



# Health Hygiene Assessment

## Best Practice Records







## **Health Hygiene Assessment – Best Practice Records**

- **Cleaning Schedule (insert)**
- **Client Procedures Record (hair and beauty services)**
- **Client Procedures Record (tattooing and body piercing)**
- **Staff Training and Qualifications Log**
- **Incident Record**
- **6-Monthly Internal Review Record**

Additional copies of these records can be obtained from your Environmental Health Officer or downloaded from <https://www.whitehorse.vic.gov.au/health-hygiene-assessment>









# 6-MONTHLY INTERNAL REVIEW RECORD

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

The proprietor or manager should complete this record every six months. This record is designed to help you identify areas that need attention and ensure staff are complying with the *Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries*.

- All questions are to be answered yes, no or not applicable (N/A)
- Any observations, issues or corrective action must be recorded

1. Premises design and workflow	Y	N	N/A	Observations/ Corrective Action
<b>Workflow and designated zones</b> <ul style="list-style-type: none"> <li>• Sufficient bench space is provided in clean up and client areas</li> <li>• The work area is not less than 2.5m<sup>2</sup></li> </ul>				
<b>Sinks and other plumbing fixtures</b> <ul style="list-style-type: none"> <li>• Double bowl equipment washing sink used for cleaning equipment/instruments is provided</li> <li>• Separate dedicated sink provided for tea/coffee facilities</li> <li>• Adequate cold and hot water (not less than 70°C) through a single outlet supplied to the equipment washing sinks</li> <li>• Adequate toilets facilities provided (operating, hand basin with liquid soap, paper towel, warm water, single outlet)</li> </ul>				
<b>Hand washing facilities</b> <ul style="list-style-type: none"> <li>• Adequate hand washing facilities (liquid soap, paper towel, waste bin, adequate pressure/temperature, single outlet) provided in immediate procedure areas</li> <li>• Hands-free hand basin is in the skin penetration and colonic irrigation procedure area</li> <li>• Hand wash basin is used for hand washing only</li> </ul>				
<b>Suitability / maintenance floor/walls/ceiling</b> <ul style="list-style-type: none"> <li>• Floors/walls/ceiling are clean and in good repair</li> </ul>				
<b>Fittings / fixtures / equipment</b> <ul style="list-style-type: none"> <li>• Fittings/ fixtures/equipment are clean and in good repair</li> </ul>				
<b>Lighting and ventilation</b> <ul style="list-style-type: none"> <li>• Good lighting is provided in procedure and cleaning areas</li> <li>• Efficient ventilation is supplied throughout the premises, particularly in areas of high chemical exposure (eg: nail treatments, colonic irrigation, spray tan and chemical storage area).</li> </ul>				
2. Cleaning and disinfection	Y	N	N/A	Observations/ Corrective Action
<b>Collection containers for soiled instruments</b> <ul style="list-style-type: none"> <li>• The collection container is cleanable, suitable and labelled</li> <li>• A leak proof, puncture proof container with firm fitting lid is readily available and suitable (skin penetration premises)</li> </ul>				
<b>Manual cleaning procedures</b> <ul style="list-style-type: none"> <li>• Operators aware of correct cleaning procedures and are following the cleaning schedule/s</li> <li>• Instruments are soaked in warm water for no longer than 1 hour</li> <li>• There are enough clean instruments/equipment to cater for the number of clients</li> </ul>				
<b>Detergents for manual cleaning of equipment and instruments</b> <ul style="list-style-type: none"> <li>• Low foaming, non-abrasive, free rinsing detergent is available for manual cleaning of instruments (household detergent is not used)</li> <li>• Disinfectant is not being used as a detergent</li> </ul>				
<b>Disinfection Process – thermal/chemical</b> <ul style="list-style-type: none"> <li>• Instruments are cleaned in detergent before being disinfected</li> <li>• Items are only immersed in chemical disinfectants as per manufacturer's instructions</li> </ul>				
<b>Equipment for manual cleaning / cloth</b>				



<ul style="list-style-type: none"> <li>• Suitable cleaning equipment is provided including cloths</li> <li>• Reusable sponges not used for cleaning instruments / equipment</li> <li>• Designated area provided for cleaning equipment to be stored when not in use</li> <li>• Lint free cloths are available for drying equipment</li> </ul>				
<b>Disinfectant</b> <ul style="list-style-type: none"> <li>• Bleach and instrument grade disinfectants are on site</li> <li>• Disinfectants are used in accordance with manufacturers specifications</li> <li>• Instrument grade disinfectant is only used on instruments</li> <li>• Hard surface disinfectant eg bleach used for floors, bathroom, toilets and is not used on instruments / equipment</li> <li>• Solutions are discarded after 24hrs or as per manufacturers specifications</li> </ul>				
<b>3. Storage &amp; handling of equipment &amp; materials</b>	Y	N	N/A	Observations/ Corrective Action
<b>Storage of clean and sterile instruments</b> <ul style="list-style-type: none"> <li>• Instruments are clean prior to use on a client</li> <li>• Sterile stock is protected from contamination during storage</li> <li>• Sterile packages only opened for immediate use using a non-touch technique</li> </ul>				
<b>Dispensing</b> <ul style="list-style-type: none"> <li>• Creams/lotions are dispensed in a manner to prevent contamination</li> <li>• Dispensed creams/lotions are disposed of after each client</li> <li>• Use by dates on creams/lotions are monitored</li> </ul>				
<b>Staff personal items</b> <ul style="list-style-type: none"> <li>• Area allocated for staff personal items re away from treatment and cleaning areas</li> </ul>				
<b>4. Operator hygiene</b>	Y	N	N/A	Observations/ Corrective Action
<b>Appropriate hand washing practices</b> <ul style="list-style-type: none"> <li>• Hand hygiene is practiced by all staff</li> <li>• Hands are washed with warm water and soap at the designated hand basin and dried with disposable single use towels</li> <li>• Only alcohol based hand rubs containing 70-90% alcohol</li> <li>• Alcohol hand rubs are only to be applied to dry hands</li> </ul>				
<b>Use of gloves</b> <ul style="list-style-type: none"> <li>• Hands are washed prior to gloving</li> <li>• Gloves are changed when damaged/torn/contaminated</li> <li>• Staff are following the personal protective equipment procedure</li> </ul>				
<b>Personal Hygiene</b> <ul style="list-style-type: none"> <li>• Operators are wearing clean clothes/uniforms</li> <li>• Operators have no exposed cuts/abrasions/wounds/not wearing excessive jewellery</li> </ul>				
<b>5. Linen/Single use barrier</b>	Y	N	N/A	Observations/ Corrective Action
<b>Storage of soiled linen/single use barrier</b> <ul style="list-style-type: none"> <li>• Storage of soiled linen is in appropriate receptacle</li> <li>• Linen or other single use barrier are changed between clients</li> </ul>				
<b>Laundering of soiled linen</b> <ul style="list-style-type: none"> <li>• Linen is commercially laundered or washed with hot water between 70-80°C or a sanitiser/disinfectant (eg Napisan) is added to each load</li> <li>• Contaminated linen/single use barrier is disposed of via infectious waste</li> </ul>				
<b>Storage of clean linen/single use barrier</b> <ul style="list-style-type: none"> <li>• Storage of clean linen/single use barrier is in a clean environment</li> </ul>				
<b>6. Occupational Health and Safety &amp; skills and knowledge</b>	Y	N	N/A	Observations/ Corrective Action
<b>Immunisation</b> <ul style="list-style-type: none"> <li>• Skin penetration/tattoo staff / equipment cleaning staff are aware of the availability of Hepatitis B immunisation</li> <li>• Colonic irrigation staff are aware of the availability of Hepatitis A immunisation</li> </ul>				
<b>First aid</b> <ul style="list-style-type: none"> <li>• Staff have access to a suitable First Aid kit</li> <li>• At least one operator has completed a first aid course including CPR and burns management</li> </ul>				

<ul style="list-style-type: none"> <li>Documented training on infection control procedures and protocols completed</li> <li>The staff training log is up to date</li> </ul>				
<b>Skills and Knowledge</b> <ul style="list-style-type: none"> <li>Staff have adequate skills and knowledge to undertake procedures, cleaning and tasks</li> <li>Infection control/prevention and sterilisation training (where appropriate) has been completed</li> <li>Documentation of staff training completed on training log</li> </ul>				
<b>Procedure for dealing with Accidental Bleeding and Accidental Contamination of Instruments/Needles</b> <ul style="list-style-type: none"> <li>Incidents are documented in the incident record</li> <li>Staff have knowledge of action to take in the event of contamination</li> </ul>				
<b>Procedure relating to Occupational Exposure</b> <ul style="list-style-type: none"> <li>Staff are aware of occupational exposure procedure when dealing with broken skin, intact skin or eye and mouth exposure</li> </ul>				
<b>Personal Protective Equipment (PPE)</b> <ul style="list-style-type: none"> <li>Protective clothing / articles for manual cleaning of instruments including disposable gloves, masks, eye protection, disposable aprons, footwear is available</li> <li>Appropriate PPE is worn whilst undertaking a procedure</li> </ul>				
<b>Chemical use and storage</b> <ul style="list-style-type: none"> <li>Labels are provided on all decanted solutions with date decanted and use by date if applicable</li> <li>Chemicals are all within specified use by date.</li> </ul>				
<b>7. Waste</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>Observations/ Corrective Action</b>
<b>Clinical and Related Waste (including blood stained swabs, cotton wool, spatulas &amp; gloves)</b> <ul style="list-style-type: none"> <li>Appropriate infectious waste container is provided (bin lined with yellow bio hazard bag)</li> <li>The container/bin is appropriately labelled</li> <li>Clinical waste containers are stored safely (ie out of reach of children) and securely (ie tight fitting lid closed)</li> <li>Waste is disposed of in accordance to EPA requirements and contractor receipts are kept</li> </ul>				
<b>Handling and Disposal of Sharps</b> <ul style="list-style-type: none"> <li>An approved sharps container is used for collection of sharp items</li> <li>Sharps are not recapped</li> <li>Items are not forced into the container</li> <li>Safe storage of sharps container. Stored out of the reach of children (ie at least 1 metre above floor level)</li> <li>Disposal of sharps in accordance with EPA requirements and removed by an authorised EPA contractor</li> <li>Documentation of disposal by contractors is maintained</li> </ul>				
<b>Other Waste</b> <ul style="list-style-type: none"> <li>Plastic bag lined washable bin provided for other waste generated</li> <li>Liquid waste is disposed of via sewer</li> </ul>				
<b>8. Hair removal</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>Observations/ Corrective Action</b>
<b>Threading</b> <ul style="list-style-type: none"> <li>Threads are disposed of after each client</li> <li>Threads are stored in a clean environment protected from contamination</li> </ul>				
<b>Waxing</b> <ul style="list-style-type: none"> <li>Clients skin is cleaned prior to waxing</li> <li>Wax is not applied to broken skin</li> <li>Double dipping into wax pot does not occur</li> <li>Roll on applicators are dismantled and cleaned between clients</li> <li>Roll on applicators are held at 70-80°C for 15mins between clients</li> </ul>				
<b>Sugaring</b> <ul style="list-style-type: none"> <li>Double dipping is not occurring into sugar paste</li> <li>Hands are washed or alcohol based hand rub used after a portion of sugar based paste from the container and new pair of gloves are put on</li> </ul>				
<b>9. Electrolysis</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>Observations/ Corrective Action</b>

<ul style="list-style-type: none"> <li>• Only single use or sterile needles are used</li> <li>• All needles are disposed of into a sharps container</li> <li>• The electrolysis hand piece is cleaned then disinfected with 70% alcohol after each client</li> <li>• The client's skin is clean and free from cuts, abrasions and any visible sign of infection</li> </ul>				
<b>10. Nail treatments</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>Observations/ Corrective Action</b>
<b>Client preparation / Nail fungus and infections</b> <ul style="list-style-type: none"> <li>• The clients hands/feet are cleaned and dried prior to treatment</li> <li>• Operators check health conditions with client prior to undertaking pedicure (eg diabetes) that may increase risk of infection</li> <li>• The operator will not provide nail treatment to clients with nail infections and advise them to seek medical attention</li> </ul>				
<b>Instruments and equipment cleaning</b> <ul style="list-style-type: none"> <li>• Single use buffers and emery boards are used</li> <li>• Single use cuticle sticks, files and burrs are preferred</li> <li>• All reusable instruments are cleaned and dried between clients</li> <li>• Foot spas are drained, cleaned and disinfected after each client AND at the end of the day following manufacturers specifications</li> <li>• Foot razors blades are disposed of via sharps container after each client</li> <li>• If the handle to the foot razor is contaminated they are sterilised or dispose of</li> <li>• Single use drill bits and grinders are disposed of after each client Reusable use drill bits and grinders are cleaned and dried between clients</li> </ul>				
<b>11. Piercing</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>Observations/ Corrective Action</b>
<b>Skin Preparation</b> <ul style="list-style-type: none"> <li>• Client's skin is clean and free from cuts, abrasions and any visible sign of infection</li> <li>• Non toxic markers are used to mark the piercing site</li> <li>• Before any skin penetration procedure, the treated area is disinfected</li> </ul>				
<b>Procedures.</b> <ul style="list-style-type: none"> <li>• All jewellery, needles and cannulas that pierce the skin are sterile</li> <li>• Sterile instruments used on a client are correctly documented</li> <li>• Spatulas, cotton, gauze and paper towel are all single use</li> </ul>				
<b>Ear and nose gun</b> <ul style="list-style-type: none"> <li>• Operators are only using studs from a sealed sterile package within date</li> <li>• Operators can load the gun using aseptic technique</li> <li>• Single use cartridge are disposed of via infectious waste</li> <li>• Cartridge holder is cleaned and disinfected between clients</li> </ul>				
<b>12. Tattooing/cosmetic tattooing/eyebrow feathering</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>Observations/ Corrective Action</b>
<b>Skin Preparation</b> <ul style="list-style-type: none"> <li>• Client's skin is clean, free from cuts, abrasions and any visible sign of infection</li> <li>• Only single use razors are used and discarded into sharps container</li> <li>• Skin penetration area is disinfected prior to procedure</li> <li>• Operators do not touch the skin to test dryness once antiseptic is applied</li> <li>• Antimicrobial lotion or plain liquid soap used on the skin before placement of a single use stencil. Use single use deodorants if applicable</li> </ul>				
<b>Procedure/Post procedure</b> <ul style="list-style-type: none"> <li>• Pre-dispensed cleaning solution and single use wipes are used to remove excess pigment and blood from the tattoo site</li> <li>• Inks are sterile, non-toxic and within date</li> <li>• Single use spatulas used for applying lubricating jelly. No double dipping</li> <li>• Only single use stencils are applied on clients</li> <li>• Dispensed preparations are disposed of after providing service to client</li> <li>• Spray bottles are emptied and cleaned before being refilled</li> <li>• PPE is worn during procedure—single use gloves, single use apron</li> <li>• Reusable instrument only used if there is an autoclave on site</li> <li>• Pigments, creams, water and wipes must be disposed of immediately after each client</li> </ul>				

<b>Work station set up</b> <ul style="list-style-type: none"> <li>• Each staff member has a fully equipped and separate workstation</li> <li>• Surfaces are covered that may need to be touched (e.g. spray and ink bottles)</li> <li>• The work area is not cluttered</li> </ul>				
<b>13. Therapeutic procedures</b>	Y	N	N/A	Observations/ Corrective Action
<ul style="list-style-type: none"> <li>• Pre sterile single use needles are used for dry needling, disposed of via sharps container</li> <li>• Prior to treatment the skin is clean and free from oils</li> <li>• Prior to skin penetration the skin is disinfected</li> <li>• Cups used on broken skin are single use and disposed of via clinical waste or cleaned and sterilised</li> <li>• Dermal hammers are single use and disposed of via a sharps container</li> <li>• Glass or plastic cups are cleaned between clients</li> <li>• Bamboo cups are single use as they cannot be cleaned</li> </ul>				
<b>14. Low risk (make up/facials/spray tans)</b>	Y	N	N/A	Observations/ Corrective Action
<ul style="list-style-type: none"> <li>• Staff wear eye protection, facemask during a spray tan application</li> <li>• Makeup sponges are single use as they cannot be cleaned affectively</li> <li>• Make up not applied to broken skin</li> </ul>				
<b>15. Microdermabrasion/ Dermalrolling/ Dermaplaning</b>	Y	N	N/A	Observations/ Corrective Action
<ul style="list-style-type: none"> <li>• Equipment dismantled and cleaned between each client</li> <li>• Operators are not conducting treatment on broken or damaged skin or after blackhead or acne clearance</li> <li>• Additional heads available in case of contamination with blood or bodily fluids</li> </ul>				
<b>16. Hairdressing / barbering</b>	Y	N	N/A	Observations/ Corrective Action
<ul style="list-style-type: none"> <li>• Razors are single use and disposed of into sharps container after each client</li> <li>• Electric shavers are not used on clients</li> <li>• All equipment is washed between clients</li> <li>• After treating a client with head lice all equipment to be washed in hot water greater than 60°C</li> </ul>				
<b>17. Eyelash treatments</b>	Y	N	N/A	Observations/ Corrective Action
<ul style="list-style-type: none"> <li>• Eyelash tinting equipment is cleaned between clients to prevent spread of eye infections</li> <li>• Eyelash adhesives and dyes are suitable</li> <li>• Procedures are postponed if client is suffering from eye infection</li> </ul>				
<b>18. Laser/IPL</b>	Y	N	N/A	Observations/ Corrective Action
<ul style="list-style-type: none"> <li>• Staff wearing eye protection, facemask and single use gloves during the procedures</li> <li>• Clients are provided with eye protection during the procedures</li> <li>• Laser/IPL hand pieces are clean between clients</li> <li>• Laser/IPL cover or sheath is provided on hand pieces where high likelihood of skin damage is. eg, tattoo removal</li> </ul>				
<b>19. Client Consent and records – Piercing, tattooing only and Skin penetration</b>	Y	N	N/A	Observations/ Corrective Action
<ul style="list-style-type: none"> <li>• Client Consent records maintained including name, address, telephone number, date, type of procedures, instruments used and linked to the steriliser cycle date/number</li> <li>• Client records are maintained for 12 months</li> <li>• Operators have knowledge of age of consent laws</li> <li>• Client information sheets provided and discussed with clients</li> </ul>				
<b>20. Ultrasonic cleaners</b>	Y	N	N/A	Observations/ Corrective Action
<b>Preparation / Operation / Maintenance</b> <ul style="list-style-type: none"> <li>• Operators are aware how to correctly use the ultrasonic cleaner</li> <li>• The external tank, lid and gaskets are cleaned, switches are checked</li> </ul>				

<ul style="list-style-type: none"> <li>Performance tests are conducted daily as per manufactures recommendation to check the transducer function</li> </ul>				
<b>21. Sterilisation – packing and loading</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>Observations/ Corrective Action</b>
<b>Materials – suitable packaging and sufficient stock</b> <ul style="list-style-type: none"> <li>Packing occurs in a clean environment</li> <li>Fully perforated metal/plastic tray provided</li> </ul>				
<b>Labelling – packaging labelled appropriately</b> <ul style="list-style-type: none"> <li>Steriliser bags date labelled, batch coded, time recorded</li> <li>Batch codes are recorded on monitoring record</li> </ul>				
<b>Sealing – correctly sealed</b> <ul style="list-style-type: none"> <li>Steriliser bags correctly sealed (folded 2-3 times)</li> <li>Elastic bands, staples, string, non-adhesive tape, masking tape, not used</li> </ul>				
<b>Loading – <u>Steriliser with a drying cycle:</u></b> <ul style="list-style-type: none"> <li>Bags and chamber is not overloaded</li> <li>No packages/instruments touch the chamber walls</li> </ul>				
<b>22. Sterilisation process</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>Observations/ Corrective Action</b>
<b>Sterilisation cycle monitored by one of the following methods:</b>  <b>Physical monitoring:</b> <ul style="list-style-type: none"> <li>Time/temperature/pressure with an external chemical indicator</li> <li>Data logger or printer should be working, if not, visual monitoring and recording should occur every 10 seconds. The recordings include time, pressure and temperature of every cycle</li> <li>Sterilisers without printer or logger should be replaced</li> </ul> <b>Chemical monitoring:</b> <ul style="list-style-type: none"> <li>Ensure an appropriate class of chemical indicator is used as per AS/NZ4815:2006 (see page 87-88 of the guidelines)</li> <li>Results of chemical indicators should be recorded as the indicator itself is not reliable long term</li> </ul> <b>Biological/enzymatic monitoring:</b> <ul style="list-style-type: none"> <li>Should be used after installation of unit, after major repairs, as part of the validation procedure, to investigate cycle failures</li> <li>Permanent records are to be kept</li> </ul> <b>Validation</b> <ul style="list-style-type: none"> <li>Three successful, consecutive and identical loads are required for a demonstrated validation cycle, must be documented</li> <li>Validation is required upon commissioning, prior to use, after routine servicing and major repairs</li> </ul>				
<b>Incorrect unit</b> <ul style="list-style-type: none"> <li>Steriliser is listed with the TGA as an approved steriliser</li> <li>Microwaves, pressure cookers, UV cabinets, ultrasonic cleaners, dishwashers and other glass beaded sterilisers are NOT used</li> </ul>				
<b>Maintenance/Calibration of the steriliser</b> <ul style="list-style-type: none"> <li>General maintenance to be undertaken as per manufacturer's specifications and documented eg: routine calibration, after routine servicing, and after major repairs</li> </ul>				
<b>Records</b> <ul style="list-style-type: none"> <li>Results of all commissioning, validation and monitoring is documented and maintained for a minimum 12 months</li> </ul>				
<b>23. Business Responsibilities</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>Observations/ Corrective Action</b>
<ul style="list-style-type: none"> <li>Notice of scope of registration on display in a prominent location in the entry to the business</li> </ul>				
<b>24. Colonic Irrigation</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>Observations/ Corrective Action</b>
<b>Equipment</b> <ul style="list-style-type: none"> <li>Colonic equipment not connected directly to sewer, clients can not alter settings</li> <li>1-20 micron water filters in use, water filtered before enters tank, filters changed as required</li> <li>Water temp regulators installed at mains and tank</li> <li>Single use tubing used</li> </ul>				
<b>Catheters</b>				

<ul style="list-style-type: none"> <li>• Sterile and single use is recommended</li> <li>• Tubing single use</li> </ul>				
<p>Plumbing and sewage disposal</p> <ul style="list-style-type: none"> <li>• Plumbing easily accessible, beds connected to water are authorised and certified, system odourless and vented to atmosphere</li> <li>• Reduced pressure zone device fitted on water supply line</li> <li>• Waste discharged via approved sewer connection</li> <li>• Hot water stored at 60°C</li> <li>• Water delivered via system not greater than 40°C</li> <li>• Water based lubricant provided in single use sachet along with gloves and moist wipes</li> <li>• Operator provided with PPE</li> </ul>				
<p>Disinfectants</p> <ul style="list-style-type: none"> <li>• Hospital grade disinfectant available</li> <li>• If bleach ensure contact time is 10 minutes or as per manufacturer's specifications</li> </ul>				





## ACKNOWLEDGEMENT OF COUNTRY

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Whitehorse City Council acknowledges the Wurundjeri Woi-wurrung people of the Kulin Nation as the traditional owners of the land. We pay our respects to their Elders past, present and emerging.

## CONTACTING COUNCIL

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**NRS:** 133 677 then quote 9262 6333  
(Service for deaf or hearing impaired people)

**TIS:** 131 450  
(Telephone Interpreter Service. Call and ask to be connected to Whitehorse City Council)

**Email:** [customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au)  
**Website:** [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au)

**Service Centres:**

- Whitehorse Civic Centre**  
379–399 Whitehorse Road, Nunawading 3131
- Box Hill Town Hall Service Centre**  
Box Hill Town Hall  
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- Forest Hill Service Centre**  
Shop 275  
Forest Hill Chase Shopping Centre  
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