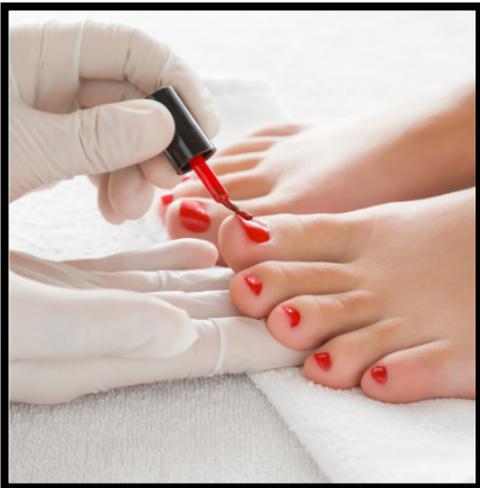




# WORK HEALTH & SAFETY GUIDE



**SAHBA**  
SA Hair & Beauty Assoc



# CREATING A COVID-19 SAFE SALON

Here are a few helpful tips on how YOU can ensure your salon is COVID-19 safe!



## 1 CREATE YOUR COVID-SAFE PLAN

The COVID-Safe Plan is a mandatory requirement for the beauty industry and highly recommended for hairdressers and barbers. Create your COVID-Safe Plan at <https://www.covid-19.sa.gov.au/recovery/create-a-covid-safe-plan>



## 2 NO MAGAZINES

The virus can live on surfaces for up to 72 hours, so it is safest to remove communal objects like magazines.



## 3 DISPOSABLES WHERE POSSIBLE

Use disposable cups and plates when serving drinks and food, as well as disposable capes and towels.

## 4 NO UNNECESSARY CONTACT

We all know that working in the hair & beauty industry requires a lot of close contact with clients, however, keep this to the absolute minimum. This means no handshakes, hugging etc.



## 5 SANITISE, SANITISE, SANITISE!

Wash your hands regularly. Have clients use hand sanitiser upon arrival or wash their hands with warm, soapy water for at least 20 seconds as soon as they enter the salon, as well as before they leave. Use sanitiser to wipe down stations and basins between clients. Clean all equipment including tools, capes, towels etc between clients.



## 6 COMMUNICATION

Communicate with your clients. Let them know the policies and procedures you have in place. Ask them if they have any symptoms and whether they have come into contact with the virus. This can be done via a questionnaire upon arrival. SAHBA has put together a "Health Disclosure Form" for you to use (you can find a link to this on page 75). If the client answers yes to any of the questions, you should kindly ask them to return when they are feeling better or have been quarantined for the appropriate amount of time. ALL clients (including walk-ins) need to have their name and contact number recorded.

## 7 SOCIAL DISTANCING

Distancing rules have applied since the beginning of COVID-19 and they have continued to change over time, from 1 person per 4 square metres to now (at time of printing) to 1 person per 2 square metres. This is likely to continue to change as the situation changes. Please refer to the SA Health website ([www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)) regularly for the most current rules and regulations regarding social distancing.

## 8 OPTIONAL

Some salons are also implementing temperature checks upon arrival. Wearing gloves and face masks are recommended for the practitioner, and masks are recommended for clients wherever possible.

For more COVID-19 specific information, please refer to

**PAGE 37**

As the situation continues to change, please regularly check the below websites for the most current information, rules and regulations regarding COVID-19:

SA Health - [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

Government of South Australia COVID-19 - [www.covid-19.sa.gov.au/](http://www.covid-19.sa.gov.au/)

Australian Government | Department of Health - [www.health.gov.au](http://www.health.gov.au)

SafeWork SA - [www.safework.sa.gov.au/](http://www.safework.sa.gov.au/)

Safe Work Australia - [www.safeworkaustralia.gov.au/](http://www.safeworkaustralia.gov.au/)

# Acknowledgments

## Background

SAHBA – the Hair and Beauty Industry Association of South Australia Incorporated has produced this 2020 update of the SAHBA Work Health and Safety Guide (Guide).

The first version of the Hair & Beauty Safety Guide for the Hairdressing, Nail and Beauty Industry, released in 2006 was produced by Hair and Beauty SA (now SAHBA) and was funded by the WorkCover Corporation Grants Scheme.

In January 2013, the new Work Health and Safety (WHS) legislation took effect, replacing the Occupational Health, Safety and Welfare Act 1986 and the Occupational Health, Safety and Welfare Regulations 2010. With the release of the Work Health and Safety Act 2012 (SA), Work Health and Safety Regulations 2012 (SA) and supporting Codes of Practice came a need to produce an updated guide that reflected current legislation and industry practices. The new legislation provides greater consistency, certainty and clarity across Australia making it easier to understand your workplace health and safety duties.

This 2020 Guide follows the 2015 version which was known as the SA Hair and Beauty Work Health and Safety Guide – Safety with Style. The 2015 version was facilitated by the Hair and Beauty Industry Association of South Australia Incorporated (then known as Hair and Beauty SA). This version was funded by SafeWork SA through the SA Work Health and Safety Innovative Practice Grant Program; and both the Hair Co-op and Service Skills SA were engaged by Hair and Beauty SA to play a key role in the production. This 2020 update of the Guide has been produced by SAHBA and partially funded by SafeWork SA through the SA Work Health and Safety Innovative Practice Grant Program. While the Guide was due for a review and update in 2020, the coronavirus pandemic in the first part of 2020 created the urgent need for additional information relating to the disease. Therefore, this Guide includes new information referencing specific information related to safety precautions for coronavirus COVID-19 as recommended by the Government of South Australia and the Australian Government.

For more information about the WHS legislation visit SafeWork SA [www.safework.sa.gov.au](http://www.safework.sa.gov.au) (go to the section entitled “Work Health and Safety Laws) or call the Help Centre on 1300 365 255. For further guidance material and information visit Safe Work Australia at [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au).

## Aknowledgements

The following persons and businesses have made key contributions to this publication by providing their expertise and professional experience for the betterment of the Hair & Beauty Community.

<b>Stacey Page, Sue Treloar, Rose Bradshaw, Angela Zacharia</b> SAHBA Board Directors	<b>Heather Langton</b> Heather Langton Academy of Beauty Therapy	<b>Tamika Tran</b> Transformed Lashes and Beauty
<b>Jordan Gilbert</b> SAHBA	<b>Megan Waters</b> Silk Laser Clinics	<b>Keegan Sweeney and Marc Stacey</b>
<b>SA Health</b>	<b>SafeWork SA</b>	<b>Safe Work Australia</b>
<b>Rose Haddad</b> Goddess Beauty	<b>Francine Hodgins</b> Chic Nails & Beauty	<b>Jill Kirkwood</b> Jillian Baille Aesthetics

## Grants Project Disclaimer Statement

Whilst all due care has been taken in collecting, collating, and interpreting information relevant to the South Australian workers and persons conducting a business or undertaking (known as PCBUs), some omissions may have occurred. The statements and opinions contained in this resource are given in good faith and in the belief that they are not false or misleading.

Hair and Beauty Industry Association of South Australia Incorporated (SAHBA) does not take responsibility in any way whatsoever to any person or organisation in respect of the resource including any errors or omissions therein, however caused.

This resource is not the only Work Health and Safety resource available for those who operate or work in South Australia, but has been tailored to include and consider situational factors which are particularly relevant to workers and PCBUs in the Hair and Beauty industry.

## Copyright statement grants project

© All Rights Reserved Hair and Beauty Industry Association of South Australia Incorporated

The use of this material is subject to the terms of copyright laws. The data contained within this publication is copyright. Users of this document within South Australia are permitted to copy and use templates of forms, policies and procedures contained within the document. They are not permitted to reproduce the document for sale or distribution without appropriate acknowledgement of the copyrights as cited within this statement and the use of the disclaimer statement used in this document. Except as permitted under the Copyright Act 1968 (Commonwealth), no part of this publication may be reproduced by persons or organisations located outside South Australia by any process without the specific written permission of the copyright owner/s.

Enquiries should be directed to: SafeWork SA 1300 365 255

## Who is SAHBA?

SAHBA (or SA Hair & Beauty Assoc.) – the Hair and Beauty Industry Association of South Australia Incorporated, is the peak body for the South Australian hair and beauty industry, and the proponent of this Work Health & Safety Guide.

## What is SAHBA's role?

As the industry's peak body, SAHBA advocates and represents on behalf of members and the industry to appropriate bodies, seeking address and redress on issues which impact on the quality and development of the hair and beauty industry in South Australia as a whole. SAHBA also works to:

- Promote networking and goodwill amongst the industry as a whole
- Prevent and correct abuse in all matters in any way tending to damage or prejudicially interfere with the hair and beauty professions
- Have an understanding of the demands and conditions of labour pertaining to the hair and beauty professions and to do all things necessary or desirable to ensure that the conditions of labour and wages are fair and reasonable, having regard to all interests
- Strengthen the public image of the hair and beauty professions by the promotion of sound ethics, standards, education, training and maintenance of highly skilled and professional client services
- Provide research and education service in the management of business
- Educate, train, assess and issue formal accreditation to members or potential members of the hair and beauty professions (or their employees). This will improve standards in the professions and provide bench-marking to assist members of SAHBA in assessing employees and potential employees

# Contents

<b>1</b>	<b>Introduction</b>	<b>5</b>
1.1	What is this guide about?	5
1.2	Who is this guide for?	5
1.3	Why is Work Health and Safety important?	5
1.4	What are my obligations?	6
1.5	Working with SafeWork SA	7
<b>2</b>	<b>Dealing with specific hazards</b>	<b>9</b>
2.1	What is risk management?	9
2.2	Salon hazards	10
2.3	Hazardous Chemicals	13
2.4	Electrical Equipment	25
2.5	Hazardous Manual Tasks (Musculoskeletal)	31
2.6	Plant & Equipment	34
2.7	Biological hazards (including Pandemic COVID-19 specific information)	36
2.8	Dermatitis	54
2.9	Radiation hazards	58
<b>3</b>	<b>Workplace wellbeing and team management</b>	<b>60</b>
3.1	Equal Opportunities – creating a fair workplace	61
3.2	Emotional Health	66
3.3	Providing Good Workplace Hygiene & House Keeping	67
3.4	Security / Remote working	69
3.5	Fire prevention	70
3.6	Emergency procedures	71
3.7	First aid and training	73
3.8	Had an accident? – what to do	74
<b>4</b>	<b>Further Information</b>	<b>75</b>

## Legend



Flag



Resource



# BECOME A SAHBA MEMBER TODAY!

## SAHBA MEMBER BENEFITS

- One Free Listing on the SA Qualified Hairdressers Register
- Free Unlimited Assistance
- Access to our Solicitor
- Access to our exclusive Member's Business Portal and wages
- Discounts for Competitions and Events
- Insurance – Personalised to your Needs
- Representation to the Government on Industry Related Issues
- Public and School Holiday Notices
- Educational Business Seminars & Forums
- Industry Networking Opportunities
- Free Biannual SAHBA Magazine
- Work Health & Safety Best Practices
- One Off Annual Fee (No Hidden Extras)

## MEMBERSHIP TYPES AVAILABLE

STU – Apprentice/Trainee/Student Membership	<b>FREE</b>
SOO – Single Owner/Operator with ABN (No employees)	<b>\$150</b>
QPM – Qualified Professional/Trainer	<b>\$150</b>
SOE – Employer with ABN and Employees	<b>\$350</b>
GF – Group Membership (more than 1 business premises)	<b>\$350</b>
AB – Group Membership (additional associate branch of a parent group)	<b>\$70</b>
RTO – Recognised Training Organisation/ Training Provider	<b>\$500</b>
SIS – Single Industry Supplier Organisation with ABN	<b>\$500</b>

SIGN UP HERE



# 1 Introduction

## 1.1 What is this guide about?

This guide is to help you understand the relevance of Work Health and Safety (WHS) in the hair and beauty industry. Whether you are a person conducting a business or undertaking (PCBU), worker or student, we are all responsible for Work Health and Safety in the workplace.

Much of the content is derived from the Work Health and Safety legislation which was created to ensure South Australians meet the national standard of health and safety and keep all Australians safe at work. This guide will outline your obligations whilst providing suggestions on how to implement effective Work Health and Safety practices into your workplace.

There are many workplace hazards in the hair and beauty industry that have the potential to create work health and safety risks for you, your workers, and your clients.

In summary this guide will provide information on:

- > Topics you are responsible for ensuring that all legal and moral obligations in regards to WH&S are being met
- > Links to sites and information that will help you fulfil your obligations as a PCBU
- > The hazards typically found in the hair and beauty industry
- > Ways to manage exposure to the risks arising from these hazards
- > Tools to help implement training and compliance

## 1.2 Who is this guide for?

You must ensure the health and safety of yourself, your workers and your clients if you provide services in:

- > Hairdressing and Barbering
- > Beauty Therapy
- > Make-up artistry
- > Nails
- > Laser beauty treatments
- > Injectables
- > Tattooing
- > Eyelash Extensions
- > and any other hair or beauty related service

## 1.3 Why is Work Health and Safety important?

Protecting the health and safety of people at work is simply good business as workers are a businesses most important asset.

Businesses who put Work Health and Safety practices in place benefit by:

- > Increased productivity driven by efficiency
- > Less down-time due to disruption from faulty equipment, safety issues and employee absenteeism
- > Increased teamwork and improved morale as people work together
- > Avoiding unnecessary costs if someone is injured
- > Avoiding legal action or penalties for failure to comply with the law



## 1.4 What are my obligations?

The Work Health and Safety Act 2012 (SA) places an obligation on every person associated with work in any way to ensure his or her own health and safety and the health and safety of others. Under the Act, a person can have more than one set of obligations.

### PCBU (EMPLOYER)

Under the Act, the term 'employer' is replaced by 'person conducting a business or undertaking' (PCBU). Whilst everyone in the workplace has a role to play with Work Health and Safety, a PCBU has the primary duty of care for workplace health and safety.

### Who can be a PCBU 'Person Conducting A Business Or Undertaking'?

A PCBU includes an employer, corporation, association, partnership, sole trader and certain volunteer organisations.

### What are the duties of a PCBU?

The duties of a PCBU, established in the Work Health and Safety Act 2012 (SA) (WHS Act), are generally the same as those for an employer established in the previous Occupational Health, Safety and Welfare Act 1986 (SA) – a PCBU must ensure the health and safety of workers, customers and visitors by, so far as reasonably practicable, eliminating or minimising risks at the workplace.



**Fact Sheet** | PCBUs, Officers and Workers Updated 30 November 2012 (PDF 53 kb)

### What are the responsibilities of a PCBU?

- > Create a safe workplace and ways of working
- > Manage, monitor and resolve Work Health and Safety issues
- > Maintain equipment and hygienic facilities including toilets, eating and first aid areas
- > Provide workers with information, training and appropriate supervision
- > Allow workers to contribute to decisions that may affect their health and safety
- > Create strategic ways to identify and deal with hazards in the workplace
- > Maintain records on work related injuries
- > Comply with the requirements under the Work Health and Safety regulations
- > Provide clean air for your employees and clients

**WORKER** (manager, team member, contractor, sub-contractor, apprentice, trainee, student gaining work experience)

### As a worker, you must:

- > Comply with your PCBUs instructions regarding all health and safety matters
- > Use all WH&S equipment provided (engineered, personal protective equipment or administrative etc.)
- > Participate in safety training sessions provided by your PCBU
- > Take reasonable care to protect your own health and safety at work
- > Take reasonable care to avoid adversely affecting the health and safety of any other person through an act or omission at work
- > Report hazards to your employer



If you notice something in your workplace that you think is unhealthy or unsafe you should tell your PCBU or supervisor immediately. A co-operative approach between PCBU and workers is encouraged to promote a healthy and safe working environment.

### **SELF EMPLOYED (contractor/ freelance/ home business)**

If you are a self-employed, a freelancer, contractor or have a home-based business in the hair or beauty industry, you are considered a PCBU (person conducting a business or undertaking). Ultimately, you must ensure that your health and safety and the health and safety of other people are not affected by the way you carry out your business and work activity. To understand your obligations as a PCBU refer to the resource on page 6.

You also need to contact your local council and the Environment Protection Authority (EPA) ([www.epa.sa.gov.au](http://www.epa.sa.gov.au) / PH: 1800 623 445) regarding the requirements for plumbing, chemical disposal and any other requirements deemed by council and EPA. Appropriate Insurance policy is also required when working from home.

## **1.5 Working with SafeWork SA**

As South Australia's Work Health and Safety agency, SafeWork SA regulates, promotes and encourages safe, fair, productive working lives. SafeWork SA administers SA's work health and safety and industrial relations legislation. It is the agency's role to assist everyone to understand their roles in creating safe workplaces, which is a great thing for us all.

SafeWork SA is dedicated to increasing workplace safety through active involvement and consultation with employers, businesses, workers, and the community. SafeWork SA can provide advice on regulatory obligations and assist businesses to comply.

SafeWork SA officers may visit salons to help a business comply through a community engagement program or may respond following an incident. Officers will work with business to ensure they have safe work practices in place. If a WHS Officer visits following an incident, they will work according to the appropriate SafeWork SA Enforcement Policy.

You can read about SafeWork SAs Enforcement Policy and Principles of Operation here:



**ENFORCEMENT – Policy SafeWork Australia**  
**Policy SafeWork SA**

### **Important**

This information provides guidance on Work Health and Safety matters. It may refer to legislation that has been amended or repealed and should not be taken as a statement of law. To ensure compliance with your legal obligations, you should always refer to the current Work Health and Safety Legislation.

**(For further information visit [www.safework.sa.gov.au](http://www.safework.sa.gov.au) or call their Help Centre 1300 365 255)**



## 1.6 Other obligations relevant to health

The South Australian Public Health Act 2011 also imposes a general duty of care for the protection of public health. This legislation is administered and enforced by authorised Environmental Health Officers for local councils together with SA Health.

For more information, refer to the guidelines on the Public Health Standards of Practice for Hairdressing and Guidelines on the Safe and Hygienic Practice of Skin Penetration at:



[SA Health | Guidelines on the Safe and hygeinic practice of skin penetration](#)



[The South Australian Public Health Act 2011](#)

Please note: SA has specific government legislation for hairdressing called the South Australia Hairdressers Act 1988, that requires all hairdressers and barbers to be correctly qualified and skilled as required by the Act and the industry.



[South Australia Hairdressers Act 1988](#)



[South Australia Hairdressers Regulations 2016](#)

## 2 Dealing with specific hazards



[Code of Practice | How to Manage Work Health and Safety Risks](#)  
[Fact Sheet | How to Manage Work Health and Safety Risks](#)

### 2.1 What is risk management?

Work health and safety can generally be managed by following a problem-solving strategy known as risk management.

Although you are probably already carrying out the steps of risk management without realising it, following this guide will make it more effective for you.

The four steps of risk management are:

STEP 1 **Identify** hazards

STEP 2 **Assess** risks

STEP 3 **Control** risk

STEP 4 **Review** control measures



For more information on the risk management process, refer to the [Code of Practice | How to Manage Work Health and Safety Risks](#).

### Control Measures

**Eliminate:** Where possible remove the hazard and the risk of exposure to the hazard, e.g. remove dangerous equipment or stop an unsafe work practice.

**Substitute:** Reduce a risk by substituting a less hazardous process, substance or item of plant for the one currently used.

**Isolate:** Prevent or minimise the risk by isolating the worker from the hazard, or the hazard from the worker.

**Engineering Controls:** An engineering control is a control measure that is physical in nature, including a mechanical device or process. For example, the use of a trolley to move boxes of product.

**Administrative Controls:** Administrative controls are work methods or procedures that are designed to minimise exposure to hazards. e.g. job rotation or using signs to warn people of a hazard.

**Personal Protective Equipment:** Personal Protective Equipment (PPE) is effective when managing a hazard and can be used in conjunction with one or more other control methods. Examples of PPE include effective face masks, gloves, aprons and protective eye wear.



## 2.2 Salon hazards

The workplace must be assessed continuously by the employer for any dangerous plant, equipment or substances that may cause injury or harm to a person in the workplace. Workers employed in the workplace should also have an awareness of hazards to be able to report any possible dangerous situations. The following are a few of the hazards you may come across in your salon:

**Fixtures** and fittings forming the salon structure need to be laid out to create easy accessibility for operators. Fixtures and fittings must also be soundly structured and fitted within the salon and maintained in good repair.

**Workstations** are busy areas, and require enough movement space for the client and the operator to access and use equipment. Congestion can cause accidents. Power points at workstations should be at bench level to prevent equipment cords creating a tripping hazard.

**Chairs** purchased for a hairdressing salon work area should be height adjustable to enable the operators to work on clients at a suitable level, preventing possible neck, arm and shoulder complaints.

**Stools** may be used by operators when performing some hairdressing services. This will relieve stress on the legs and body joints.

**Floor surfaces** in a salon are used constantly by clients and operators and subjected to spillages of water and chemicals as well as hair clippings. It is important that hair clippings and any spillages are removed quickly to prevent any person slipping over (also see pg. 68).

**Lighting** must be sufficient in the salon area for operators to work efficiently and safely. Poor lighting may also cause eye strain and confuse the operator in colour choice selection for clients (also see pg. 68).

**Trolleys** are used constantly by operators and therefore must be of a suitable height, moveable, and stable so as not to tip over, causing injury to any person. Keep the wheels of trolleys free of hair to prevent them from tipping over.

**Tools of Trade** consideration must be given to ease of manipulation of our tools of trade. Continuous use of these tools requires that the size and weight of tools must be considered to avoid stress on fingers, wrists, arms, shoulders etc. The aim is to reduce any possible stress on the body by correct choice of equipment. Training in the use of sharp equipment (scissors and razors) is essential for operator and client safety. Special bins should be allocated for the disposal of sharp blades and razors.

**Electrical equipment** must be checked and maintained in good repair to avoid risk of injury. Electrical equipment must also be kept away from water. Operators must have dry hands when using any type of electrical equipment. Do not leave electrical cords dangling in busy works areas creating a hazard (also see pg. 25).

**Clean air** is a requirement for workplace health and safety. Vapours and chemical dusts may be a health risk. Adequate extraction for both harmful dusts and vapour is necessary at the site of production and good ventilation should be provided within the salon as a whole.

**Beauty Beds** – There are a variety of models and styles available in the Beauty clinics and Wellness centres across the industry. Information contained below are guidelines to ensure safe usage of beds to perform the variety of services and treatments.

## Portable and fixed beds

- > Read manufactures instruction manual.
- > Portable tables should only be used by trained personnel.
- > Maintain the table periodically. Make sure all screws are secure and the cable has not deteriorated or frayed.
- > Check that there are no cracks in the structure.
- > Do not overload the table beyond the recommended weight limit. This could result in serious injury to the user. Please refer to Portable Massage table guide for Table weight limits. Limits are approximately 500 pounds of combined maximum working weight.
- > Ensure that legs are adjusted to the operators working height and the locking button on each leg is protruding fully from the hole.
- > Test the table stability by applying pressure with both hands before allowing the client on the table.
- > Position client in the centre of the table to distribute the weight evenly and ensure stability.
- > Make sure when using the table that all four legs are on a solid surface and at the same level.
- > Ensure to test the backrest is appropriately locked into place by applying weight after all adjustments.
- > Cleaning the vinyl must be done with warm soapy water and wiped dry, noting alcohol based products could damage the vinyl.
- > When folding portable tables ensure all limbs are clear of table area.
- > Ensure handles are flipped back whilst folding or they may become damaged.
- > When transporting portable tables ensure the appropriate heavy duty transit cover is used to protect the vinyl from damage.

## Electric treatment tables

- > Electrical testing and servicing of tables recommended annually.
- > Read manufacturers manual for usage recommendations and instructions.
- > Incorrect care and usage of electric tables may cause injury and/or reduce the life of the table.
- > Careful unpacking and installation of electric tables is essential and you should always refer to the manufacturers manual for installation and usage instructions.
- > Ensure the power cord is clear from any moving parts and your feet are clear of the power cord when you adjust the height of the table.
- > Power outlet recommended in Australia is 240VAC @ 50Hz or 110VAC @ 60 Hz.
- > Ensure the footswitch cord is connected onto the brass tube on the actuator to adjust height of table.
- > Check all adjustments of the table are in good working order e.g. head, back and leg.
- > Do not make adjustments to the table without making sure the client is clear of all moving parts.
- > Care must be taken to ensure the power cord does not get damaged by components of the table.
- > Tables must be cleaned after each use with a mild non-abrasive soap and water, rinsed and dried thoroughly. Use of cleaners containing hydrocarbons or similar additives may damage the vinyl.
- > Following hygiene and cleaning procedures eliminates risk of contamination from one client to another, and also is a damage prevention mechanism as perspiration and oil can cause hardening of the vinyl.



## RISK CONTROL MEASURES

- > Moving parts of appliances should be positioned or enclosed to prevent access by any person, or any part of a person, so as to prevent injury. Where guards or enclosures are provided, they should have adequate mechanical strength and only be detachable using a special tool.
- > Access to the table or bed should be restricted to the operator and client only. This might be achieved through the placement of physical barriers or by ensuring that only operators and clients have access to treatment areas.
- > Under no circumstance should a child be present in a room in which electrically adjustable treatment tables or beds exist except:
  - as a client on the appliance
  - as an age appropriate child who can be safely accommodated in a playpen
- > For the operator, visibility beyond and below the table top in most cases is restricted. During table height adjustment, the operator must check below the table-top and ensure that children (other than those being treated at the time), are not in the vicinity of the table (or bed).
- > Any operating controls should be positioned so the opportunity for unintentional activation is avoided.
- > Employers who operate these appliances must ensure adequate training is given to operators and workers on how the appliance works, load limits, and all designer or manufacturer built-in safety features. This includes power source isolation, thermal overload protection, and reset procedures.
- > Massage table manufacturers and suppliers, PCBUs and workers and owners who operate these appliances must assess these hazards and implement appropriate control measures to eliminate or minimise the risks from these hazards.



## 2.3 Hazardous Chemicals



[WORK HEALTH AND SAFETY REGULATIONS 2012 – chapter 7](#)

[Code of Practice | Managing Risks of Hazardous Chemicals in the Work Place](#)

[Fact Sheet | Managing Risks of Hazardous Chemicals in the Workplace](#)

### 2.3.1 What are hazardous chemicals?

Workers in the hair and beauty industry may be exposed to a wide range of products containing hazardous chemicals, including:

- > bleaches/powder lighteners
- > brow and lash tints
- > chemical peels
- > disinfectants and cleaning products
- > hair and skin colouring products
- > hair styling products
- > nail products/acrylic and gel powders
- > skin care products
- > permanent wave solutions
- > peroxides
- > shampoos
- > smoothing systems
- > straightening systems
- > wax solvents



Exposure to some of these chemicals can increase the risk of various health problems. Some examples are explained in the following table:

### Health Effects From Exposure To Hazardous Chemicals

**Dermatitis**  
(inflammation of the skin)

There are two types of dermatitis. Irritant contact dermatitis results from contact with irritant substances, such as water and detergents in shampoo. Allergic contact dermatitis occurs when a person develops an allergic response to a chemical.

**Asthma**  
(a respiratory disease, which narrows the air passages and results in breathing difficulties)

Chemicals used in the hair and beauty industry may aggravate pre-existing asthma or cause occupational asthma.

**Cancer**

Workers in the hair and beauty industry may be exposed to chemicals that are suspected of causing cancer. There is limited and inconsistent data to support this. The precautionary approach is to limit exposure.

Hazardous chemicals can enter the body through the skin, by inhalation or by swallowing. Acute health effects, such as eye and throat irritation may occur almost immediately. Chronic health effects, such as allergic contact dermatitis, take some time to develop.

The likelihood of a hazardous chemical causing health effects depends on a number of factors, including:

- > the toxicity of the substance
- > the amount of chemical that workers are exposed to
- > the length of exposure
- > the frequency of exposure
- > the route of entry into the body, e.g. skin absorption, inhalation or ingestion.

You can determine whether a product is a hazardous chemical by reading its label and safety data sheet (SDS). If you are unsure, contact your supplier.

Every salon is required to supply staff with easy access to the safety data sheets.

### 2.3.2 Safety Data Sheet (SDS)

A SDS is a document that provides detailed information about a hazardous chemical, including:

- > the identity of the chemical product and its ingredients,
- > the hazards of the chemical including health hazards, physical hazards and environmental hazards,
- > physical properties of the chemical, like boiling point, flash point and incompatibilities with other chemicals,
- > workplace exposure standards for airborne contaminants,
- > safe handling and storage procedures for the chemical,
- > what to do in the event of an emergency or spill,
- > first aid information, and
- > transport information.

The information in a SDS is arranged under 16 headings to allow relevant information to be easily located by the person using the chemical. For a list of these 16 heading refer to the fact sheet on page 15.



#### **Safety Data Sheets were previously referred to as Material Safety Data sheets (MSDS)**

You should always check that the SDS relates to the chemical that you have received or are using. This can easily be done by checking that the product or chemical name on the SDS is the same as on the product label of the container.

Before using a chemical in the workplace, you should also make some simple checks to see whether it complies with the WHS Regulations.

- > Is the SDS written in English?
- > Does the SDS contain 16 separate headings? These, and the contents of each section, are further discussed below.
- > Does the SDS state the name, address and business telephone number of the Australian importer or manufacturer?
- > Does the SDS give an Australian business telephone number from which further information about the chemical can be obtained in an emergency?
- > Was the SDS prepared within the last five years?



If the contents of a container are unknown, it should be labeled: caution do not use - unknown substance. Store all unknown chemicals in isolation until the contents can be identified and properly labeled. If the chemical cannot be identified, dispose of it. You should contact the Environmental Protection Agency for advice on disposal requirements.



Code of Practice | Preparation of Safety Data Sheets for Hazardous Chemicals  
Fact Sheet | Understanding Safety Data Sheets for Hazardous Chemicals

### 2.3.3 Hazardous Chemical Register

The hazardous chemical register is a list of hazardous chemicals at your workplace, accompanied by the current safety data sheet (SDS) for each of those chemicals. A hazardous chemical register is required under the Work Health and Safety Regulations to be prepared and kept up to date so that workers can easily find information about chemicals stored, handled or used at the workplace.

The hazardous chemical register must be readily accessible to all workers involved in the use, storage and handling of the hazardous chemicals and to anyone else who is likely to be affected by the chemical at the workplace.

#### Which chemicals do I include?

All hazardous chemicals that are stored, handled or used at the workplace should be listed unless they fall into two categories:

- > **Consumer products** – items that can be bought by the general public in a retail shop and are used in the workplace in the same way, and in the same quantity as normal household use
- > **In transit** – products that are not kept in the workplace for more than five consecutive days.



However if your salon keeps industrial (large amounts) quantities of hazardous chemicals they are then required to be listed on the register. For example a 500g Box of washing powder would not be included whereas a 30kg tub would.



<https://www.safeworkaustralia.gov.au/doc/hazardous-chemical-register-template>  
Fact Sheet | Hazardous chemicals register



Work involving Hazardous Chemicals, such as chemical restructuring, hair colouring, application of artificial nails or spray tanning should occur in a well-ventilated area.

Natural ventilation generally does not provide sufficient airflow to be suitable for use as a method for controlling exposure to airborne contaminants, such as chemical vapours, mists and dusts in hairdressing, nail and beauty salons.

Air-conditioning dilutes the contaminated air rather than removing it, and circulates airborne contaminants around the room. Unless there is uniform airflow, it is likely that pockets of air will remain contaminated for long periods.

Local exhaust ventilation is a more reliable means for removing airborne contaminants at the source, before they can be breathed in. Care must be taken to ensure the system draws contaminated air away from, rather than past a person's nose and mouth.

- o Do strong odours linger for more than 10 minutes?**
- o Can strong odours be detected at a distance from the source (ie: the other side of the room)?**
- o Do you still smell product odours when you open the salon in the morning?**
- o Do the walls ever 'sweat' with moisture or the windows become foggy?**
- o Do clients complain of offensive odours?**
- o Do you ever have to open the window or door because the odours become too strong?**
- o Are you or your clients covered in dust or inhaling air borne chemicals?**

If you answered **yes** to one or more of the above questions, the ventilation at your workplace needs improvement.



Every person in the workplace is responsible for assessing the risk associated with hazardous chemicals to themselves and for others. A PCBU is required to ensure that appropriate controls are in place to prevent and manage those risks.

PCBUs are required to do regular and/or new risk assessments when information on work practices or control measures are changed or introduced and to keep a record about the risk assessment.

For a chemical risk assessment checklist refer to appendix G in the Code of Practice | Managing Risks of Hazardous Chemicals in the Work Place.

If a risk assessment shows that exposure to a hazardous chemical has taken place then the responsible person should prevent further exposures or reduce it as much as possible.

Where there is airborne exposure, the responsible person must ensure that the level of exposure is not above the workplace exposure standard. The official list of workplace exposure standards for airborne contaminants is contained within the Safe Work Australia publication *Workplace Exposure Standards for Airborne Contaminants*. Workplace exposure standards are also available within the Hazardous Substances Information System database at <http://hsis.safeworkaustralia.gov.au>. This database contains additional information and guidance for many substances.



**Safe Work Australia** | [Workplace exposure standards for airborne contaminants](#)

## HAIR & BEAUTY INDUSTRY – CONTROL MEASURES

Below you will find a list of general hair and beauty industry control measures. From page 18 you will find specific control measures for hairdressing, beauty and nails.



### Substitution

- > Replace a chemical with an alternative product that contains a less hazardous chemical. Health information found in a SDS may assist in the selection of a less hazardous chemical.
- > Replace pressurised aerosol containers with pump sprays e.g. pressurised wrap catalyst, hairsprays.

### Engineering Controls

- > Make sure there is good ventilation so that exposure to airborne contaminants can be prevented or minimised, e.g. local exhaust ventilation tested to show adequate removal of the hazards.
- > Protect against eye splash by wearing safety glasses in areas where chemicals are mixed.
- > Make sure that the motors of machines within 3 metres of the nail stations or close to the chemical storage area are intrinsically safe (no spark or heat to ignite chemicals or vapour)

### Administrative controls

- > Make sure SDSs are available for all chemicals used in the salon.
- > Make sure workers are provided with suitable information, training and supervision on the safe use of chemicals and PPE (personal protective equipment).
- > Store chemicals away from energy sources, such as fuse boxes, naked flames, heat and intense light sources.
- > Store flammable chemicals in a cool place, in a securely locked fireproof cabinet.
- > Make sure chemicals are out of reach of children.
- > Make sure procedures are in place for the clean-up of spills using a suitable absorbent material. Refer to the SDS.
- > Clean up chemical spills promptly.
- > Make sure that spilled chemicals and equipment used for chemical clean-up are disposed of appropriately. Contact the Environmental Protection Authority for further advice.
- > Purchase chemicals in ready-to-use packages rather than transferring from large containers.
- > Do not eat, drink or smoke in areas that contain chemicals.
- > Wash hands with a pH neutral soap or barrier cream before eating, drinking or smoking.

### Personal Protective Equipment

- > Provide gloves, glasses, aprons and respiratory protection as required on the SDS or chosen during your Hazardous Chemicals risk assessment.
- > Provide workers with training on the fit, maintenance and use of personal protective equipment.
- > Apply barrier cream on exposed skin areas if bothered by skin irritation.
- > Cover broken skin with a waterproof dressing.
- > Wear eye protection and covered shoes to protect against chemical splashes.

### HAIRDRESSING SPECIFIC CONTROL MEASURES

Many products used in hairdressing salons are classed as Hazardous Chemicals. However some products, such as shampoos, are not classified as 'hazardous' but may still cause adverse health effects such as dermatitis.

The following is a summarised list of specific control measures:

- > Do not use products that are known to contribute to dermatitis or cause sensitivity (without adequate controls are available), such as:
  - p-phenylene diamine and Para toluene diamine (present in most hair colours and tints – also known as PPD and PTD)
  - glycerol monothioglycolate (present in some 'acid' permanent wave solutions – also known as GMTG)
  - thioglycolic acid (present in some hair straighteners)
- > Do not use nickel-plated equipment with permanent wave solutions containing ammonium thioglycolate (refer to the SDS). Use high quality stainless steel or plastic equipment.
- > Use appropriate Personal Protective Equipment (PPE) during mixing or when there is elevated exposure potential.

## BEAUTY THERAPY SPECIFIC CONTROL MEASURES

Beauty therapists, beauticians and nail technicians use a variety of products that contain Hazardous Chemicals. For example nail polish remover (non acetone and acetone); acetate; formaldehyde (nail strengthener); wax solvents.

Ensure workers wear gloves and safety goggles or glasses over contact lenses or replace contact lenses with prescriptive safety glasses with side protection when mixing or using the following:

- > Peroxides (mixed with eyelash and eyebrow tints)
- > Wax solvents
- > Methylated spirits
- > Essential oils

Refer to the SDS for further information on these products.



**In most cases, the concentration of Hazardous Chemicals in these products does not classify the product as hazardous for regulatory purposes. Workers with pre-existing skin conditions may need to take particular care when using these products.**

## EYELASH INDUSTRY SPECIFIC CONTROL MEASURES

### Lash Adhesive & Adhesive Removal

Lash adhesive is used to adhere extension to natural lash. It contains hazardous chemicals and may cause symptoms due to unsafe usage, over exposure or sensitivities/allergies. Possible symptoms and effects, both acute and delayed, include:



**Skin:** Avoid direct contact with skin. May cause slight irritation. If the product meets the skin directly, remove excess product from skin with cotton free material. Wash exposed areas with soap and water. If redness, itching, swelling, or burning sensation develops, seek medical attention. Chemical resistant gloves are recommended.

**Ingestion:** During handling, do not eat or drink. In the event this product is ingested, seek medical attention immediately.

**Eyes:** Contact with vapours may irritate eyes. Splashing may occur. If the product meets the eye directly, flush eyes with running water for at least 15 minutes. If redness, itching, swelling, or burning sensation develops, seek medical attention. Safety glasses are recommended.



**Respiratory:** May cause headache, nausea, irritation of the nose, throat, and lungs. Remove individual to fresh air. Seek medical attention if required. Do not breathe adhesive remover vapours. N95 masks are recommended, paired with adequate room ventilation.

**Spill Procedure:** Absorb spill with cotton free material. Wash affected area with soap and water. Prevent spill from entering drains or water courses.



**Adhesive cannot encounter cotton fibres, as it results in a rapid chemical reaction, which produces enough heat to cause minor burns.**

**Disposal Consideration:** Extinguish by applying water/saline, covering adhesive, prior to disposing. Adhesive bottle to be submerged in water for 24 hours for safe disposal. Prevent product from entering drains or water courses. Consult with national and local regulations related to this kind of product.

It is recommended to purchase lash adhesive and remover from an Australian wholesaler to ensure all ingredients are legal, as per AICIS (Australian Industrial Chemicals Introduction Scheme) database of chemicals available for industrial use in Australia.

## **COSMETIC TATTOOING INDUSTRY SPECIFIC CONTROL MEASURES**

Colour pigments for cosmetic tattooing are typically non-hazardous. Possible symptoms and effects, both acute and delayed, include:

**Skin Contact:** Not expected to cause significant hazard to skin. First aid is not normally required, however, it is good practice for exposed areas to be washed with soap and water.

**Ingestion:** Do not induce vomiting. Flush mouth with water. Seek medical attention. If inhaled, remove individual to fresh air.

**Eye:** Not expected to cause significant hazard to eyes. Flush with plenty of water for 15 minutes or use eyewash lotion. Seek medical attention.

**Respiratory:** Not expected to cause significant hazard to lungs, upper respiratory tract, or nose. Remove individual to fresh air.

**Spill or Release Procedures:** Absorb liquid with vermiculite or other spill absorbent material.

**Disposal Considerations:** Incinerate or use biological treatment in accordance with federal, state, and local regulations.



## INJECTABLES SPECIFIC CONTROL MEASURES

Refer to SafeWork SA for further information regarding injectables or any other below the skin procedures.

## TATTOOING AND BODY PIERCING SPECIFIC CONTROL MEASURES

Please refer to the below links, which provide fact sheets from the South Australian Government.



[Government of South Australia | Tattooing – Know the Risks](#)



[Government of South Australia | Body Piercing – Know the Risks](#)

## NAIL INDUSTRY SPECIFIC CONTROL MEASURES

### EMA & MMA

Both ethyl methacrylate (EMA) and methyl methacrylate (MMA) have been used as an ingredient in artificial nail products. These chemicals can exist as a monomer (nail liquid) or polymer (nail powder).

MMA monomer (nail liquid) is considered too dangerous for use in the beauty industry as it causes too many adverse health effects. In Australia MMA cannot be used in any cosmetic products at concentrations higher than 1%. MMA is also known as:

- > Methyl methacrylate monomer
- > Methacrylic acid, methyl ester
- > 2-methylacrylic acid methyl ester
- > Methyl 2-methyl-2-propenoate
- > 2-methyl-2-propenoic acid methyl ester
- > 2-(methoxycarbonyl)-1-propene
- > Methyl alpha-methacrylate
- > Methylpropylene-2-carboxylate
- > Acrylic acid, 2-methyl-, methyl ester



According to the Australian Government Department of Environment, listed on the National Pollutant Inventory and also the Australian Industrial Chemicals Introduction Scheme (AICIS), short term exposure risks include but are not limited to:-

- > Allergic response on contact
- > Permanent damage/loss of the nail plate
- > Loss of sensation in the fingertips
- > Skin sensitisation
- > Nerve damage
- > Drowsiness, light headedness, dizzy spells
- > Trembling of the hands
- > Loss of smell
- > Respiratory irritation
- > Dust compaction in the nasal cavity requiring sinus scraping.



In higher concentrations the following adverse health effects can also occur:-

- > Liver damage
- > Kidney damage
- > Nasal lesions
- > Decrease in fertility or sterility

Australian atmospheric contaminant exposure standards apply to MMA/EMA

- > Time weighted average (8 hour TWA) 50 parts per million ppm(208 mg/m<sup>3</sup>)
- > Short term exposure limit (15 min STEL) 100 ppm (416 mg/m<sup>3</sup>)

Under the WHS Regulations the PCBU is responsible for providing clean air to both workers and clients. The National Beauty Therapy Package already requires all training schools teaching artificial nails to have local exhaust ventilation (LEV). LEV needs to be maintained and tested regularly to ensure removal of any harmful contaminants to ensure a safe working environment.

It should be noted that uptake of these chemicals is usually by inhalation and skin absorption. All sources eg data sheets, and information suggest these products to be used over vented workstations. Vapour and dust (remembering dust contains ALL of the products applied to the nail) from these products may be harmful.



## Checklist to identify whether a product contains MMA monomer

- o Is MMA listed as an ingredient on the SDS and label?
- o Does the product have an unusually strong or fruity odour that does not smell like other acrylic liquids?
- o Does the product seem to set much harder and feel less flexible than other products?
- o Are the nail extensions extremely hard and very difficult to file, even with course abrasives?
- o Do the nail extensions not soak off in acetone within 30 - 35 minutes?
- o Is the resulting product after soaking still of chewing gum like consistency?

Although EMA is considered a safer alternative to MMA monomer for clients as it has less strong adhesion to the natural nail, the health effects from inhalation and absorption of this product mirror many of the health effects listed for MMA. The engineering control for elimination of the product at the source should be provided by vented workstations.

Other chemical hazards from products that are used in the nail industry are:-

- > Acetone (nail polish remover): headaches; dizziness; and irritated eyes, skin, and throat.
- > Acetonitrile (fingernail glue remover): irritated nose and throat; breathing problems; nausea; vomiting; weakness; and exhaustion.
- > Butyl acetate (nail polish, nail polish remover): headaches and irritated eyes, skin, nose, mouth, and throat
- > Dibutyl phthalate (DBP), (nail polish): nausea and irritated eyes, skin, nose, mouth, and throat. Long-term exposures to high concentrations may cause other serious effects.
- > Ethyl acetate (nail polish, nail polish remover, fingernail glue): irritated eyes, stomach, skin, nose, mouth, and throat; high levels can cause fainting.
- > Ethyl methacrylate (EMA), (artificial nail liquid): asthma; irritated eyes, skin, nose, and mouth; difficulty concentrating. Exposures while pregnant may affect your child.
- > Formaldehyde (nail polish, nail hardener): difficulty breathing, including coughing, asthma-like attacks, and wheezing; allergic reactions; irritated eyes, skin, and throat. Formaldehyde may cause cancer.
- > Isopropyl acetate (nail polish, nail polish remover): sleepiness, and irritated eyes, nose, and throat.
- > Methacrylic acid (nail primer): skin burns and irritated eyes, skin, nose, mouth, and throat.  
At higher concentrations this chemical can cause difficulty breathing.
- > Methyl methacrylate (MMA), (artificial nail products, though banned for use in many states): asthma; irritated eyes, skin, nose, and mouth; difficulty concentrating; loss of smell.
- > Quaternary ammonium compounds (disinfectants): irritated skin and nose and may cause asthma.
- > Toluene (nail polish, fingernail glue): dry or cracked skin; headaches, dizziness, and numbness; irritated eyes, nose, throat, and lungs; damage to liver and kidneys; and harm to unborn children during pregnancy.



<https://www.osha.gov/SLTC/nailsalons/chemicalhazards.html>

## DO's & DON'TS

- > Do not use products containing liquid methyl methacrylate (MMA) monomer.
- > Work over a tested vented workstation to ensure the maximum of vapour and dust removal.
- > Use a metal, foot pedalled flip top bin and empty regularly.
- > Provide a transparent screen between the nails and the eyes of both the technician and the client to reduce the risk of eye injury from clippings, chemical splashes etc. (clear glasses PPE).
- > Use dispenser bottles with small openings (only large enough for an application brush to enter) and pressure sensitive stoppers to reduce the amount of release of vapours.
- > Know that Low/No odour products do not mean Low/No Vapour. Vapours of these products can in actual fact contain more harmful fumes than their full odour counterparts.
- > Close product containers immediately after use.
- > Clean up any product spills quickly and efficiently.
- > Remove reusable towels from the workstation. Use disposable towel products. Towels on the workstation will collect dust and bacteria and any movement will release these hazards back into the breathing zone.
- > Use disposable towels for cleaning brushes etc. & dispose of these into a sealed bin.
- > All nail products are highly flammable so:
  - do not smoke or allow clients to smoke while working
  - do not have scented candles or any other type of open flame in the nail area
  - make sure that the vented workstation and other electrical devices are intrinsically safe – this means they do not produce spark or heat
  - do not use an ioniser within 3 metres of the nail workstations or chemicals as it produces static electricity that can be discharged in an up to 10cm spark
- > Respirators (P2) are protective against the fine dust that is produced from the filing of artificial nails but are NOT effective against many chemical vapours.
- > Remember that personal protective equipment (PPE) is the least effective and the last resort for protection. When using PPE other controls must be in place to control the hazards at their source. Workers given respiratory protection must be trained in its use eg how to fit it properly and maintain it.
- > Waste disposal of any chemicals used must comply with federal, state and local government. Contact local council for advice and refer to each chemicals safety data sheet (SDS).

For more information on PPE have a look at the below resource.



[Safe Work Australia FAQ | Personal Protective Equipment](#)

## 2.4 Electrical Equipment

### WORK HEALTH AND SAFETY REGULATIONS 2012

The use of electrical equipment can create serious health and safety risks in the hair and beauty industry, particularly in wet conditions. Damage to equipment increases this risk. Electrical shock can result in electrocution, burns and injuries.

Work Health and Safety Legislation requires PCBUs to develop a systematic approach to their management of electrical safety. This approach requires PCBUs to consult with workers during the identification, assessment and control of risks associated with electrical plant and electrical installations.

In regards to electrical safety in the workplace hair and beauty industry workers need to be familiar with the following terms:

- > **Electrical installation** - any accessible electrical wiring, accessory, fitting, consuming device, control or protective gear, or other equipment associated with wiring in or on a workplace.
- > **Electrical plant** - any item which consumes, converts or generates electricity e.g. UV lamp.
- > **Residual Current Devices (RCDs)** - a safety device that disconnects a circuit when it detects an imbalance of the electric current eg due to leakage current. An RCD can be fixed or portable and is also known as a Safety Switch.

The Work Health and Safety Regulations 2012 and relevant Australian / New Zealand Standards provide the minimum requirements for:

- > safety of electrical installations
- > the testing and tagging of certain moveable equipment e.g. blow dryer
- > the maintenance of the salon environment – for example the use of Residual Current Devices (RCDs) for protection from earth leakage.



[Work Health and Safety Regulations 2012](#)

[Code of Practice | Managing Electrical Risks in the Workplace](#)



### 2.4.1 Electrical safety

Of all common energy sources, electricity has the greatest potential and ability to seriously injure and kill. Electrical safety is all about the control of risks associated with electrical shock and electrical fire in the workplace.

The risk of electrical shock can arise from:

- > exposed live parts eg. contacts and conductors
- > damaged insulation on the electrical plant, power leads or installation wiring/ services
- > the presence of water and electricity in the area in which equipment is used e.g. wet hands whilst turning on a power point

The risk of electrical fire can arise from all electric equipment including but not limited to:

- > overloaded circuits
- > loose connections
- > heating equipment
- > short circuits
- > inappropriate electrical plant being used in hazardous environments
- > heating lamps including in bathrooms
- > electric blankets
- > clothes dryers
- > washing machines
- > phone (or other electrical device) chargers
- > wax pots
- > electric LED candles and scent infusers



## 2.4.2 Residual Current Devices (RCDs)

RCDs are required in workplaces where plugged-in electrical equipment is used i.e. the supply of electricity is through the wall socket outlet.

The need for an RCD is particularly important in the Hair and Beauty industry as the everyday work practices exposes the equipment to operating conditions that are likely to result in damage to the equipment or a reduction in its expected life span.

For example it is common for a salons electrical equipment to be exposed to moisture, heat, vibration, mechanical damage (from knocks and dropping), corrosive chemicals or be moved frequently.

RCDs can either be Non-portable (or 'fixed') or portable as explained below:

### **Switchboard** - Non-portable (or 'fixed') RCD

Installed at either the switchboard or a fixed socket outlet. Non-portable RCDs installed at the main switchboard protect the wiring connected to the RCD and electrical equipment plugged into the protected circuit.

### **Fixed Socket** - Non-portable (or 'fixed') RCD

Part of the fixed socket outlet, they provide protection to electrical equipment plugged into the outlet. It is common to see a combination RCD/Circuit Breakers being installed at the switchboards



**Non-portable RCDs must be regularly tested.**

### **Portable RCD**

Generally plugged into a socket outlet and, depending on design, may protect one or more items of electrical equipment. Portable RCDs can only be used to minimise risk when the electrical installation is not a new installation or a new and modified circuit in an existing installation, in these cases a fixed RCD should be installed.



**Testing and maintenance of RCDs and portable RCDs that are moved from place-to-place, need to be push button tested immediately after connection and each day prior to their use.**



### 2.4.3 Testing and Tagging Electrical Equipment

The WHS regulations require that equipment used in conditions likely to result in damage should be inspected and tested (this includes exposure to moisture, heat, vibration, mechanical damage, corrosive chemicals or dust). Australian standard AS/NZS 3760:2010 provides guidance on the frequency of testing. Electrical equipment subject to cord flexing and used in a hostile environment should be inspected every twelve months. No worker, contractor or client is to use electrical equipment that does not meet the criteria above and does not display a valid inspection tag.

When inspection and testing of electrical equipment identifies equipment that fails to comply with relevant standards the equipment must be withdrawn from service immediately. An out-of-service tag must be attached to the faulty equipment and sent for repair.

**Contractors must not use electrical equipment on any workplace premises undergoing renovation and or in a hostile environment unless testing and tagging of their own electrical equipment has been carried out in accordance with the standards. The scope of Australian and New Zealand Standards (AS/NZS) 3760 In-service Safety Inspection and Testing of Electrical Equipment should be used to determine the inspection and testing requirements for electrical plant.**

**Power boards must be included in equipment testing and tagging.**

#### Who is qualified to test and tag?

Only competent persons in inspection and testing and licensed electrical professionals should be engaged to carry out testing and tagging of electrical equipment.

**Opting to use a qualified electrician to test and tag electrical equipment can save time as they are also qualified to fix the faulty equipment.**



## Electrical Safety Checklist

- o **Ensure all electrical equipment used in conditions likely to result in damage is regularly tested and tagged**
- o **Ensure your premises and electrical equipment is fitted with suitable RCDs**
- o **Advise visiting hair and beauty contractors that their equipment is required to have valid inspection tags**
- o **Request building/maintenance contractors to provide a \*Job Safety Analysis prior to starting work**
- o **Conduct regular equipment checks**
- o **Use power boards instead of double adaptors**
- o **Install additional socket outlets to avoid overloading power outlets**
- o **Do not run too many pieces of equipment from one socket**
- o **When adjusting or cleaning equipment, SWITCH OFF the power and pull out the plug – do NOT pull out by the cord**
- o **Store and operate equipment away from damp areas**
- o **Avoid standing on a wet floor whilst using any electrical equipment**
- o **Make sure leads do not run across wet surfaces or any place where they may be easily damaged**
- o **Clean up liquid spills as soon as possible**
- o **Do not touch equipment with wet hands**
- o **Do not use a wet cloth to clean sockets**
- o **Run leads along the edges of corridors to minimise the possibility of trips and falls**
- o **Keep leads away from heat, oil and chemicals to prevent insulation damage**
- o **Make sure workers are trained in the use of equipment and that the manufacturer's instructions are followed**
- o **Appropriately train your staff in electrical safety**

**\* Job Safety Analysis (JSA) involves the contractor reviewing each task and considering what is the safest way to complete it to prevent an injury.**



## 2.4.5 Responding to a Hazard/Electrical Incident

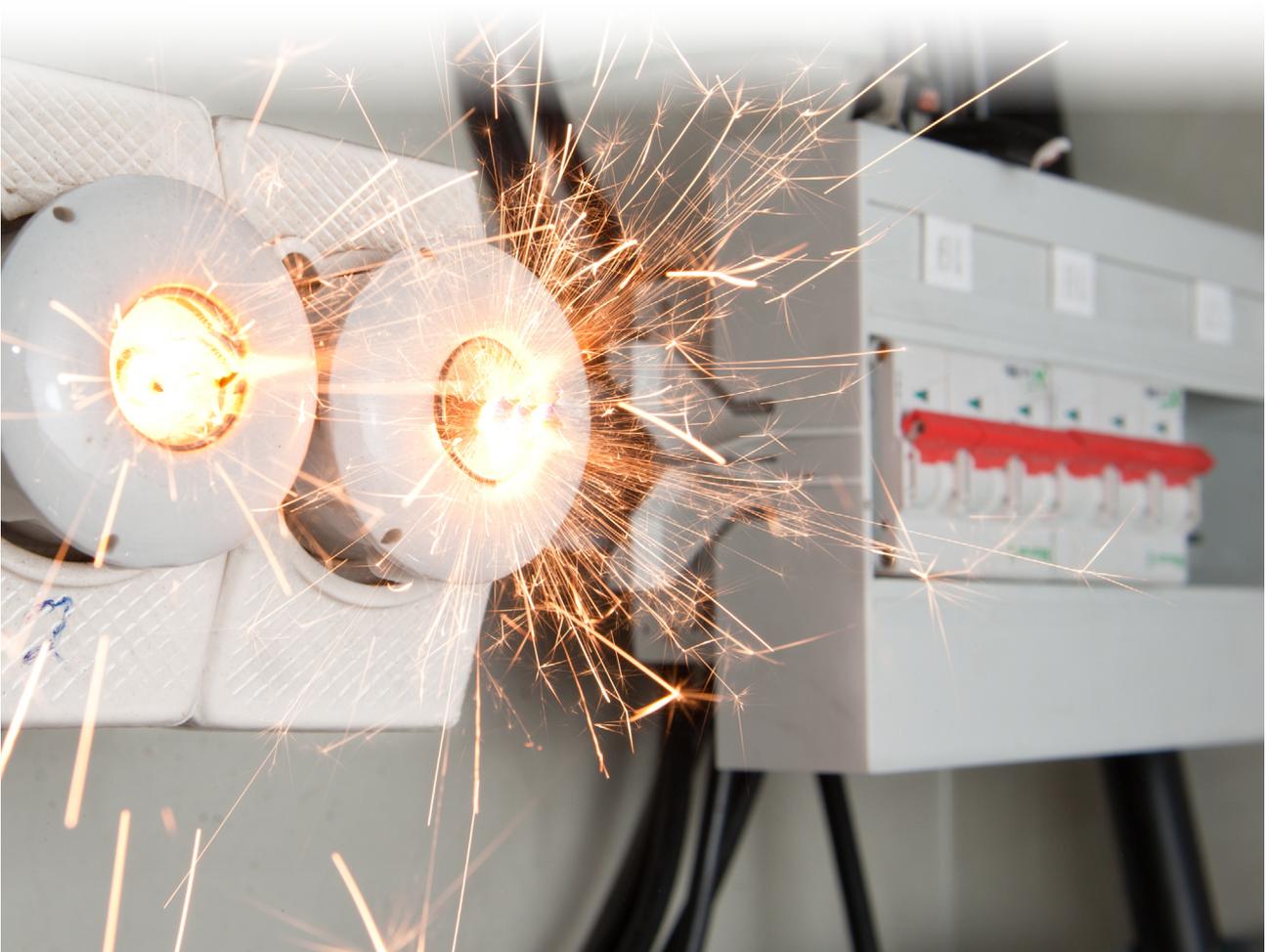
Turn off the electricity supply to the electrical equipment involved in the incident. This is usually the wall power socket outlet that is closest to the equipment. If not, locate the closest switchboard/distribution board supplying electricity to the salon. A trained/competent person should proceed to safely break the electrical contact between the injured person and the electricity supply. Where practical, remove the equipment power plug from the power socket outlet.

If this is not possible for any reason, use a non-conductive item such as a wooden chair or broom handle break the contact point(s) between the person and the electrical item (source of electrical hazard).

**If someone is receiving an electric shock and another person touches this person may also receive the electric shock.**

Call 000 for an ambulance. If you do this as soon as possible, help can be on the way while you are assisting the injured person.

Once you have broken the contact between the casualty and the source of the shock commence First Aid as required.



## 2.5 Hazardous Manual Tasks (Musculoskeletal)



WORK HEALTH AND SAFETY REGULATIONS 2012 – chapter 4, part 2  
Code of Practice | Hazardous Manual Tasks

The hazardous manual tasks performed in the Hair and Beauty industry can be physically demanding and are responsible for the majority of musculoskeletal disorders. Disorders can include lower back pain, neck and shoulder pain, tendonitis of the shoulder or wrists, leg discomfort or carpal tunnel syndrome.

### What is a hazardous manual task?

A task that requires a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing involving one or more of the following:

- repetitive or sustained force e.g. massaging
- high or sudden force e.g. fall wet floor
- repetitive movement e.g. blow-drying, cutting, filing, or buffing
- sustained or awkward posture e.g. applying makeup
- exposure to vibration e.g. holding a blow-dryer or clippers

These five factors are also known as the characteristics of a hazardous manual task.

### How do manual task injuries occur?

Injuries from manual tasks result from ongoing wear and tear to the joints, ligaments, tendons, muscles and discs. Although less common, injuries can be caused by a one-off overload situation.



Over a period of time, damage can gradually build up through:

- > holding fixed positions for a prolonged time
- > performing repetitive movements that are fast and/or involve a lot of muscular effort

If insufficient breaks are taken, muscle fatigue can lead to inflammation and tissue damage. Injury is more likely to occur when this happens repeatedly.

### What are the risk factors?

Risk factors are part of the demands of a job that affect the worker and can contribute to injury. These are set out in the table on the next page.



## Risk Factors

### Working postures

Awkward postures require greater muscular effort and lead to greater fatigue, particularly when holding a position for a long time

### Repetition and duration

Continually repeating a movement, particularly with a forceful exertion increases the risk of injury.

Long durations of awkward postures or repetitive work are also a risk.

### Work area design

The work area design and layout may require workers to bend or reach to perform tasks.

### Use of tools

Poor design and excessive use of hand tools contributes to disorders of the wrist, elbow and shoulder.

### Load handling

Supporting a weight while holding arms away from the body increases stress to the back and shoulders.

## Prevention Tips

To maintain a healthy body avoid the following:

- bending or twisting your back during a task e.g. washing hair
- having your neck bent forward or twisted, e.g. applying colour
- keeping your shoulders raised during work
- having the upper arms held out to the sides and away from the body e.g. massage, cutting hair

Ensure you have adequate breaks or job changes when working in high risk areas such as:

- rolling hair
- filing nails
- prolonged sitting or standing
- prolonged bending or leaning, e.g. electrolysis
- applying colour
- massaging
- cutting and blow drying

Before commencing work consider the following in your workspace:

- equipment and materials not located close to the worker causing workers to bend, reach or twist
- non-adjustable chairs, benches and massage beds
- work surfaces too high or too low
- poor lighting
- hard slippery floors
- work surfaces too wide or narrow

Scenarios to assess and manage include:

- working with heavy tools e.g. blow dryers
- difficult or awkward hand grips
- vibrating tools e.g. electric nail files and drills
- incorrect choice of scissors for an individual's needs

Scenarios to assess and manage include:

- working with heavy tools e.g. holding a blow dryer away from the body
- holding a body part while waxing
- carrying heavy boxes of product to storage areas

## ERGONOMIC HAZARDS SPECIFIC FOR THE NAIL INDUSTRY

There are a number of ergonomic (body movements) issues that have adverse effects in the nail industry. These are lower back injuries, shoulder and neck pain, carpal tunnel issues, elbow pain and upper back pain. Many of these can be avoided by some simple steps.

- > Use a height adjustable chair and correct set up height (upper shoulder and neck pain)
- > Make sure that if in the seated position the top of the knees are no higher than the height of the ball of the hip. If the back of the knees compress against the chair seat then put something under the feet to raise the knees to a comfortable position.
- > Make sure the workstation is wide enough to accommodate the work – 550mm is suggested as a width for sitting across from a client and working with their hands.
- > Try to get up as much as possible but at least between each client. This is approximately every hour and should help prevent issues from prolonged sitting. Incorporate gentle stretching in these breaks if possible.
- > Elevate the clients hands to remove the pressure from the technicians' hands and arms.
- > Use ergonomic rests that are made from materials that do not harbour dust or bacteria as forearm rests or use rolled foam pads or towels that can be laundered. This removes the issue of coming into contact with hard surfaces and potentially damaging the nerves in the forearm. Use safety glasses or magnifying lenses to reduce your need to bend over the client.

## CONTROL MEASURES

- > Vary tasks frequently to give wrists, shoulders or backs a rest.
- > Alternate between sitting and standing when performing tasks such as cutting hair, drying hair, waxing or facials.
- > Make sure all tools are maintained appropriately so they do not need extra effort to use.
- > Provide positive posture training and regularly promote the need for good posture whilst working.



### Engineering Controls

- > Provide adequate lighting for the task.
- > Ensure there is enough room for easy movement around furniture and work areas.
- > Provide non-slip surfaces that are comfortable for standing.
- > Provide adjustable styling chairs and stools to avoid working with arms above shoulder height or constantly bending head forward.
- > Provide adjustable tables / benches / massage couches.
- > Place required work items within reach and close to waist height.
- > Provide trolleys with castors to reduce carrying.
- > Provide padding on table for nail work to protect elbows and underside of arms from nerve damage.

Select well designed tools:

- > Discuss the selection and purchase of new tools and equipment with staff prior to purchase.
- > Consider better designed tools that reduce force and awkward grips.
- > Make sure that tools such as blow dryers are as light as possible.
- > Provide appropriately designed scissors that keep your wrists straight and do not dig into the hand.

Redesign work methods:

- > Work as close as possible to the client to reduce bending and reaching.
- > Use haircutting stools rather than bending over.
- > Ensure that the height of the massage bed is adjusted to prevent excessive bending.

### Administrative controls

- > Alternate tasks so that different muscles are used, e.g. recover from cutting hair by folding towels, sweeping floors, reception duties, variation in artificial nail filing techniques.
- > Manage the number of bookings per worker, particularly those involving demanding tasks, e.g. highlighting hair.

### Personal protective equipment

- > Wear comfortable footwear with shock absorbing soles or inserts if possible.

## 2.6 Plant & Equipment



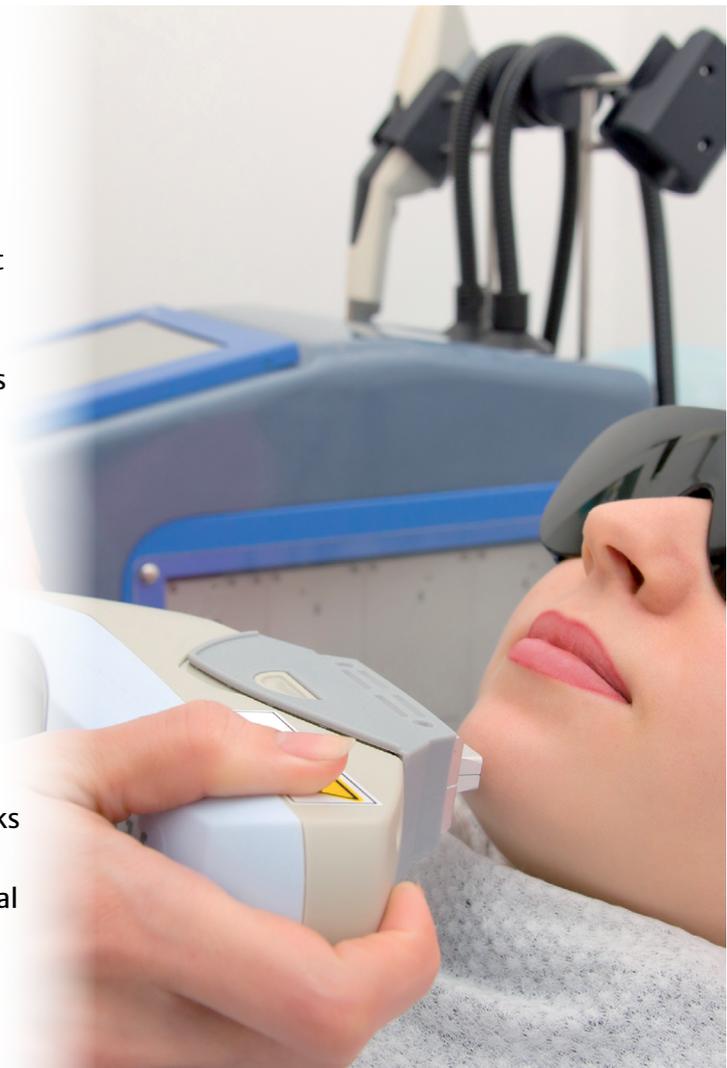
WORK HEALTH AND SAFETY REGULATIONS 2012 – Chapter 5,  
**Code of Practice** | Managing the Risks of Plant in the Workplace

Introducing new or existing plant (equipment) into the work place may impact your work healthy and safety practices.

Plant includes any machinery, equipment, appliance, pressure vessel, personal protective equipment and component of plant and a fitting, connection, accessory or adjunct to plant. All plant items should be selected for its specific purpose whilst ensuring it meets the individual's needs.

Examples of plant and equipment in the hair and beauty industry include:

- > air conditioning systems
- > air conditioning units
- > autoclaves
- > beauty beds
- > blow dryers
- > clothes dryers
- > computers & laptops
- > cosmetic and tattoo equipment
- > electrical styling equipment
- > electric nail file and nail drill
- > electric shaver and hair clippers
- > electrolysis machines
- > gel lights
- > gloves
- > hair dryers (wall, portable and hand)
- > lasers
- > local exhaust workstations
- > IPL Machines
- > perm and colour accelerators (roller balls)
- > safety glasses/aprons and masks
- > scissors
- > various beauty therapy electrical equipment
- > washing machines
- > water heaters
- > wax pots



Factors to consider when purchasing or obtaining plant include:

- > the plant has been constructed, manufactured and installed to an acceptable standard
- > the equipment satisfactorily performs its function
- > noise levels are not a risk to hearing or health
- > machinery has adequate testing to show it does the required function
- > takes into account the flammability of the products being used



**Plant should not obstruct doorways and emergency exits and should also be secured against movement.**



**In South Australia commercial sunbeds were banned from December 31st 2014. Regulations have been passed to protect South Australians from the harmful effects of UV radiation emitted by cosmetic tanning units. The Regulations which were made on 14 November 2013 under the Radiation and Protection and Control Act 1982 (RPC Act) which is administered by the EPA prohibited the commercial use of cosmetic tanning units from 31 December 2014.**

## CONTROL MEASURES

### Isolation

- > Turn off and unplug plant before cleaning, maintenance or repair work commences.
- > Withdraw damaged plant from service and label with an out of service tag until any risks to health and safety have been assessed and controlled.

### Administrative controls

- > Ensure training in the safe use and maintenance of plant has been undertaken.
- > Provide adequate supervision to workers and other persons.
- > Make sure plant is operated, serviced, maintained and repaired according to the manufacturer's specifications.
- > Develop and implement an inspection program for plant.
- > Keep a record of plant inspection, servicing, maintenance and repair.
- > Ensure that electrical items have been tested and tagged (refer to section 2.4 Electrical Equipment).



## 2.7 Biological hazards



### Code of Practice | First Aid in the Workplace (also see page 73)

Workers in the Hair and Beauty industry are at risk of exposure to biological hazards that cause infectious diseases, such as:

- > blood borne diseases, e.g. Hepatitis B, Hepatitis C and HIV
- > airborne diseases, eg. COVID-19
- > skin infections, e.g. staphylococcus aureus
- > skin infestations, e.g. head lice

Hair and beauty industry workers are exposed to airborne, blood and body substances through activities such as:

- > shaving
- > shampooing, cutting and styling
- > electrolysis
- > tweezing
- > ear and body piercing
- > manicure and pedicure
- > makeup application
- > application of artificial nails
- > tattooing
- > waxing
- > skin extractions

Exposure to blood and body substances may be from:

- > direct contact, e.g. applying first aid to a bleeding client
- > indirect contact, e.g. handling contaminated or waste equipment

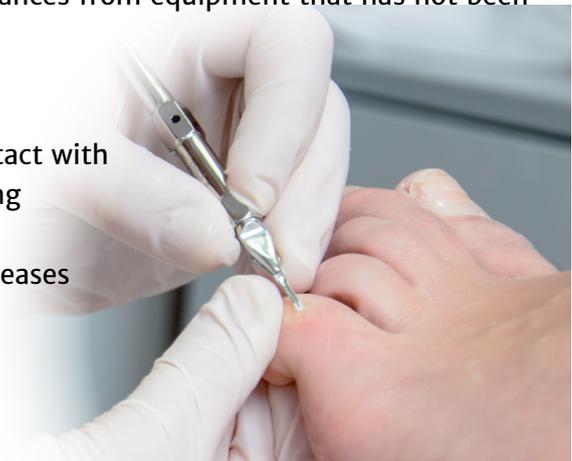
Blood or body substances do not have to be visible on an instrument for an infection to be transmitted. Infection with a blood borne disease can occur if infected blood or body substances enter a person's body. This could occur:

- > by a skin penetrating injury, e.g. accidentally piercing skin with a used electrolysis needle
- > through broken skin, e.g. a cut, wound or dermatitis
- > through mucous membranes, e.g. blood splashing into a person's eyes or mouth

Clients may be exposed to blood and body substances from equipment that has not been correctly cleaned and disinfected or sterilised.

Hair and beauty industry workers are exposed to airborne disease through direct and indirect contact with an infected person. Specific information regarding most common airborne disease can be found at <https://www.healthline.com/health/airborne-diseases>

This includes coronavirus' Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) and COVID-19.



### Common airborne disease:

- > Common cold (rhinovirus)
- > Influenza and the various mutations such as swine flu H1N1
- > Chickenpox, shingles
- > Mumps and measles
- > Whooping cough
- > Tuberculosis
- > Diphtheria
- > Legionnaires disease

## 2.7.1 About COVID-19

The COVID-19 pandemic has created an unprecedented situation for everyone. As a small business it is understandable you may have concerns about how to continue to meet your WHS duties at this time. There are a number of practical steps you can take to manage the risk of exposure to COVID-19 at your workplace and meet your legal obligations. Here are some ideas to help you get started thinking about what you can reasonably do to keep people safe at your workplace for your industry.

Coronavirus disease (COVID-19) is an infectious disease that is caused by a newly discovered form of coronavirus. COVID-19 is a respiratory infection that was unknown before the outbreak that started in Hubei Province, China, in December 2019. Other known forms of coronaviruses include Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

*Please note:* Distancing rules for businesses have been changing during the pandemic period. Therefore, businesses need to observe and follow the current distancing rules as specified by SA Heath, SafeWork SA and the SA Government.



### What are the symptoms of COVID-19?

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.

The common symptoms of COVID-19 may include:

- > fever
- > coughing
- > sore throat
- > fatigue
- > difficulty breathing

Most people infected with COVID-19 will have a mild to moderate illness and will recover without special medical treatment. Some people, such as those with underlying medical problems or disease and older people, are more likely to suffer from more serious symptoms of the diseases.

If you are unwell and think you might have COVID-19, you can check your symptoms using Healthdirect's COVID-19 symptom checker or call the National Coronavirus Helpline on 1800 020 080. If you have serious symptoms such as difficulty breathing, call 000 for urgent medical help.



## How is COVID-19 spread?

The most likely way you could catch the virus is by breathing in micro-droplets a person close to you has released by sneezing, coughing – or just breathing out. You can, however, also catch it via the hand-to-face pathway: touching a surface where live virus material is present, then touching your mouth, nose or eyes.

Spread of COVID-19 is highest from people with symptoms. Spread of COVID-19 before symptoms appear is less common

Anyone who is unwell should not be at a workplace. If anyone develops symptoms at work such as fever, cough, sore throat or shortness of breath, you should ask them to seek medical advice. It is important to remember that if a person becomes sick with these symptoms at work they may be suffering from a cold, the flu, or other respiratory illness, and not COVID-19. If, after seeking medical advice your worker is confirmed as having COVID-19 your state and territory public health unit will trace and contact the people the infected worker was in close contact with and provide them with instructions to quarantine.

## What action should I take if I suspect someone at my workplace has the virus or has been exposed?

You are not expected, and should not try, to diagnose workers. 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 has the virus, or has been exposed, this creates a health risk at your workplace, and you will need to follow the steps below. Do not wait until confirmation that a worker has COVID-19. You must act promptly to take reasonable steps to manage the risks.

This information is provided to assist you in the workplace. However, you must always follow the advice of your state and territory public health unit and WHS regulator, even if it is different to this guidance.



## Steps to take when the person you are concerned about is at the workplace now

If someone is confirmed as having COVID-19, or is getting tested for COVID-19, they should already be at home. However, there may be circumstances where a person in your workplace is displaying COVID-like symptoms or shares information (e.g. they have been in close contact with someone that has the virus) that causes you to have reasonable concerns about their health and the health of others in your workplace. The person could be a worker, a client, customer or other visitor to your premises. Where this occurs:

### I) Isolate the person

If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help. Otherwise, you must take steps to prevent the person from potentially spreading the virus by isolating them from others. You must also provide appropriate personal protective equipment (PPE) to the affected person, such as disposable surgical mask, and hand sanitiser and tissues, if available. Also provide protection to anyone assisting the person.

### II) Seek advice and assess the risks

Next, to determine if it is reasonable to suspect the person may have COVID-19, talk to the person about your concerns and see what they say.

Seek government health advice by calling your state helpline. Follow the advice of your state and territory public health unit. You can also contact the National Coronavirus Helpline on 1800 020 080, which operates 24 hours a day, seven days a week. The National Helpline can provide advice on when and how to seek medical help or about how to get tested for COVID-19. Ensure that you have current contact details for the person and make a note about the areas they have been in the workplace, who they have been in close contact with in the workplace and for how long. This will inform you about risks to others and areas to clean and disinfect. This information may also assist your state and territory public health unit if they need to follow up with you at a later time.



### III) Transport

Ensure the person has transport home, to a location they can isolate, or to a medical facility if necessary. Wherever possible, if a person is unwell or travelling to a location for mandatory isolation, they should use a personal mode of transport to minimise exposure to others. They should not use public transport unless there is no other option. If the person needs to use a taxi or ride share service (or public transport) then the person should avoid contact with others including the driver to the extent possible. This includes:

- wearing a surgical mask, if available
- avoiding direct contact with the driver, including sitting in the back seat to achieve as much separation as is reasonably possible
- practising good hand hygiene and cough/sneeze hygiene, and
- paying by card.

### IV) Clean and disinfect

Close off the affected areas and do not let others use or enter them until they have been cleaned and disinfected. Open outside doors and windows if possible to increase air flow. All areas, for example offices, bathrooms, kitchens and common areas and equipment or PPE that were used by the person concerned must then be thoroughly cleaned and disinfected.

Further information on how to clean and disinfect can be found below on page 46. Cleaners must wear appropriate PPE, for example disposable gloves or gloves appropriate to the cleaning chemicals being used, and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaners should also wear a disposable apron.

#### **V) Identify and tell close contacts**

The state or territory public health unit will identify close contacts of a confirmed COVID-19 case and provide them with instructions, for example, in relation to quarantine requirements.

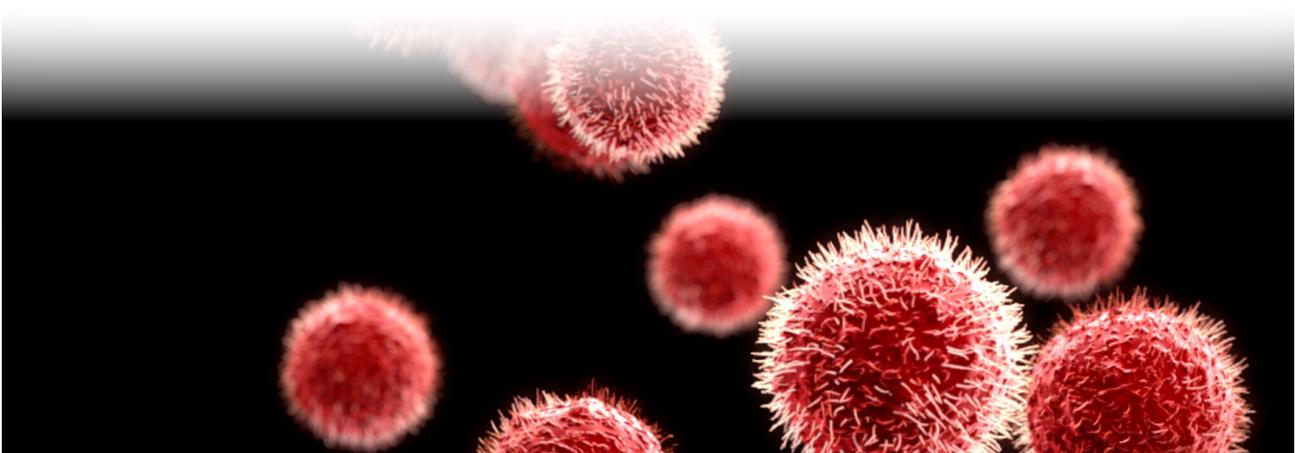
In the meantime, for the purposes of undertaking a workplace risk assessment and to assist your state public health unit, consider who the affected person may have had recent close contact with. If instructed by health officials, tell close contacts that they may have been exposed to COVID-19 and the requirements for quarantine. You must maintain the privacy of all individuals involved. Seek information about the areas that close contacts have been in the workplace, who they have been in close contact with in the workplace and for how long. This will inform you about possible risks to others, and additional areas that may also need to be cleaned and disinfected.

#### **VI) Review risk management controls**

Review your COVID-19 risk management controls, in consultation with your workers and their representatives, and assess and decide whether any changes or additional control measures are required. You must continue to meet your WHS duties at all times. This may mean taking steps above and beyond public health requirements to eliminate or minimise, so far as is reasonably practicable, the risk of workers and others in the workplace (such as customers) contracting COVID-19.

### **When can workers return to work following recovery from COVID-19?**

Workers who have been isolated after having tested positive for COVID-19 can return to work when they have fully recovered and have met the criteria for clearance from isolation. The criteria may vary depending on circumstances of the workplace and states and territories may manage clearance from isolation differently. Clearance may be by the public health authority or the persons treating clinician.



## When can workers return to work following quarantine?

Workers who have completed a 14-day quarantine period (either after returning from travel or because they were a close contact with a confirmed case), and who did not develop symptoms during quarantine, do not need a medical clearance to return to work. You should not ask these workers to be tested for COVID-19 in order to return to work.

## LASER CLINIC SPECIFIC COVID-19 PRECAUTIONS

- > When possible, wear masks. The first choice is N95 / FFP2, especially for the therapist.
- > Wash and disinfect your hands regularly and remember to use a good quality moisturiser to help your skin cope.
- > Use latex or nitrile gloves in mass. Replace it with a new pair before every client or whenever you suspect that you may have touched something that is contaminated. Provide each client with a pair of gloves when they enter your salon or clinic.
- > Avoid public toilets and deter clients from using your toilet facilities. At least keep a separation between facilities for clients and for staff. Make sure the toilet lid is closed before you flush the toilet.
- > Ensure good ventilation, taking other safety measures into account. Laser safety still requires an enclosed environment to prevent eye and skin damage to people passing by. Please do not perform laser treatments with open doors and windows.
- > Ensure proper extraction of plume and laser generated air contaminants, as it may contain the virus. This is especially relevant for fractional and ablative laser treatments.

## What physical distancing measures do I need to implement in my workplace?

Below are measures to ensure physical distancing is achieved for businesses in the hair and beauty industry. Remember, you must consult with workers and their representatives (e.g. health and safety representatives (HSRs)) on health and safety matters relating to COVID-19, including what control measures to put in place in your workplace.

## Worker and client interactions and work tasks

- > Where possible, provide each person with the required space in enclosed areas in accordance with general health advice.
- > Where the nature of work means you are not able to provide the required space per person, you need to implement other measures to prevent the spread of COVID-19.
- > To help you achieve the required space per person (or where not reasonable, to achieve the maximum space per person) limit the number of workers and clients in the workplace at the one time. You can achieve this by
  - > blocking out appointments to limit client numbers
  - > providing extra time between appointments so there is no overlap of clients arriving and leaving the workplace or have different entrances and exits to avoid interaction
  - > requesting clients not to bring friends or family members to appointments
  - > contacting clients if appointments are running behind schedule to avoid them having to wait inside the workplace

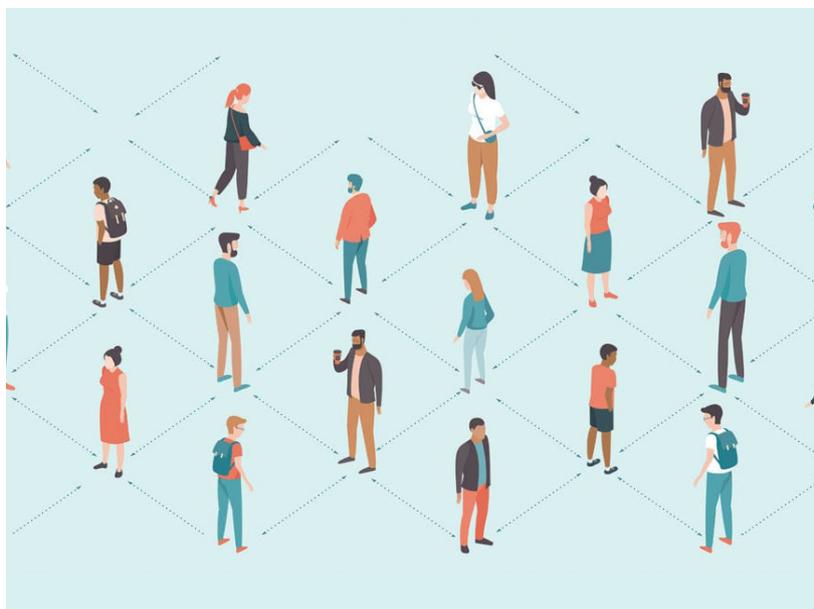


- > inviting clients leave the premises promptly once they have completed their appointment (e.g. use language such as “I’ll let you go now, as I am expecting my next client and I want to keep you safe”)
- > reducing the number of tasks to be completed each day, where possible
- > postponing non-essential work, and
- > splitting workers’ shifts to reduce the number of workers onsite at any given time.
- > schedule time between shifts so that there is no overlap of staff arriving at and leaving the workplace or have different entrances and exits to avoid interaction.

Direct workers and clients to keep the required distance between them in accordance with general health advice. To achieve the best outcomes for physical distancing:

- > put signs around the workplace and create wall or floor markings to identify the required distance. Your staff could wear a badge as a visual reminder to each other and clients of physical distancing requirements
- > limit physical interactions between workers and clients where possible – e.g. give clients the option to come into the salon with hair already washed, do not have apprentices sweep floor around stations while styling/cutting is underway, do not use a second worker to pass foil sheets to the colourist, do not provide refreshments to clients, if using a kimono style gown request the client to gown and tie it themselves
- > reduce the number of clients at the front desk by having clients pay and rebook when seated at the client station where possible – e.g. using wireless EFTPOS machine and other electronic devices
- > limit physical interactions between workers and other persons at the site – e.g. by using contactless deliveries and limiting non-essential visitors, and
- > stock each client station with the necessary tools for the day to minimise the worker having to walk around to find equipment – e.g. stock each client station with a hairdryer.

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. Where not possible, reduce the amount of time workers spend in close contact.



## Layout of the workplace

You may need to redesign the layout of the workplace and your workflows to enable workers to keep the required distance apart to continue performing their duties.

- > Create specific pathways for workers and clients to use where possible – e.g. require workers to take a certain path each time they need to obtain a hair product from the shelf.
- > Spread out client stations or close down every second client station (including those in the washing area).
- > Consider removing furniture from the waiting area and encourage clients to wait outside.
- > Consider floor and/or wall markings and signage to identify the required distancing requirements.

If changing the physical layout of the workplace, your layout must allow for workers and clients to enter, exit and move about the workplace both under normal working conditions and in an emergency without risks to their health and safety so far as is reasonably practicable.

## Staff gatherings and training

- > Postpone or cancel non-essential gatherings, meetings or training.
- > If gatherings, meetings or training are essential:
  - > use non face-to-face options to conduct – e.g. electronic communication such as tele and video conferencing
  - > if a non face-to-face option is not possible, ensure face-to-face time is limited, that is make sure the gathering, meeting or training goes for no longer than it needs to
  - > hold the gathering, meeting or training it in spaces that enable workers to keep the required distance apart – e.g. outdoors or in large conference rooms
  - > limit the number of attendees in a gathering, meeting or training. This may require, for example, multiple training sessions to be held, and
  - > ensure adequate ventilation if held indoors.



## Workplace facilities

- > Reduce the number of workers utilising common areas at a given time – e.g by staggering meal breaks and start times.
- > Spread out furniture in common areas. If changing the physical layout of the workplace, you must ensure the layout allows for workers and clients to enter, exit and move about the workplace both under normal working conditions and in an emergency without risks to their health and safety so far as is reasonably practicable.
- > Ensure workers maintain the required distance when travelling in lifts. Depending on the size of the lift, this may result in only one person travelling in a lift at any one time.
- > Place signage about physical distancing around the workplace. Our website has links to a range of posters and resources to help remind workers and others of the risks of COVID-19 and the measures that are necessary to stop its spread. These posters can be placed around the workplace and in client-facing work environments (e.g. workplace entrances). Consideration needs to be given to ho

- to communicate with workers and others for who English is not their first language.
- > Consider providing separate amenities for workers and others in the workplace – for example separate bathroom facilities for workers and clients, if possible.

### Deliveries, contractors and visitors attending the workplace

- > Non-essential visits to the workplace should be cancelled or postponed.
- > Minimise the number of workers attending to deliveries and contractors as much as possible.
- > Delivery drivers and other contractors who need to attend the workplace, to provide maintenance or repair services or perform other essential activities, should be given clear instructions of your requirements while they are on site.
- > Ensure handwashing facilities, or if not possible, alcohol-based hand sanitiser, is readily available for workers after physically handling deliveries.
- > Direct visiting delivery drivers and contractors to remain in vehicles and use contactless methods such as mobile phones to communicate with your workers wherever possible.
- > Direct visiting delivery drivers and contractors to use alcohol-based hand sanitiser before handling products being delivered.
- > Use, and ask delivery drivers and contractors to use, electronic paperwork where possible, to minimise physical interaction. Where possible, set up alternatives to requiring signatures. For instance, see whether a confirmation email or a photo of the loaded or unloaded goods can be accepted as proof of delivery or collection (as applicable). If a pen or other utensil is required for signature you can ask that the pen or utensil is cleaned or sanitised before use. For pens, you may wish to use your own.

### On-going review and monitoring

- > If physical distancing measures introduce new health and safety risks (e.g. because they impact communication or mean that less people are doing a task), you need to manage those risks too.
- > Put processes in place to regularly monitor and review the implementation of physical distancing measures to ensure they are being followed and remain effective.

### Hygiene

To enhance good hygiene outcomes:

- > develop infection control policies in consultation with your workers. These policies should outline measures in place to prevent the spread of infectious diseases at the workplace. Communicate these policies to workers.
- > operators can wear PPE including cutting and not just chemical services (this includes gloves, apron, mask)
- > obtaining basic client health information to prevent sick or unwell clients (this would be as simple as checking temperature, asking if the client has experienced any symptoms of being unwell in the past 14 days etc)
- > obtaining contact details for all clients in case of outbreak notifications (even walk-in's)

- > train workers on the importance of washing their hands with soap and water for at least 20 seconds and drying them correctly, or using an alcohol-based hand sanitiser, before entering and exiting a common area
- > place posters near handwashing facilities showing how to correctly wash and dry hands and clean hands with sanitiser
- > inform workers of workplace hygiene standards that are expected when utilising common areas (cleaning up after yourself, placing rubbish in bins provided, avoiding putting items such as phones on meal surfaces, etc.)
- > Launder each cape/gown and any used towels between clients
- > clean and disinfect tools in accordance with manufacturer's instructions before use on each client
- > remove books and magazines
- > refrain from offering beverages and refreshments
- > do not reuse bobby pins taken out of another client's hair
- > encourage contactless payment where possible
- > provide alcohol-based hand sanitiser in appropriate locations for clients to use, such as entries and exits inform clients of workplace hygiene standards that are expected when they attend for their appointment. This includes:
  - > washing their hands or using alcohol-based hand sanitiser upon arrival
  - > minimising the number of times they touch their phone and other personal items as they could unintentionally transfer germs to the workplace
  - > only touching retail items they are interested in purchasing
  - > rescheduling appointments if they feel in any way unwell or have flu like symptoms.



## Cleaning

A key way you can protect workers and others from the risk of exposure to COVID-19 is by implementing appropriate cleaning and disinfecting measures for your workplace. A combination of cleaning and disinfection will be most effective in removing the COVID-19 virus. Workplaces must be cleaned *at least* daily. Cleaning with detergent and water is sufficient. Once clean, surfaces can be disinfected.

When and how often your workplace should be disinfected will depend on the likelihood of contaminated material being present.

Alternatively, you may be able to do a 2-in-1 clean and disinfection by using a combined detergent and disinfectant.



## How to clean and disinfect

Cleaning means to physically remove germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution. A detergent is a surfactant that is designed to break up oil and grease with the use of water. Anything labelled as a detergent will work. Disinfecting means using chemicals to kill germs on surfaces. It's important to clean before disinfecting because dirt and grime can reduce the ability of disinfectants to kill germs. Disinfectants containing greater than equal to 70% alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in). These will be labelled as 'disinfectant' on the packaging.

Cleaning should start with the cleanest surface first, progressively moving towards the dirtiest surface. When surfaces are cleaned, they should be left as dry as possible to reduce the risk of slips and falls, as well as spreading of viruses and bacteria through droplets. Before a surface is disinfected, it is important it is cleaned first because dirt and grime can reduce the ability of disinfectants to kill germs. Disinfectant may not kill the virus if the surface has not been cleaned with a detergent first. The packaging or manufacturer's instructions will outline the correct way to use disinfectant. Disinfectants require time to be effective at killing viruses. If no time is specified, the disinfectant should be left for ten minutes before removing. You should provide your workers with suitable cleaning and disinfecting products and personal protective equipment, and ensure they are trained on how to use them.

## What is the difference between cleaning and disinfecting?

Cleaning means to physically remove germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution. A detergent is a surfactant that is designed to break up oil and grease with the use of water.

Disinfecting means using chemicals to kill germs on surfaces. It's important to clean before disinfecting because dirt and grime can reduce the ability of disinfectants to kill germs. Disinfectants containing  $\geq 70\%$  alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in).

## Which areas should be cleaned and disinfected, and how often?

Any surfaces that are frequently touched should be prioritised for cleaning, e.g. door handles, counters, phones, EFTPOS and amenities (such as toilets). Any surfaces that are visibly dirty, or have a spill, should be cleaned as soon as they are identified, regardless of when they were last cleaned.

Workplaces should be cleaned at least every day. Disinfectants are usually only necessary if a surface has been contaminated with potentially infectious material. If your workplace has many customers or others entering each day, more frequent disinfection is recommended.



## Which areas should I prioritise for cleaning?

Any surfaces that are frequently touched should be prioritised for cleaning. These include tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles. You should also prioritise cleaning surfaces which are visibly soiled (dirty) and which are used by multiple people (e.g. trolleys, checkouts, EFTPOS machines).

## How often should I clean?

Regular cleaning is key to minimising the build-up of dust and dirt and allows for effective disinfecting when required. Cleaning must be undertaken at least once per day. Cleaning should be more frequent if surfaces become visibly dirty, there is a spill, or if they are touched by a different people (for example, if your workplace has a high volume of workers, customers or visitors that are likely to touch surfaces such as EFTPOS machines, lift buttons and door handles). If your workplace operates in shifts, it should be cleaned between shifts. If equipment is shared between workers, it may also be cleaned between uses, where practicable.

## What if there is a case of COVID-19 in my workplace?

If you have a case of COVID-19 in the workplace, your state or territory health authority should provide you with advice on what you need to do in your workplace. Follow their instructions.

Your workplace will need to be thoroughly cleaned and disinfected before people can return to the workplace.

- > Using an ISO accredited cleaner is not required.
- > Fogging is not required and is not recommended.
- > Swabbing surfaces following disinfection is not required.



## How often should I disinfect?

Disinfection is only necessary if there has been a confirmed or suspected case of COVID-19 at the workplace. All surfaces should be cleaned with detergent prior to disinfection. Alternatively, you may be able to do a 2-in-1 clean and disinfection by using a combined detergent and disinfectant.

## Does every surface need to be cleaned?

You don't need to clean every surface. The virus is transmitted by breathing in droplets produced by an infected person coughing or sneezing, or contact with contaminated surfaces, so you only need to clean surfaces that are touched. This is true whether the touching is deliberate (e.g. a door knob) or incidental (e.g. brushing a door when reaching for the door knob). There are some surfaces that are never touched (e.g. ceilings and cracks and crevices in machinery) and these do not need to be cleaned and disinfected.



## Do I need to clean areas or equipment daily if no one has entered the area or used the equipment recently?

Research suggests that the virus can survive on soft, porous surfaces (such as cardboard and fabrics) for up to 24 hours and hard surfaces such as plastic and stainless steel for up to 72 hours (three days). Any areas which have not had recent human contact, that is within the last few days, are unlikely to be a potential source of infection. You should consider this when deciding whether an area or equipment needs to be cleaned.

## What about workers' personal items?

You should instruct your workers to clean personal items used in the workplace such as glasses and phones regularly using disinfectant wipes.

## What are the best products for cleaning and disinfecting?

When cleaning it is best to use detergent and warm water. This will break down grease and grime so that the surface can be wiped clean. Anything labelled as a detergent will work. Disinfectants should only be used once the surface is fully cleaned. Disinfectants that contain greater than or equal to 70 % alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools and does not soak in). These will be labelled as 'disinfectant' on the packaging.

If using a store-bought disinfectant, choose one that has antiviral activity, meaning it can kill viruses. This should be written on its label. Alternately, diluted bleach can be used. If using freshly made bleach solution, follow the manufacturer's instructions for appropriate dilution and use. It will only be effective when diluted to the appropriate concentration. Note that prediluted bleach solutions lose effectiveness over time and on exposure to sunlight.

More information about disinfectant selection and preparing bleach solutions can be found in the Department of Health's Coronavirus (COVID-19) Environmental cleaning and disinfection principles for health and residential care facilities.

Workers should use personal protective equipment (PPE) that is necessary for the products they are using. As a starting point:

- > Gloves are the minimum requirements
- > Medical masks should be used if cleaning an area impacted by a suspected or confirmed COVID-19 case.
- > Gowns and disposable suits are not required. Clothes that can be washed afterwards are suitable.
- > You need to provide any PPE and train your workers on how to use it safely.

## Does heating or freezing kill the virus?

Extreme heat will destroy COVID-19 but is not recommended as a general disinfection method. Steam and boiling water can easily burn workers and should only be used by trained personnel with specialised equipment. Viruses are generally resistant to the cold and can survive longer if frozen than if left outside at room temperature.

## Will an antibacterial product kill COVID-19?

Antibacterial products are designed to kill bacteria. However, COVID-19 is caused by a virus rather than by bacteria, so an antibacterial product is not necessary. Detergent and warm water are suitable for cleaning surfaces and should be used prior to using a disinfectant. For cleaning hands, regular soap and warm water is effective.

## Should I be using hospital grade disinfectant for normal cleaning in the workplace?

No. The Department of Health only recommends the use of hospital grade disinfectant when cleaning in a hospital or healthcare setting if an infectious patient has been present.

## What is the difference between household grade disinfectant and hospital grade disinfectant?

Hospital grade disinfectants must meet government standards when used in health care, beauty and allied health settings. A household or commercial grade disinfectant must also meet government standards, but the testing is not as comprehensive as it is for hospital grade disinfectants and the standards to be met are lower. Household or commercial grade disinfectant are suitable for use in workplaces that are not health care settings.

## Are there any cleaning methods I shouldn't use?

The best cleaning method is to use warm water and detergent. You should avoid any cleaning methods that may disperse the virus or create droplets, such as using pressurised water, pressurised air (including canned air cleaners), dry cloth and dusters. Fumigation or wide-area spraying (known as 'disinfectant fogging') is not recommended as it does not clean surfaces and there is insufficient evidence that it is effective at killing COVID-19. Additionally, if not done correctly it can expose workers and others to hazardous chemicals.



## Other risks associated with COVID-19:

### Family and domestic violence

Family and domestic violence can become more frequent and severe during periods of emergency. Public health measures to reduce the spread of COVID-19, such as self-isolation and work from home arrangements, may increase workers' exposure to family and domestic violence. Financial pressures, increased stress and disconnection from support networks can also exacerbate the underlying conditions that lead to violence.

### Mental health problems

For many people, the COVID-19 pandemic has introduced and increased a range of psychosocial hazards including increased risk of mental health problems in the workplace, at a time when a range of other non-work related psychosocial risks are also occurring (uncertainty about future employment, social isolation etc.). Stress is the physical, mental and emotional reaction a person has when we perceive the demands of their work exceed their ability or resources to cope. Work-related stress if prolonged or severe can cause both psychological and physical injury. Stress itself is not an injury.

## More information

For more information about COVID-19 please see the resources available from the Australian Government Department of Health. You can also call the National Coronavirus Help Line on 1800 020 080 if you have questions about COVID-19. It operates 24 hours a day, seven days a week.

## Useful links:

**SafeWork SA** - <https://www.safework.sa.gov.au/>

**Safe Work Australia** - <https://www.safeworkaustralia.gov.au/>

**Safe Work Australia (Face Masks Information)** - [https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/masks#heading--3--tab-toc-do\\_i\\_need\\_to\\_provide\\_masks\\_to\\_workers?%C2%A0](https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/masks#heading--3--tab-toc-do_i_need_to_provide_masks_to_workers?%C2%A0)

**Safe Work Australia Hairdressing and Barbers Specific Information** - <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/hairdressing-and-barbers?tab=tab-toc-worker>

**Safe Work Australia Beauty and Day Spas Specific Information** - <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/beauty-salons-and-day-spas?tab=tab-toc-employer>

**Create your COVID-Safe Plan** - <https://www.covid-19.sa.gov.au/recovery/create-a-covid-safe-plan>

## 2.7.2 Sharps Management

**Sharps:** syringes, electrolysis and tattoo needles, razor blades

Needle stick injuries arising from discarded sharps pose significant risk of transmission of serious diseases, as well as the risk of significant trauma. Used sharps should be discarded safely within the workplace.

To minimise any risks associated with the disposal of sharps the following needs to be adhered to:

- > Sharps disposal kits must be made available at workplace premises. The kit must consist of tongs, an approved portable sharps container and heavy duty gloves.
- > Nominated workers are to be trained in the correct use of the sharps disposal kit.
- > If a discarded sharps item is located in the workplace the person must do the following:
  - Ensure they do not touch the item
  - Notify other people in the vicinity of the item
  - Take reasonable steps to highlight the location of the sharp item i.e. get a staff member to stand near the item whilst the appropriate disposal equipment is retrieved



**Waste disposal should comply with any state or local government requirements. Contact your local council for advice.**

### Dealing with a sharps incident

If a worker suffers a sharp injury the following must occur:

- > Worker formally report injury immediately.
- > The Responsible person (manager) will organise immediate first aid.
- > Retain and safely store sharps item involved in the incident (for further testing).
- > The worker must attend the doctors/hospital to allow for appropriate testing which will test for contamination.
- > A worker who suffers a sharps injury should be provided counselling support if required. In the event that a worker is injured, ensure that:
  - appropriate first aid is administered immediately
  - encourage punctures or cuts to bleed, wash liberally with soap and water and/or dilute with hypochlorite solution
  - if the eye or face is exposed to a splash or mucous membrane, rinse gently with water
- > The incident is reported and vaccination status checked as soon as possible
- > appropriate medical treatment and tests such as antibody tests for HIV, Hepatitis B and Hepatitis C are conducted
- > Mandatory counselling about the risk of contracting a blood-borne disease from exposure is conducted
- > Every reasonable effort is made to ascertain the infectious status of the source.



SA Health provides information on control of hazards related to skin penetration



SA Health | [What to do if you find used syringes](#)



SA Health | [3. Protecting Public Health in hairdressing, body art and piercing](#)

### 2.7.3 Sharps Management

Where equipment is reused, it must be cleaned and sterilised. The most effective method of sterilisation is the application of moist heat under pressure for a prescribed time and temperature. A steam steriliser (autoclave) is needed for this purpose.



**Wiping needles/spatulas with disinfectant before use does not sterilise the item.**



**Ultraviolet (UV) cabinets DO NOT STERILISE equipment and other articles placed in them because the UV radiation does not penetrate to all surfaces. Some viruses are not particularly susceptible to UV radiation, and these cabinets are not suitable storage receptacles because the UV rays damage combs and brushes, and compromise sterile packaging.**



**Disinfectant solutions commonly used by many hairdressers for combs, scissors, brushes etc. have been found to be ineffective. The routine disinfection of these implements by this means is not recommended. Disinfection does not achieve the same reduction in microbial contamination levels as sterilisation and must not be used for equipment that penetrates the skin.**



**All equipment that penetrates the skin must be sterile.**

**Note:** the above information has been referenced from Guideline on the Public Health Standards of Practice for Hairdressing.



[Guideline on the Public Health Standards of Practice for Hairdressing.](#)  
[Guidelines on the safe and hygienic practice of skin penetration](#)

## CONTROL MEASURES

### Substitution

- > Substitute reusable equipment with single-use, disposable equipment, e.g. needles, spatulas, emery boards, make-up brushes, razors, hand towels.

### Redesign

- > Install surfaces, furniture and fittings that are made of non-absorbent materials that can be readily cleaned.
- > Design the work area so that clean and contaminated instruments are kept separate from each other.

### Isolation

- > Make sure all used sharps are placed in a clearly labelled, rigid-walled, puncture resistant container that meets Australian Standards immediately after use.
- > Make sure all waste that is contaminated with blood or body substances is placed in a leak proof bag or container and sealed.

Please refer to SA Health guidelines on page 52. 3. Protecting Public Health in hairdressing, body art and piercing

### Administrative controls

- > Develop and implement procedures for:
  - cleaning, disinfecting, sterilising and storing reusable equipment
  - managing blood and body substance spills
  - managing accidental blood and body substance exposures and skin penetrating injuries
  - safe disposal of contaminated waste, including sharps (this should comply with state or local council requirements)
  - cleaning and storing laundry
- > Provide information and training for infection control practices and procedures.
- > Provide Hepatitis B immunisation for workers at risk of exposure to blood and body substances, particularly for workers performing skin penetrating procedures.
- > Do not reuse equipment marked by the manufacturer as 'single use'.
- > Do not reuse equipment that has been contaminated with blood or body substances unless it has been cleaned and sterilised.
- > Dispose of dispensed creams, ointments and lotions and do not return them to the original containers.
- > Do not reuse wax unless it has been decontaminated according to SA Health requirements.
- > Treat all blood and body substances as potentially infectious and take standard precautions to prevent exposure, e.g. wearing disposable gloves, good hygiene practices, safe handling of sharps.
- > Ensure there is adequate hand washing facilities.
- > Provide a number of sets of equipment to allow some equipment to be cleaned and disinfected or sterilised while others are in use.
- > Follow the recommended dilutions and storage requirements for disinfectants and observe use-by dates.



## Personal protective equipment

- > Wear disposable gloves for all contact with blood and body substances, and when performing skin penetration procedures, such as electrolysis, skin extractions, tattooing and ear and body piercing.
- > Wear gloves when cleaning contaminated equipment.
- > Make sure all abrasions, cuts or lesions are covered by waterproof dressings.
- > Wear eye and/or face protection when performing a procedure, such as cleaning contaminated equipment, which may cause a splashing hazard.
- > Use devices, such as gloves and finger cots, to protect nail technicians from abrasive injuries from files.

Please refer to SA Health guidelines on Page 52

### 3. Protecting Public Health in hairdressing, body art and piercing.

## 2.8 Dermatitis



Occupational Dermatology Research and Education Centre PH: 03 9623 9402  
<http://www.occderm.asn.au/>

Dermatitis means inflammation of the skin, caused by something that people touch. It usually affects the hands.

There are 3 main types

- > Irritant contact dermatitis
- > Allergic contact dermatitis
- > Contact urticarial

### Irritant contact dermatitis

Continual wetting and drying of the skin as well as handling irritating substances will dry out the skin. This will occur more rapidly in people with a history of eczema (even as a baby), asthma or hay fever. Irritant contact dermatitis is common in apprentices, junior and casual staff, who often perform a lot of basin work. This condition occurs gradually and builds up over time following long periods of wet work and using shampoo, other hair products and cleaning products.

In the hairdressing and beauty industry, common irritants are:

- > Water from washing hands and hair frequently and from handling wet hair
- > Shampoo, conditioner and styling products
- > Bleach and perming solution
- > Soaps and detergents
- > Cleaning products
- > Not drying hands properly
- > Heat and sweating from wearing gloves for long periods of time

## Allergic contact dermatitis

Allergy can occur at any time in a hairdresser or beauty therapist's career and often happens after irritant contact dermatitis has already damaged the skin.

Allergy will cause the skin to be very itchy, flake, split, crack and blister. The skin will flare-up some hours after contact with the particular substance as this type of allergy is delayed, i.e. 4-24 hours after contact. It may take days or weeks to settle down again. It is diagnosed by patch testing at a specialised clinic. Once this condition develops there is no cure. Prevention is the key.

In the hair and beauty industry, common allergens are:

- > Hair colours (permanent and semi-permanent)
- > Chemical restructuring solution
- > Bleach/powder lighteners
- > Acrylate chemicals used for artificial nails through absorption and inhaled as dust and vapours
- > Depilatory waxes, noting people allergic to sticking plaster may also be allergic to waxes



## Contact urticaria

This is a different type of allergy and occurs immediately (within 10–30 minutes) of the allergen touching the skin and settles down an hour or two after contact ceases. It is a reaction to specific proteins, leading to hives on the skin, itching and swelling and can also cause a runny nose, sneezing or asthma. Contact urticaria can eventually develop into a life threatening condition.

Causes of this type of allergy may include:

- > Bleach (dust free bleach can lessen the likelihood of developing this type of allergy)
- > Natural rubber latex, e.g. cheap, powdered, disposable latex gloves

## CONTROL MEASURES

The following are methods that may be used to assist in the prevention of contact dermatitis.

### Gloves

To prevent work-related contact dermatitis occurring or recurring, it is imperative that hairdressers and beauty therapists use the right sort of gloves for the task being performed. However, it is not uncommon for them to begin to wear gloves only when the skin on their hands is already damaged.

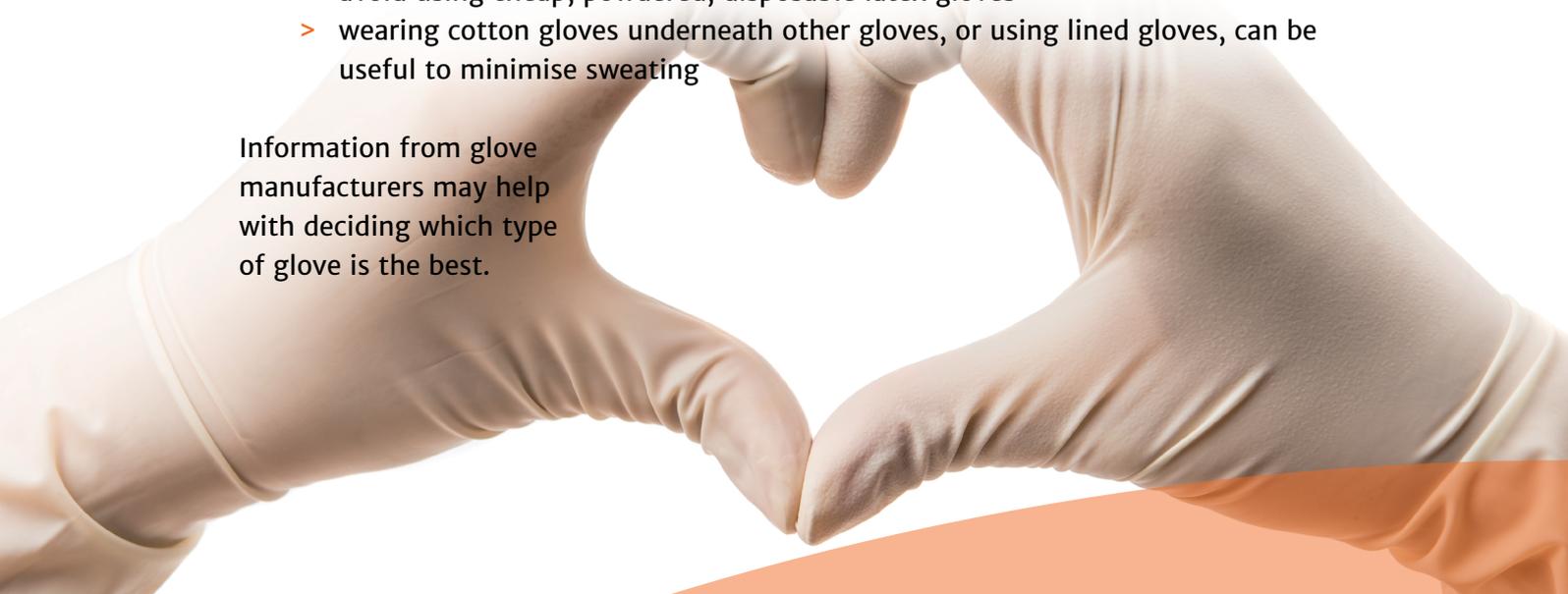
It is important to wear gloves when:

- > shampooing
- > rinsing out chemicals
- > applying colours, chemical restructuring solution and bleach/powder lighteners
- > applying chemicals for artificial nails
- > handling wax (if you have a history of problems with sticking plaster)
- > cleaning the salon, therapy beds and equipment

Suitable gloves may include:

- > disposable vinyl gloves or disposable polyethylene gloves (both suitable for short periods only and not suitable for artificial nail work)
- > disposable nitrile gloves (suitable for hairdressing and artificial nail work)
- > specifically designed hairdressers' gloves are usually reusable and although made of latex they are of a high quality and rarely cause allergy
- > reusable rubber or vinyl gloves can be used for cleaning the salon
- > avoid using cheap, powdered, disposable latex gloves
- > wearing cotton gloves underneath other gloves, or using lined gloves, can be useful to minimise sweating

Information from glove manufacturers may help with deciding which type of glove is the best.



## Moisturising

- > feed the skin with the moisture it loses during a working day, a barrier repair hand cream with no fragrances is best
- > apply moisturising creams during breaks at work, at the end of the day and before bed
- > a less greasy moisturising lotion may be easier to use during the day, this is often purchased in a pump-pack
- > rub well into the hands and wrists, not forgetting between the fingers

## Points to remember

- > Change gloves between clients and at least hourly if still dealing with the same client to reduce sweating.
- > Disposable gloves must be thrown away after each use, they are not designed to be washed and re-used; this poor work practice allows the chemicals to pass through the glove and onto the skin.
- > Always keep the contaminated surface of the reusable gloves on the outside, never turn them inside out.
- > Take rings off at work. Chemicals, detergents, and water can get trapped underneath and may cause dermatitis to develop.
- > Remember, clients may be allergic to hair dye, perm solution, bleach or latex gloves. Always check with the client if they have any allergies.



## 2.9 Radiation hazards



WORK HEALTH AND SAFETY REGULATIONS  
2012 1, chapter 5, Part 1, division 7, regulation  
223 Lasers

Environmental Protection Authority (EPA)  
Website EPA – Radiation Protection  
PH: (08) 8463 7826 Relevant Australian / New  
Zealand Standards include:

AS/NZS IEC 60825.14:2011 – Safety of  
laser products – A user’s guide AS/NZS IEC  
60825.1:2011 – Safety of laser products –  
Equipment classification and requirements  
AS/NZS 3130:1995 – Approval and test  
specification – Beauty therapy equipment

There are many types of beauty services that  
use low frequency non-ionising radiation from  
the infrared, visible and lower ranges of the  
ultra violet light spectrum. The following are  
some examples where radiation is used in the  
workplace:



Radiation Type	Applications	Potential Risks if Not Used properly
Ultraviolet radiation	<ul style="list-style-type: none"> <li>UV &amp; LED lights used by nail technicians</li> </ul>	<ul style="list-style-type: none"> <li>minimal UV risk</li> <li>burns due to product on skin during curing</li> <li>there is some hearsay in regards to elevated potential for skin cancer on the fingers</li> </ul>
Infra-red radiation	<ul style="list-style-type: none"> <li>infra-red heat lamps used in deep heat treatments</li> <li>infra-red hair dryers</li> </ul>	<ul style="list-style-type: none"> <li>burns to skin and eye tissue Lasers</li> </ul>
Lasers	<ul style="list-style-type: none"> <li>beauty industry treatments such as skin exfoliation and hair removal</li> </ul>	<ul style="list-style-type: none"> <li>skin damage including burns</li> <li>eye damage, including blindness</li> <li>hyperpigmentation</li> <li>hypopigmentation</li> <li>blisters</li> </ul>
Light Emitting Diode (LED)	<ul style="list-style-type: none"> <li>beauty industry treatments such as hair removal and the stimulation of collagen</li> </ul>	<ul style="list-style-type: none"> <li>eye damage, burns and or blindness</li> <li>burns to skin</li> </ul>
Intense Pulse Light (IPL)	<ul style="list-style-type: none"> <li>beauty industry treatments such as photo-rejuvenation, vascular treatments and hair removal</li> </ul>	<ul style="list-style-type: none"> <li>eye damage, burns and or blindness</li> <li>burns to skin</li> <li>hyperpigmentation</li> <li>hypopigmentation</li> <li>blisters</li> </ul>
Ultrasound	<ul style="list-style-type: none"> <li>beauty industry heat treatment and skin exfoliation</li> </ul>	<ul style="list-style-type: none"> <li>overheating and burning of body tissue</li> </ul>

It is essential that the correct training is provided for use of these machines. Training can be provided by a machine supplier, senior laser technicians in the business and/or achieved through completing Vocational Graduate Certificate in Intense Pulsed Light and Laser Hair.

## CONTROL MEASURES

Install special cubicles to carry out UV and laser treatments to prevent accidental exposure to radiation.

*If this is not possible:*

- > Provide workers with instruction and training on the health effects associated with radiation exposure and the safe use of equipment.
- > Use equipment according to the manufacturer's instructions.
- > Display signs warning other persons that radiation-emitting equipment is in use.
- > Do not exceed the recommended times for treatments.
- > Ensure workers and clients wear goggles that meet Australian Standards at all times when UV and laser equipment is in use.
- > For laser treatments, remove or cover all items with smooth reflecting surfaces, such as mirrors, bottles, polished metal and jewellery, with matt black paper or cloth.
- > Make sure the light in the laser work area is as bright as possible to construct the diameter of the pupil of the eye and reduce the risk of damage to the retina.



# 3 Workplace wellbeing and team management

Workplace wellbeing is created by positive practices that influence the overall workplace health. This can be achieved through:

- > fostering supportive environments
- > enhancing positive social conditions
- > creating an environment free from discrimination (Equal Opportunity principles)
- > building personal skills
- > promoting healthy lifestyles
- > providing a safe and healthy work environment

Creating a harmonious healthy workplace has great benefits, which include increased worker engagement, team cohesiveness, reduced absenteeism, increased productivity, and an improved business image.

**In short, by creating a place of trust and respect, workers will enjoy coming to work, be more likely to listen to instructions and strive to do a good job.**

The following topics in this section explore the following areas in more detail:

- > Equal opportunities - creating a fair work place
- > Providing Good Workplace Hygiene and House Keeping



## 3.1 Equal Opportunities - creating a fair workplace

### [FAIR WORK ACT 2009](#)

Equal Opportunity Commission in SA

Equal Opportunity Act 1984 (SA) [www.eoc.sa.gov.au](http://www.eoc.sa.gov.au)

Resource: Fair Work Commission Website - creating fair workplaces

Equal Opportunity means fairly treating staff and customers.

Fair treatment is:

- > treating people as individuals without making judgments based on irrelevant personal characteristics
- > creating a work environment free from discrimination, harassment, bullying and victimisation
- > allowing all workers to work to their full potential
- > making decisions based on merit.

Discrimination occurs when someone is treated less favourably than others because they have a particular characteristic or belong to a particular group of people. Discrimination can be direct or indirect. Indirect discrimination is treatment which appears to be equal treatment but is unfair on certain people because of a particularly personal characteristic. To be unlawful it must also be unreasonable.

In South Australia, it is unlawful to discriminate people because of:

Age	pregnancy
Sex	association with child
Chosen gender	caring responsibilities
Race	identity of spouse
Disability	religious appearance or dress
Sexuality	
Marital or domestic partnership status	



The following types of discrimination are also covered by Commonwealth laws:

- > religion
- > medical record
- > social origin
- > political opinion (in employment only)
- > irrelevant criminal record (in employment only)
- > trade union activity (in employment only).

If you think you have been discriminated against on one of these grounds, you can lodge a complaint with the federal Australian Human Rights Commission.

## What is victimization

Victimisation is unfairly treating people for complaining or helping others to complain, either within an organisation or to the Equal Opportunity Commission. Unlawful victimisation is unfair treatment for complaints about discrimination or sexual harassment.

It is against the law because it punishes people for speaking out and stops people from complaining.

## What is workplace bullying?

It is possible for a person to be bullied and discriminated at the same time. Workplace bullying is defined as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time. Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimizing, humiliating, intimidating and threatening.



In the workplace, a bully is a person who appears to have greater strength or power than others and uses that strength or power to coerce others.

Bullying includes behaviours that intimidates, degrades or humiliates a worker (sometimes in front of others).

Assault, both physical and threatening, is an extreme expression of bullying. If workplace bullying behaviour involves violence (e.g. physical assault or the threat of physical assault), it should be reported to the police.

In other instances, the behaviour may be subtle and not easily observed by other people. It may include verbal abuse, behaviour which is intended to punish, constant 'put-downs', aggression, and poorly managed conflicts of opinion or 'personality clashes'.

Inappropriate comments about personal appearance and persistent, unreasonable criticism of work performance are also considered bullying.



**Social media is sometimes used as a form of bullying. All workers need to understand the legal implication of bullying online.**

Legitimate comment on performance or work related behaviour is not unfair treatment. Managers can give full and frank feedback in a constructive and sensitive way, if it is carried out in a reasonable manner, taking the particularly circumstances into account

A single incident of unreasonable behaviour is not considered to be workplace bullying, however, it may have the potential to escalate and should not be ignored.

Steps PCBUs and managers can take include:

- > Creating a Code of Conduct to establish expectations of appropriate behaviour. (NOTE: A policy to prevent workplace bullying may be a stand-alone policy or be incorporated into a broader code of conduct or work health safety policy).
- > Establishing an equal opportunity policy to address all aspects of workplace discrimination, and effectively communicating these to all members of staff, including new staff through your induction program.
- > Raising awareness in your workplace about what constitutes unacceptable behaviour (which might be identified as bullying).
- > Monitoring the workplace for indications of workplace bullying, and investigating any issues identified – records such as work-related injuries, absenteeism, productivity, customer complaints, grievances, disciplinary actions etc. may assist with identification of an underlying problem.





**Bullying can be psychological or physical harassment and it can affect women and men at all levels of employment. The bully can be anyone within the organisation including a manager, a supervisor or a co-worker.**

- > Treating complaints seriously, acting immediately and firmly to address workplace bullying incidents. Effectively responding to issues when they are raised can stop the situation happening again and reinforce to workers that workplace bullying is treated seriously and consistently with the organisation. Responses to workplace bullying will vary depending on the situation, however, workplace bullying allegations of a serious or complex nature should always be investigated. For more information on how to respond to workplace bullying, refer to:
  - Guide for Preventing and Responding to Workplace Bullying (Safe Work Australia, 2013)
  - Dealing with Workplace Bullying – A Worker’s Guide (Safe Work Australia, 2013).
- > Develop complaint procedures and complaint handling and investigation procedure.
- > Provide clear job descriptions for specific roles in the company.
- > Maintain records of all investigations.



**It is reasonable to make sure all workers are aware and abide by the code of conduct, policies and procedure that relate to this. It is often a good idea to nominate a team member aside from the business owner as some workers may feel uncomfortable raising certain issues due to the PCBU/worker business relationship.**



**All workers need to be inducted and trained on the Code of Conduct, specific workplace policies & procedures on equal opportunity requirements and the prevention of workplace bullying.**

At any time you have the right to contact an external agency for advice or help. The South Australian Equal Opportunity Commission can be contacted via:

Telephone (08) 8207 1977

Website [www.eoc.sa.gov.au](http://www.eoc.sa.gov.au)



[SA Equal Opportunity | Fact sheets](#)

[SafeWork SA | Workplace Bullying PH 1300 365 255](#)

[Fair Work Commission | Work Place Bullying PH: 13 13 94](#)



**From 1 January 2014, a worker in a constitutionally covered business who reasonably believes that he or she has been bullied at work can apply to the Fair Work Commission for an order to stop the bullying.**

The following are a few examples of where discrimination can occur in the Hair and Beauty industry:

### 3.1.1 Sexual Harassment

Sexual harassment is sexual behaviour which makes people feel offended, afraid or humiliated and in the circumstances, it is reasonable to feel that way. Both men and women can sexually harass or be harassed. Sexual harassment is determined from the point of view of the person feeling harassed. It is how the behaviour is received not how it is intended that counts.

Sexual harassment can be:

- unwelcome touching or kissing
- comments or jokes, leering or staring
- sexual pictures, objects, emails, text messages or literature
- direct or implied propositions, or requests for dates
- questions about sexual activity.

Mutual attraction or friendship with consent is not sexual harassment.

### 3.1.2 Pregnancy

Pregnant or potentially pregnant workers should be treated in a fair and equitable manner.

Women who are pregnant or returning from maternity leave, and workers with family responsibilities, have rights under the Sex Discrimination Act.

Women who are pregnant should be able to continue to work in the same way and under the same conditions as other workers, unless there are valid medical or safety reasons. It is against the law to dismiss a woman because she is pregnant.

Where necessary, PCBUs should make all reasonable adjustments to the workplace to accommodate a pregnant worker. PCBUs need to discuss the issues with the pregnant worker to find solutions e.g. providing a chair to sit on. The Human Rights and Equal Opportunity Pregnancy Guidelines clarify many of the issues surrounding pregnancy and work.



## 3.2 Emotional Health

Working and developing relationships with customers is a common joy for most of us who work in the Hair, Beauty and Nail industry.

With instinctive communication skills and empathy we naturally engage clients in discussions about their lives. Conversations will range from family, relationships, health and work covering both the good and the bad.

In some cases clients may even choose to discuss very personal challenges such as depression, grief, relationship issues, drugs and alcohol and domestic violence.

Hearing this sort of information about client's hardship can be distressing especially when we don't know how to process or deal with the information.

It may even cause us to feel mentally overwhelmed and stressed – after all 'it's our job to make people feel better' and if we can't help we may find this distressing.

For this reasons it is important for us all to learn to manage our emotional health so that we can support our clients whilst not upsetting our own health and wellbeing.

The best way for us to deal with a situation is to learn to put some emotional boundaries in place.

**Emotional boundaries** will allow you to distinguish separating your emotions and responsibility from someone else's.

“Healthy boundaries prevent you from giving advice, blaming or accepting blame. They protect you from feeling guilty for someone else's negative feelings or problems and taking others' comments personally. Healthy emotional boundaries require clear internal boundaries – knowing your feelings and your responsibilities to yourself and others.”



In addition to having good emotional boundaries you can pre-plan what advice and information you can provide. It is always best to suggest for your clients seek professional help with these matters.

If you'd like to find out more there are plenty of online resources that will provide advice on how to set healthy emotional boundaries.



<http://www.positivelypositive.com/2012/06/29/how-to-create-healthy-boundaries/>

## PCBUs

As an PCBU it's important to consider the emotional health of your workers. The nature of the industry and services means that the workers are going to be exposed to many situations where there is the potential for them to be impacted by client discussions.

If not managed poor emotional boundaries in the workplace can even reduce staff productivity as staff can be distracted and unhappy which can create a negative working ethos. It may even lead to sick leave requests.

To help your workers in the salon you can:

- > Raise awareness about good emotional boundaries
- > Provide strategies for them to manage their own emotional health
- > Provide strategies to deal with different customer circumstances
- > Provide support and assistance as required, and listen to worker's concerns
- > Provide information and resources about where workers can seek help if they feel emotionally distressed. This can be through an Employee Assistance Provider (EAP); or through the provision of information from organisations such as Beyond Blue

Extra consideration should also be given to young hairdresser who perhaps haven't developed enough life skills to know how to deal with the situation appropriately too.

### 3.3 Providing Good Workplace Hygiene & House Keeping



WORK HEALTH AND SAFETY REGULATIONS 2012 – Chapter 3, Part 2, Division 2  
Code of Practice | Managing the Work Environment and Facilities



By providing and maintaining a clean and healthy work environment you will:

- > encourage positive staff morale
- > promote your business as professional place to work and visit
- > reduce the risk within your workplace

#### Hygiene Tips

- > Ensure facilities (including bathrooms and wet areas) are maintained in a safe, hygienic condition with the provision of adequate cleaning procedures and resources.
- > Ensure ablution facilities are of a suitable standard and maintained in a safe and healthy condition, including that running water, soap, hand drying and feminine hygiene facilities are available and maintained in each block.
- > Provide dining facilities of a suitable standard.
- > Ensure bins are conveniently located and emptied regularly
- > Provide facilities for cool storage of food.

Please refer to SA Health guidelines on page 52. 3. Protecting Public Health in hairdressing, body art and piercing.

## Housekeeping Tips

- > Keep floors clean.
- > Keep entrances, exits points and stairways clear of obstructions.
- > Ensure no items are stored under fire stairs.
- > Provide easy and safe access to fire fighting equipment.
- > Provide adequate storage for all materials, plant and equipment.
- > Ensure adequate containers are provided for excess or waste materials (including infectious waste, etc.).
- > Provide adequate routines for disposal of rubbish and unwanted items.
- > Ensure work areas are well ventilated and adequately lit.
- > Regularly inspect floors to make sure they are free from hair, nail clippings etc.
- > Promptly clean up any spilt oil, wax, chemicals, talc or water.
- > Avoid running electrical leads across the floor.

## Floor Surfaces

Slips/trips/falls are responsible for 25% of injuries in the hair and beauty industry. Uneven or slippery floors can hinder smooth movement, make floor surfaces unpredictable, and increase the likelihood of slips, trips and falls.

- > Glossy surfaces are more prone to accidents, especially with loose hair, water or product-spills lying about.
- > Textured industrial vinyl surfaces are often difficult to clean (especially to remove hair) and are unfriendly to trolleys, usually meaning spills or tip-overs.

The preferable floor surface is a non-slip surface. For hygiene purposes, carpet is not recommended.

## Lighting

Poor lighting can adversely affect the safety of tasks in the Hair and Beauty industry as it can contribute to:

- > accidents and injuries
- > tired, sore eyes
- > headaches.

Common lighting problems include too much or too little light. Poor lighting conditions cause glare and shadows, which can force workers to use awkward body positions to perform work. To ensure the workspace is lit effectively maintain bulbs and tubes in a clean, efficient state.

Please refer to SA Health guidelines on page 52. 3. Protecting Public Health in hairdressing, body art and piercing.



## 3.4 Security / Remote working



WORK HEALTH AND SAFETY REGULATIONS 2012 – Chapter 3, Division 6, Section 48  
Code of Practice | Managing the Work Environment and Facilities

People who work alone or who travel to different locations have an increased risk because they are isolated from the assistance of others because of the time, location or nature of the work e.g. mobile makeup artist or masseuse, hairdresser working on their own in a salon

### Isolated Work Consideration

If a person works alone it is important to ensure they have reliable communication systems e.g. a fully charged mobile phone or personal duress alarm.

Workers should have a plan in place to deal with equipment failure or a vehicle breakdown.

Where possible avoid people working alone.

### Robbery and Armed Hold-Ups

All workers should be protected in the workplace from any unnecessary risks during a robbery or armed hold-up.

The following are a few things that can be done to reduce the risk during these events:

- > Install a wide reception desk so clients cannot reach over to the cash register drawer.
- > Install a panic button linked to an alarm or a police station.
- > Install a device to alert you to people entering the workplace, e.g. mirrors, alarm systems, bell on the door.
- > Make sure the reception desk is visible from all other parts of the salon.
- > Make sure there is good visibility into the workplace.
- > Make sure all potential access points outside the view of staff, such as back door and windows, are secure at all times.
- > Only open the cash drawer when the customer is paying for a service or purchasing a product. Close the cash drawer before the product is packaged.
- > Where practical, lock the cash drawer and remove the key when not in use.
- > Clear excess cash from the cash register frequently and randomly and keep as little money on the work premises as possible.

In the event of an armed hold-up:

- > Do not make any sudden or quick movements.
- > Do not attempt to use or answer the telephone.
- > Obey any order exactly and quickly e.g. hand over the cash.
- > Don't volunteer to do anything other than what they ask you to do.
- > Don't attempt to delay the offenders' departure.
- > Don't shout or provoke the offender.



### 3.5 Fire prevention



WORK HEALTH AND SAFETY REGULATIONS 2012 – Chapter 4, Part 3, Division 3, Section 73  
Code of Practice | Managing the Work Environment and Facilities

The purpose of these regulations is to ensure that the risk of accidental fire at a workplace is minimised. A person conducting a business or undertaking (PCBU) is responsible to ensure that they provide a work place free of potential fire causing hazards.

Considerations in your workplace to minimise the risk of fire include may include:

- > the regular removal of waste materials and accumulated dust
- > the handling and storage of flammable materials
- > making sure all electrical equipment near flammable chemicals is intrinsically safe (no spark, no heat)
- > the appropriate safety signage displayed for any hazardous flammable products that could cause an explosion or burn quickly. Warning must comply with the appropriate requirements of Australian Standard 1319.
- > avoiding using faulty electrical appliances e.g. hairdryers
- > keeping all electrical equipment tested and tagged
- > the reporting of all faulty electrical equipment, switches or exposed wiring
- > knowing where the fire exits and fire fighting equipment are located and how to use them
- > know the evacuation assembly points and listen to the fire wardens for instruction
- > it is recommend to use LED light candles and electric oil diffusers instead of traditional fire candles and oil diffusers



## 3.6 Emergency procedures



WORK HEALTH AND SAFETY REGULATIONS 2012 – Chapter 4, Part 3, Division 3, Section 74  
Code of Practice | Managing the Work Environment and Facilities (pg. 26–27)

There is potential for various emergencies to occur in the workplace which can include:

- > Fire or explosion
- > Medical emergency e.g. heart attack
- > Bomb threats
- > Natural disaster e.g. flood
- > Personal threat e.g. violent person

Legally every work place is required to have a fire warden(s) and a first aid officer(s) and ensure that all workers are trained in emergency procedures. This includes making everyone aware of:

- > The location of emergency exits
- > Fire fighting equipment
- > First aid kits
- > Assembly areas

Emergency contact numbers, such as the following, should also be displayed in a prominent place:

- > Police
- > Ambulance
- > Fire Brigade
- > Local Hospital



Emergency equipment needs to be inspected and maintained by specialist consultants in accordance with regulations e.g.

- > Fire extinguishers and hose reels
- > Fire and smoke alarms
- > Emergency signage and lighting



**Emergency evacuation drills should occur at least once in a calendar year.**

### 3.6.1 Example Emergency Procedures

Salons are required to provide a written emergency plan with clear emergency procedures and these must be accessible to all workers. The following are examples of emergency situations that may occur.

#### Fires

Preventing fires is the first and best course of action. Workers are required to:

- > Report faulty electrical switches or exposed wiring.
- > Avoid using faulty electrical appliances.
- > Ensure all electrical equipment on premises is tested and tagged in accordance with statutory requirements.

- > Know where the fire exits and fire fighting equipment are located.
- > Know the evacuation assembly points and listen to the fire wardens for instructions.
- > If safe to do so, close all doors and windows and extinguish the fire.

Salons may require three types of extinguishers for:

- > electrical fires
- > normal fires
- > alcohol based fires.

If you are unsure contact your fire extinguisher provider for further advice.

### Personal Threat

In the event of a personal threat (violent or threatening person), workers are required to:

- > Note and report the person to a manager, if safe to do so.
- > If on your own, use duress alarm
- > If confronted, obey instructions of the offender, if safe to do so.
- > Try to remain calm and do not respond aggressively.
- > Observe personal characteristics of the offender.
- > Call the police on '000'.
- > Record the information for the police.
- > If possible, and you are able to do so, secure the door from the inside if the offender is outside, and wait for the police.

### Bomb Threat

In the event of a bomb threat workers are required to:

- > Report details to manager and warden
- > Call the police on '000'
- > Evacuate to the designated emergency assembly point
- > Remain at assembly point to ensure everyone is accounted for; and
- > Assist police with details of the bomb threat.

### Burglary

In the event of a burglary workers are required to:

- > Not touch anything
- > Inform the relevant manager and call the police on '000' ;and
- > Leave the area if concerned.

### Medical Emergency

In the event of a medical emergency, workers are required to:

- > Notify a first aid officer
- > Immediately call an ambulance on '000'
- > Assist with first aid procedures where required; and
- > Do not attempt to move the person unless they are in immediate danger.

### 3.7 First aid and training



WORK HEALTH AND SAFETY REGULATIONS 2012 – Chapter 3, Part 2, Division 3, Section 42  
Code of Practice | First Aid in the Workplace

By law, every South Australian Business must be First Aid compliant. By doing so PCBU's will not be putting their employees and customers at risk.

**First aid** is the immediate treatment or care given to a person suffering from an injury or illness until more advance care is provided or the person recovers.

The person(s) responsible for providing first aid in your workplace is commonly referred to as a 'first aider' and they are required to have completed an accredited first aid training course.

Salons must provide adequate access to first aid facilities in the event of an injury or illness arising in the work place.

The following are minimum standards to assist in the development of safe work practices:

- > A first aid kit is available and these kits are regularly stocked (note: the number of first aid kits provided is dependent on the number of workers.)
- > Kits must be kept in a prominent accessible location with well recognised signage.  
All workers need to be made aware of the kits location.
- > Nominated first aiders must hold a current nationally accredited certificate in first aid and this should be updated every three years.
- > Procedures for first aid are developed and workers are trained in these.
- > Maintain records of any injuries on an incident report form at the time of injury or as soon as possible following the incident.



**For information contact:**

**St John - Telephone: 1800 182 131**

**Red Cross - Telephone: (08) 8293 9200**



### 3.8 Had an accident ? – what to do



<https://www.rtwsa.com/>

The following will guide you:

- > apply first aid / CPR if necessary
- > help injured worker – get medical assistance e.g. doctor
- > you may need to phone for an ambulance (DIAL 000)
- > advise them victims condition and help is required
- > always confirm message is understood
- > prepare an incident form
- > ensure all incident reports are tabled at the next health and safety committee meeting
- > PCBUs are required to advise their WorkCover insurer
- > the PCBU and worker will need to know the following:
  - how to return to work safely
  - rights of the injured worker
  - the role of the medical or rehabilitation provider
  - the workers compensation claim process
  - general tips to assist injured workers
  - tips for improving workplace safety

### 3.9 Plumbing

Contact your local council regarding plumbing requirements and Environment Protection Authority (EPA) [www.epa.sa.gov.au](http://www.epa.sa.gov.au) PH: 1800 623 445 for information on chemical disposal.



# 4 Further Information

Australian Standards [www.standards.org.au](http://www.standards.org.au) PH: 1800 035 822

Australian Industrial Chemicals Introduction Scheme (AICIS)  
<https://www.industrialchemicals.gov.au/>

Environment Protection Authority (EPA) [www.epa.sa.gov.au](http://www.epa.sa.gov.au) PH: 1800 623 445

EPA – Radiation Protection PH: (08) 8463 7826

Equal Opportunity Commission – SA PH: (08) 82071977 [www.eoc.sa.gov.au](http://www.eoc.sa.gov.au)

FairWork Ombudsman [www.fairwork.gov.au](http://www.fairwork.gov.au) 13 13 94

Hair & Beauty Industry Association of South Australia Incorporated SAHBA  
(SA Hair & Beauty Assoc.) [www.sahba.com.au](http://www.sahba.com.au) PH: (08) 8271 1355 E: [info@sahba.com.au](mailto:info@sahba.com.au)

Hair2Heart [www.youtube.com/watch?v=3vyq\\_dRwofk](http://www.youtube.com/watch?v=3vyq_dRwofk)

SAHBA's Health Disclosure Form

Legislation SA [www.legislation.sa.gov.au](http://www.legislation.sa.gov.au) PH: (08) 8207 1000

Occupational Dermatology Research and Education Centre  
[www.occderm.asn.au](http://www.occderm.asn.au) PH: (03) 9623 9402

SafeWork SA PH: 1300 365 255 [www.safework.sa.gov.au](http://www.safework.sa.gov.au)

Safe Work Australia [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au) PH: (08) 1300 551 832

SA Health [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au) PH: (08) 8226 6000

Shop Distributive and Allied Employees' Association (SDA Union)  
[www.sda.com.au](http://www.sda.com.au) PH: 1800 806 398

Skills IQ [enquiries@skillsIQ.com.au](mailto:enquiries@skillsIQ.com.au)

South Australia Hairdressers Act 1988

South Australia Hairdressers Regulations 2016

South Australian Industrial Relations Commission  
[www.industrialcourt.sa.gov.au](http://www.industrialcourt.sa.gov.au) PH: (08) 8207 0999

WFI Insurance <https://www.wfi.com.au/> 1300 934 934

Working Women's Centre SA Inc. [www.wwc.org.au](http://www.wwc.org.au) PH: 1800 652 697

Return to Work SA <https://www.rtwsa.com/>





# SAHBA

## SA Hair & Beauty Assoc

Phone: 08 8271 1355 Email: [info@sahba.com.au](mailto:info@sahba.com.au)

Visiting Office Hours: Monday to Thursday 9AM - 5PM  
Rm A.G02, 120 Currie St, Adelaide SA 5000

[www.sahba.com.au](http://www.sahba.com.au)