.vic.gov.au/preventing-infection-workplace#cleaning-and-disinfection). | 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. Ensure rubbish bins are available to dispose of paper towels * 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. * Provide information about workplace cleaning schedule and how to use cleaning products, provision of previously communal items for each worker. * You should display a cleaning log in shared spaces and/or displace a cleaning roster on the notice board of the kitchen space.   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 | | |
| **Record Keeping**  ***(COVID Safety Plan – Mandatory)*** | <https://www.coronavirus.vic.gov.au/about-free-service-victoria-qr-code-app>  [how to register your business for a contact tracing QR code (coronavirus.vic.gov.au)](https://www.coronavirus.vic.gov.au/register-to-use-vic-gov-qr-code-service) | | | |
| Every Victorian business (with some limited exceptions) must use the Victorian Government QR Code Service to check-in their workers, customers, and visitors.  Authorised Officers may issue an on-the-spot $1,817 fine if a business that is required to use electronic record keeping is not using the Victorian Government QR Code Service.  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 Authorised Officers if requested. | * Print and display your Victorian Government QR Code Service at your entry so that your clients, customers and visitors to your business check in before they enter your premises. Businesses should make sure the QR code is visible and accessible to people entering, and everything possible to ensure people are checking in. * 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. * Ensure staff have downloaded the app and train staff to facilitate use of the app by customers, visitors and workers. | Business owner/manager or a dedicated COVID-19 Safety Officer | | |
| **Record Keeping Cont. (Self-isolation and quarantine).**  **(COVID Safety Plan – Mandatory)** | <https://www.coronavirus.vic.gov.au/vaccine>  [Confirmed case in the workplace | Coronavirus Victoria](https://www.coronavirus.vic.gov.au/confirmed-case-workplace)  [$450 Coronavirus (COVID-19) Test Isolation Payment | Coronavirus Victoria](https://www.coronavirus.vic.gov.au/450-coronavirus-covid-19-test-isolation-payment) | | | |
| You must encourage workers to get tested and stay home if they have any symptoms (even mild ones) or have been identified as a close contact.  What are my obligations as a business owner if I have multiple employees test positive for COVID-19?  or  What if a COVID-19 positive person visits my business?  Develop a business contingency plan to manage outbreaks. | * You must support workers to get tested and stay home even if they have mild symptoms. * Develop a business contingency plan to manage outbreaks. * Keep records of all people who enter your premises for contract tracing. * 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   Communicate to your employees the financial support available to them if they cannot work while waiting for test result or are confirmed as a positive case.  As an employer, when you become aware of a confirmed case if COVID-19 at your workplace, you must respond quickly to limit further exposure and contain potential outbreaks.  [Confirmed Case in the Workplace Information Pack](https://www.coronavirus.vic.gov.au/sites/default/files/2021-09/Confirmed-case-in-workplace-information-pack.zip)   1. Direct the worker to return home and isolate immediately, whether or not they have symptoms. Once home the worker must wait for further instructions from Victorian Department of Health. 2. You must notify the department by completing the Employer COVID-19 notification form [Employer COVID-19 notification form DOCX 86.82 KB (coronavirus.vic.gov.au)](https://www.coronavirus.vic.gov.au/sites/default/files/2021-05/Employer-notification-form%E2%80%93confirmed-COVID-19-case_0.docx) and [emailing covidemployernotifications@dhhs.vic.gov.au](mailto:emailing%20covidemployernotifications@dhhs.vic.gov.au).   If the Department of Health has not contacted, you within 24 hours of notification please call 1300 651 160.   1. Notify your workers, suppliers and customers that there has been a confirmed positive case. 2. Notify [WorkSafe](https://www.worksafe.vic.gov.au/report-confirmed-positive-case-covid-19) and other relevant industry bodies.   Within 48 hours   1. Complete the   [Workplace risk assessment DOCX 96 KB (coronavirus.vic.gov.au)](https://www.coronavirus.vic.gov.au/sites/default/files/2021-09/Workplace-risk-assessment_0.docx)   1. Identify workplace close contacts by completing the [Close contact spreadsheet XLSX 27.22 KB (coronavirus.vic.gov.au)](https://www.coronavirus.vic.gov.au/sites/default/files/2021-10/20211011_COVID-19%20Close%20contacts%20spreadsheet.xlsx) 2. Submit both the Workplace Risk Assessment and the Close Contact Spreadsheet by emailing [covidemployernotifications@dhhs.vic.gov.au](mailto:covidemployernotifications@dhhs.vic.gov.au) 3. Notify identified close contacts - ask them to quarantine and watch for symptoms. The Department of Health will also contact close contacts to explain what they need to do, offer assistance, and offer support to them for their quarantine period. 4. Consider closing or vacating the workplace if required. The Department of Health will work with you on the measures you need to take and provide information when it is safe for your business to reopen. 5. Deep clean the workplace or areas identified in the Workplace risk assessment.   [Cleaning and disinfecting to reduce COVID-19 transmission in the workplace DOCX 93.35 KB (coronavirus.vic.gov.au)](https://www.coronavirus.vic.gov.au/sites/default/files/2021-05/How-to-clean-and-disinfect-after-a-COVID-19-case.docx)  If you need assistance with any of these please call the Department of Health 1300 651 160.  In the plan include how you will:   * Respond to a worker being notified they are a positive case or a close contact while at work * To clean the worksite (or part) in the event of a positive case. * Contact the Department of Health on 1800 675 398 and notify the actions taken, provide a copy of the risk assessment taken, provide a copy of the risk assessment conducted and contact details of any close contacts. * To immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with COVID-19 at your workplace. * If you have been instructed to close by the Department of Health * To re-open your workplace when cleared by the Department of Health and notify workers to return to work.   <https://business.vic.gov.au/business-information/tourism-industry-resources/tourism-crisis-management-guide/plan/emergency-planning> | Business owner/manager or a dedicated COVID-19 Safety Officer | | |
| **Enclosed Spaces and ventilation**  ***(COVID Safety Plan – Mandatory)*** |  | | |
| You should reduce the time workers spend in enclosed spaces.  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. | * 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* * Avoid overcrowding rooms as crowds generate more droplets and aerosolized particles Noisy spaces encourage people to shout or talk loudly.   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.   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. | Business owner/manager or a dedicated COVID-19 Safety Officer | |
| **Workforce Bubbles** |  | | |
| You are strongly recommended to consider rostering groups of workers on the same shifts at a single worksite. Try to avoid overlapping of workers during shift changes where practical.  How will you do this? | * Consider: rosters, working across multiple sites, staggered start, and finish times, break times, shared facilities, workers not mixing across different shifts or between shifts (cross-over times), separate entrances.   Example: Stagger start, and finish times, shifts and break times, to reduce use of common areas at the same time. | Business owner/manager or a dedicated COVID-19 Safety Officer | |
| **Cleaning/Sanitisation** | [*https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/beauty-salons-and-day-spas/duties-under-whs?tab=tab-toc-employer*](https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/beauty-salons-and-day-spas/duties-under-whs?tab=tab-toc-employer)  [COVIDSafe Deep Cleaning Rebate | Business Victoria](https://business.vic.gov.au/grants-and-programs/covid-safe-deep-cleaning-rebate) | | |
| Which areas should be cleaned and disinfected, and how often? | * 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.   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. |

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