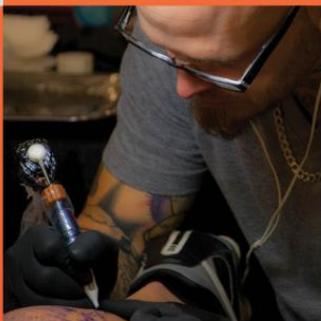




# Health Hygiene Assessment System Guide



# Health Hygiene Assessment – System Guide

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## Introduction

Whitehorse City Council introduced the Health Hygiene Assessment Program in 2004 as its principal means for evaluating the hygiene standards of hair, beauty, tattooing and skin penetration premises registered under the Public Health and Wellbeing Act 2008 (PHWA).

The Health Hygiene Assessment Program is designed to:

- Provide meaningful and relevant information to proprietors, consumers and Council about the standards of infection control and hygiene being achieved of hair, beauty, tattooing and skin penetration premises in the municipality.
- Encourage best practice through acknowledging and rewarding those premises achieving excellence in infection control and hygiene standards.
- Improve standards of infection control and hygiene in hair, beauty, tattooing and skin penetration premises.

The Health Hygiene Assessment Program is based on a risk assessment and recognised industry best practice.

The Health Hygiene Assessment score is converted to a star rating with 5 stars representing the highest and 1 star the lowest.

Hair, beauty, tattooing and skin penetration premises receive a certificate that displays their star rating.

## Benefits of achieving a 5 star rating

Premises that achieve and maintain 5 stars are demonstrating excellence in infection control and hygienic practices that extends above and beyond the legal requirements.

Council encourages best practice by acknowledging and rewarding the premises that achieve excellence in infection control and hygienic practices by:

- Providing a certificate of commendation for premises that achieve 100 per cent in their assessment.
- Promoting in Council's publications including Health News, the Whitehorse News, the economic and business development quarterly newsletter Down to Business and Council's social media sites.

## Assessment Process

The Health Hygiene Assessment is conducted by a Council Environmental Health Officer when the premises is in operation. The assessment is based on risk and the level of compliance with the *Public Health and Wellbeing Regulations 2019* and *Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries*.

The assessment reviews and scores factors critical to hygiene and infection control relevant to the processes and activities carried out. Each factor is weighted to reflect the risk and is scored during the assessment from “0” (non-compliant) to “5” (fully compliant).

The overall assessment score is then converted to a star rating. The star rating, shown below, is valid until the next assessment or when change in ownership of the business occurs.

Star Rating	Total Assessment Score	Whitehorse City Council Grading
5 stars	91-100%	Excellent (Incorporating best practice)
4 stars		Very Good
3 stars	81-90%	Satisfactory
2 stars	71-80%	Unsatisfactory
1 star	70% and below	Poor

To obtain a 4 star and 5 star rating your premises needs to achieve a total assessment score between 91 per cent and 100 per cent. This will require a high level of compliance with:

### Infection prevention and control practices and procedures in the areas of:

- Premises design and workflow
- Cleaning and disinfecting
- Sterilisation
- Storage and handling of equipment and materials
- Operator hygiene
- Linen and single use barriers
- Occupational health and safety and skills and knowledge
- Waste management/disposal
- Client consent/provision or information
- Notice about scope of registration
- Industry specific areas assessed include:
  - Hair removal
  - Nail treatments
  - Therapeutic procedures
  - Low risk activities
  - Microdermabrasion/dermarolling/dermaplaning
  - Hairdressing/barbering
  - Eyelash extensions
  - Laser/IPL
  - Piercing
  - Tattooing, cosmetic tattooing, eyebrow feathering, derma blading
  - Colonic irrigation

## How to achieve 5 Stars

To achieve the bonus **5 star** rating your premises needs to meet the following criteria:

1. No critical non-compliances recorded since the previous assessment.
2. Maintain all of the following best practice records:
  - Cleaning schedule poster
  - Client procedures record (hair and beauty services)
  - Client procedures record (tattooing and body piercing)
  - Staff training and qualifications log
  - Incident log
  - 6-Monthly internal review record
3. Infection, prevention and control guidelines for hair, beauty, tattooing and skin penetration industries is on site.
4. Procedures are on site.

Note: Premises conducting onsite sterilisation must be able to demonstrate that the required time and pressure is achieved as prescribed in the Public Health and Wellbeing Regulations 2019.

To obtain a copy of these records, refer to the Health Hygiene Assessment Best Practice Records and the Health Hygiene Resource Guide available on Council's website  
<https://www.whitehorse.vic.gov.au/health-hygiene-assessment>



## Compliance Management

Council's Environmental Health Unit uses various approaches to manage risks associated with infection prevention and control to ensure compliance with the Public Health and Wellbeing Act 2008 and the Public Health and Wellbeing Regulations 2019. These range from providing education to formal enforcement activities. The Health Hygiene Assessment assists Council with the management of hair, beauty, tattooing and skin penetration premises by rating each premises as being compliant or non-compliant with the legislation, as defined by the Department of Health.

The information below describes the level of risk in relation to the star rating of the premises.

### 3, 4 and 5 star Premises – Compliant

Minor deficiencies are identified regarding compliance with the Public Health and Wellbeing Act 2008, Public Health and Wellbeing Regulations 2019 or the Infection, prevention and control guidelines.

### 2 star Premises - Major Non-Compliance

Non-compliances with the legislation that do not pose an immediate serious threat to public health at the time of assessment, but may pose such a threat if no corrective action is taken.

### 1 star Premises – Critical Non – Compliance

Non-compliances identified at the time of the assessment that pose an immediate serious risk to public health.

A follow up inspection will be carried for any premises with an overall rating of 1-3 stars. The number of follow up inspections that may be carried out will be determined based on the overall performance of the premises.

Star Rating	Compliance with Public Health and Wellbeing Act 2008 and Public Health and Wellbeing Regulations 2019
5 STARS	Compliant
4 STARS	
3 STARS	
2 STARS	Major non-compliance
1 STAR	Critical non-compliance

## Complaints and Critical Non-Compliance

Council's Environmental Health Officers can deduct points from your assessment if they determine a critical non-compliance or a justified complaint occurs during any inspection within the same registration period.

This will apply to each inspection conducted where either critical non-compliance or a justified complaint has been established. Additionally, the business may be asked to remove the star certificate from display. In the case of 5 Star businesses the publication of the business details will be withheld from all promotional material.

The table below lists examples of poor practices that may result in a Critical non-compliance.

Assessment Criteria	Examples of factors that may result in a critical non-compliance
Premises design and workflow	<ul style="list-style-type: none"> <li>No hand wash basin</li> <li>No designated equipment washing sink supplied with cold and hot water to 70°C for rinsing instruments and for general cleaning</li> </ul>
Cleaning and disinfecting	<ul style="list-style-type: none"> <li>Inadequate manual cleaning and disinfection procedures</li> <li>Inadequate procedures for re-usable or single use instruments/equipment contaminated with blood or bodily fluids– ie inadequate off site sterilisation or disposal</li> </ul>
Storage and handling of equipment and materials	<ul style="list-style-type: none"> <li>Articles used on clients not stored safely and clean/sterile prior to use</li> </ul>
Operator hygiene	<ul style="list-style-type: none"> <li>Poor personal hygiene including inadequate hand washing and exposed cuts/abrasions</li> </ul>
Occupation health and safety/skills and knowledge	<ul style="list-style-type: none"> <li>Inadequate procedures for dealing with accidental bleeding, infectious waste, contaminated instruments and equipment</li> </ul>
Waste storage and disposal	<ul style="list-style-type: none"> <li>Sharps and infectious waste not stored or disposed of safely</li> </ul>
Hair removal	<ul style="list-style-type: none"> <li>Using equipment which is unclean and not sterilised after contamination with blood or bodily fluid eg using tweezers which have been contaminated from previous client</li> </ul>
Electrolysis	<ul style="list-style-type: none"> <li>Not using single use pre sterile/single use disposable needles</li> </ul>
Nail treatments	<ul style="list-style-type: none"> <li>Re use of blood/bodily fluid contaminated equipment</li> </ul>
Piercing	<ul style="list-style-type: none"> <li>Not using single use and sterile jewellery and equipment</li> </ul>
Tattooing/cosmetic tattooing/eyebrow feathering	<ul style="list-style-type: none"> <li>Sharing of equipment</li> <li>Use of non-sterile instruments</li> </ul>
Laser/IPL	<ul style="list-style-type: none"> <li>Laser/IPL cover or sheath being reused after a client who has undergone a treatment where there has been a high likelihood of bleeding—eg tattoo removal</li> </ul>
Eyelash treatments	<ul style="list-style-type: none"> <li>Eyelash adhesives and dyes not suitable for beauty industry</li> </ul>
Therapeutic procedures	<ul style="list-style-type: none"> <li>Use of not sterile instruments to penetrate the skin</li> </ul>
Client consent/after care	<ul style="list-style-type: none"> <li>No after care advice for specific treatments</li> <li>Not providing medically accurate advice on the risk of transmission of disease</li> </ul>
Sterilisation process	<ul style="list-style-type: none"> <li>Sterilisation process, monitoring not undertaken as required</li> </ul>
Colonic irrigation	<ul style="list-style-type: none"> <li>Catheters, speculums and tubing are not single use</li> <li>Appropriate system</li> </ul>

## Appeals Process

If you have any queries regarding your assessment rating, please do not hesitate to contact your area Environmental Health Officer on phone 9262 6197. Council has put an appeal procedure in place for proprietors aggrieved by their assessment rating.

The appeal procedure requires proprietors to write to Council's Environmental Health Unit Team Leader stating the key reasons why they disagree with their assessment rating. The request must be received within 14 days after the date the certificate was received. A review process will then commence and will conclude with a written response forwarded to you containing the result of the review. Please send your appeal to:

Team Leader  
Environmental Health Unit  
Whitehorse City Council  
Locked Bag 2  
Nunawading Delivery Centre VIC 3131

Or Team Leader  
[health@whitehorse.vic.gov.au](mailto:health@whitehorse.vic.gov.au)

## Disclaimer

Grading of a premises is based on an inspection on the date indicated on the certificate. Grading, unless reviewed during the year, lasts for the year in which the assessment was conducted. Whitehorse City Council gives no warranty as to the condition of the premises or condition or standard of operation at any time other than the date of inspection. Whilst the program may be useful as a guide, the public is urged to use its own judgement in making consumer choice.

Whitehorse City Council expressly disclaims all and any liability (including liability in negligence) to any person or body in respect of the consequences of that person's actions in consequence of reliance upon the Whitehorse City Council's Health Hygiene Assessment.

## Attachment 1 – Assessment Process

The following information lists the factors critical to good hygiene, infection prevention and control and staff knowledge that each premises is assessed against. Each item details specific requirements, based on the relevant regulations and guidelines and the risk weighting.

1. Premises Design and Workflow	Weighting
Workflow and designated zones <ul style="list-style-type: none"> <li>• Skin penetration area separate from the cleaning area</li> <li>• Separate client/procedure area</li> <li>• Premises cleaning area is designed as a one way flow from soiled-clean-sterile</li> <li>• Sufficient bench space is provided in clean up and client areas</li> </ul>	0.6
Fittings / fixtures / equipment <ul style="list-style-type: none"> <li>• Constructed of smooth/nonporous materials for ease of cleaning</li> <li>• Clean and in good repair</li> </ul>	0.8
Lighting and ventilation <ul style="list-style-type: none"> <li>• Good lighting in areas for performing skin penetration and cleaning of instruments</li> <li>• Efficient ventilation throughout the premises, particularly in areas of high chemical exposure (eg: nail treatments, colonic irrigation, spray tan and chemical storage area).</li> </ul>	0.2
Hand washing facilities <ul style="list-style-type: none"> <li>• Adequate hand washing facilities (liquid soap, paper towel, waste bin, inadequate pressure/temperature)</li> <li>• Hand basin to be provided with appropriate splash back</li> <li>• Hand basin provided in immediate area. Hairdresser may use hair wash basin (liquid soap/paper towel)</li> <li>• Hands-free hand basin in the immediate skin penetration and colonic irrigation area with clear access</li> <li>• Hand wash basin not used for manual cleaning of instruments and other cleaning uses</li> <li>• Hand wash basin to be unobstructed</li> </ul>	1
Sinks and other plumbing fixtures <ul style="list-style-type: none"> <li>• Dedicated double bowl equipment washing sink used for manual cleaning of equipment and instruments</li> <li>• Dedicated sink for tea/coffee facilities</li> <li>• Adequate supply of cold and hot water (not less than 70°C) through a single outlet</li> <li>• Adequate toilets (operating, hand basin with liquid soap, paper towel, warm water, single outlet)</li> <li>• A hot water system capable for providing an adequate supply of hot water for the premises</li> <li>• Adequate plumbing to be provided and connect to sewer</li> <li>• A cleaner's sink/mop sink for the disposal of mop water or other dirty water</li> </ul>	1
Suitability / maintenance floor/walls/ceiling <ul style="list-style-type: none"> <li>• Constructed of durable, smooth/nonporous materials for ease of cleaning</li> <li>• Clean and in good repair</li> </ul>	0.4
Toilets <ul style="list-style-type: none"> <li>• Toilets are maintained in a state of good repair, properly operational and fit for the intended purpose.</li> <li>• Adequate hand washing facilities (liquid soap, paper towel, waste bin, inadequate pressure/temperature)</li> </ul>	0.2
2. Cleaning and Disinfection	Weighting
Collection containers for soiled instruments <ul style="list-style-type: none"> <li>• Collection container is readily cleanable, suitable and labelled</li> <li>• Leak proof, puncture proof container with firm fitting lid is readily available and suitable (skin penetration)</li> <li>• Appropriately labelled 'dirty instruments' (skin penetration only)</li> <li>• Container is located in the "soiled area" of the cleaning area</li> </ul>	0.4

<p>Detergents for manual cleaning</p> <ul style="list-style-type: none"> <li>• Low foaming, non-abrasive, free rinsing detergent is available for cleaning instruments (household detergents are not to be used on instruments)</li> <li>• General detergents used for cleaning hard surfaces</li> <li>• Disinfectant not used as detergent</li> <li>• Correct use of bulk solutions/dilution of detergent</li> </ul>	0.6
<p>Equipment for manual cleaning / cloth</p> <ul style="list-style-type: none"> <li>• Suitable equipment for cleaning instruments and articles</li> <li>• Storage and cleanliness of equipment</li> <li>• Cleaning cloths for manual cleaning provided and maintained in clean condition</li> <li>• Reusable sponges not used for cleaning instruments and equipment</li> </ul>	0.4
<p>Manual cleaning procedures</p> <ul style="list-style-type: none"> <li>• Correct manual cleaning procedures for instruments:</li> </ul> <p>Instruments that can be immersed in water are cleaned after each client by:</p> <ul style="list-style-type: none"> <li>- Rinsing in warm water</li> <li>- Washed in hot water and suitable detergent</li> <li>- Rinsed in hot water</li> <li>- Dried with lint free cloth and stored in a clean, dry area</li> </ul> <p>Instruments that cannot be immersed in water are wiped over using a clean lint-free cloth dampened in warm water and detergent, then rinsed and dried prior to disinfection</p> <ul style="list-style-type: none"> <li>• If you cannot clean immediately, cover in warm water to prevent blood and bodily fluids drying but do not soak for longer than 1 hour.</li> <li>• The premises must have enough clean instruments and equipment to cater for the number of clients seen between cleaning</li> <li>• All equipment including bed, couches, chairs to be washed with warm water and suitable detergent, rinsed and dried following each client.</li> </ul>	1
<p>Cleaning schedule</p> <ul style="list-style-type: none"> <li>• Routine cleaning schedule to be provided</li> </ul>	0.2
<p>Cleanliness of premises / work surfaces</p> <ul style="list-style-type: none"> <li>• The premise is in a clean and hygienic state</li> <li>• Cleaning equipment is maintained clean and stored safely when not in use</li> </ul>	0.6
<p>Disinfection Process</p> <ul style="list-style-type: none"> <li>• To be undertaken for intermediate risk equipment and instruments</li> <li>• Instruments are to be cleaned before being disinfected</li> <li>• Items are only immersed in chemical disinfectants as per manufacturer's instructions</li> </ul>	1
<p>Disinfectant use</p> <ul style="list-style-type: none"> <li>• Instrument grade disinfectant available and used on reusable instruments</li> <li>• Bleach or hard surface disinfectant available for floor, bathroom, toilets</li> <li>• Disinfectant used in accordance with manufacturers specifications</li> <li>• Solutions discarded after 24hrs or as per manufacturers specifications</li> </ul>	0.8
<b>3. Storage &amp; Handling of Equipment &amp; Materials</b>	
<b>Weighting</b>	
<p>Storage of clean instruments and equipment</p> <ul style="list-style-type: none"> <li>• Articles are clean prior to use on a client</li> <li>• Storage of clean stock suitable</li> </ul>	0.6
<p>Dispensing</p> <ul style="list-style-type: none"> <li>• Creams etc are dispensed in a manner to prevent contamination</li> <li>• Dispensed preparations are disposed of after each client</li> <li>• Use by dates are monitored</li> </ul>	0.4
<p>Staff personal items</p> <ul style="list-style-type: none"> <li>• Area allocated for staff personal items away from treatment and cleaning areas</li> </ul>	0.2
<p>Sterile instruments and equipment</p> <ul style="list-style-type: none"> <li>• Storage of sterile stock suitable to protect the packaging from contamination</li> <li>• Rotation of sterile packages adequate</li> <li>• Packages are opened using a non-touch technique</li> <li>• Packages only opened for immediate use</li> <li>• Applicable instruments/equipment are sterile</li> </ul>	0.8

4. Operator Hygiene	Weighting
<p>Appropriate hand washing practices</p> <ul style="list-style-type: none"> <li>• Hands are to be washed before touching a client, before performing a procedure, after a procedure or exposure to bodily fluids/substances, after touching a client or after touching the environment around a client, after attending the toilet or whenever visibly soiled</li> <li>• Hands must be washed with warm water, soap at the designated hand basin and dried with disposable single use towels</li> <li>• Alcohol based hand rubs must contain 70-90% alcohol and be TGA approved</li> <li>• Alcohol hand rubs must only be applied to dry hands</li> </ul>	0.8
<p>Personal Hygiene</p> <ul style="list-style-type: none"> <li>• Operator should be clean</li> <li>• Have no exposed cuts/abrasions/wounds/not wearing excessive jewellery</li> </ul>	0.6
<p>Use of gloves</p> <ul style="list-style-type: none"> <li>• Hands washed prior to gloving</li> <li>• Disposable, single use gloves worn while providing service to clients</li> <li>• Gloves removed and changed when interrupted whilst performing treatments</li> <li>• Remove gloves when damaged/torn/contaminated</li> <li>• Single use gloves disposed of immediately into approved waste bin</li> </ul>	0.6
5. Linen/Single use barrier	Weighting
<p>Disposal of Contaminated linen/single use barrier</p> <ul style="list-style-type: none"> <li>• Contaminated linen/single use barrier must be disposed of via an infectious waste bin</li> </ul>	0.4
<p>Soiled linen/single use barrier</p> <ul style="list-style-type: none"> <li>• Storage of soiled linen in appropriate receptacle</li> <li>• Linen or other single use barrier to be changed between clients</li> <li>• Commercially laundered or washed with hot water between 70-80°C (not just heat treated).</li> <li>• If hot water is not available a sanitiser/disinfectant (eg Napisan) should be added to each load as per manufactures specifications</li> </ul>	0.2
<p>Clean linen/single use barrier</p> <ul style="list-style-type: none"> <li>• Storage of clean linen in clean environment</li> <li>• Storage of single use barrier in a clean environment</li> </ul>	0.2
6. Occupational Health and Safety & Skills and Knowledge	Weighting
<p>Skills and Knowledge – refer to Health Hygiene Assessment Resource Guide/Best Practice Procedures</p> <ul style="list-style-type: none"> <li>• Operators must have adequate skills and knowledge to undertake required procedures, cleaning and tasks</li> <li>• Infection control/prevention and sterilisation training (where appropriate) is recommended</li> <li>• Records should be kept of any training that is provided</li> <li>• Operator is aware of correct procedure in regards to dealing with occupational exposure including for broken skin, intact skin or eye and mouth exposure</li> <li>• Operator is aware of correct procedure for dealing with accidental bleeding</li> <li>• Operator has knowledge of what constitutes “contamination”</li> <li>• Operator has knowledge of action to take in the event of contamination of equipment and instruments</li> <li>• Arrangements have been made for the disposal or sterilisation of contaminated instruments/equipment</li> </ul>	0.8
<p>Personal Protective Equipment (PPE)</p> <ul style="list-style-type: none"> <li>• Staff to wear clean clothing</li> <li>• Protective clothing / articles for manual cleaning of instruments including disposable gloves, masks, eye protection, disposable aprons, footwear</li> <li>• Appropriate PPE worn whilst undertaking a procedure</li> <li>• Spray tanning operators are provided with a single use P2 respirator, disposable apron and eye protection</li> <li>• Laser operators and clients use adequate eye protection</li> </ul>	0.4

<p>Training</p> <ul style="list-style-type: none"> <li>• Access to a First Aid kit and at least one member of staff has completed a first aid course including CPR and burns management</li> <li>• Documented training on infection control procedures and protocols</li> <li>• Staff providing laser procedures have received adequate external or internal training on correct procedures</li> <li>• Infection control/prevention and sterilisation training is strongly recommended as a way of reinforcing the principles and practices.</li> </ul>	0.4
<p>Immunisation</p> <ul style="list-style-type: none"> <li>• Skin penetration procedural staff / equipment cleaning staff are aware of the availability of Hepatitis B immunisation</li> <li>• Colonic irrigation operators are aware of the availability of Hepatitis A immunisation</li> </ul>	0.2
<p>Chemical use and storage</p> <ul style="list-style-type: none"> <li>• Label all decanted solutions with date decanted and use by date if applicable</li> <li>• Chemicals to be used within specified use by date</li> </ul>	0.2
<b>7. Waste</b>	<b>Weighting</b>
<p>General waste</p> <ul style="list-style-type: none"> <li>• Separate receptacles provided for other waste generated</li> <li>• Plastic bag lined washable bin</li> <li>• Bins regularly emptied and washed, bins not overflowing</li> </ul>	0.2
<p>Infectious and Related Waste (including blood stained swabs, cotton wool, spatulas &amp; gloves)</p> <ul style="list-style-type: none"> <li>• Appropriate infectious waste container provided (bin lined with yellow bio hazard bag)</li> <li>• Container/bin is appropriately labelled</li> <li>• Appropriately packaged, handled and transported</li> <li>• Clinical waste containers should be stored safely (ie out of reach of children) and securely (ie tight fitting lid closed)</li> <li>• Contractor receipt kept to document removal by authorised EPA Victoria contractor</li> <li>• Waste disposed of in accordance to Environment Protection Authority requirements</li> </ul>	0.6
<p>Handling and Disposal of Sharps</p> <ul style="list-style-type: none"> <li>• Sharps bin used to disposal of needles and blades</li> <li>• Sharps container complies with the Australian Standard. It should be rigid wall, puncture proof, tight fitting lid. Sharps are not recapped</li> <li>• Items are not forced into the container, so as to prevent injury</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 Victoria contractor</li> <li>• Documentation of disposal by contractors</li> </ul>	0.6
<b>8. Client Consent/Provision of information (ear piercing, body piercing, cosmetic tattooing and tattooing)/ Notice about Scope of Registration</b>	<b>Weighting</b>
<p>Provision of information</p> <ul style="list-style-type: none"> <li>• The Department of Health and Human Services prepared information sheet on the transmission of infectious diseases associated with the skin penetration procedure provided to the client prior to commencing the procedure.</li> </ul>	0.6
<p>Client consent and records</p> <ul style="list-style-type: none"> <li>• Client Consent obtained from the client and kept for 12 months</li> <li>• Records maintained including name, address, telephone number, date, type of procedures, instruments used and linked to the steriliser cycle date/number</li> <li>• Knowledge of age of consent laws</li> </ul>	0.6
<p>Notice about scope of Registration</p> <ul style="list-style-type: none"> <li>• The Notice about the scope of registration is displayed in a prominent position in the entry to the business</li> <li>• The displayed Notices about scope of Registration are consistent with the procedures provided by the business</li> </ul>	0.6

9. Hair removal	Weighting
Threading <ul style="list-style-type: none"> <li>• Threads must be used on one client and disposed of</li> <li>• Threads must be stored in a clean environment protected from contamination</li> </ul>	0.6
Waxing – Skin preparation <ul style="list-style-type: none"> <li>• Skin should be cleaned using a cleanser prior to waxing</li> <li>• Wax must not be applied to broken skin</li> </ul>	0.4
Waxing – Procedure <ul style="list-style-type: none"> <li>• Double dipping into wax pot must not occur</li> <li>• Single use applicators are used to apply wax and disposed of</li> <li>• Containers to be of durable material capable of heating wax</li> <li>• Reused wax reheated at minimum of; 70-80°C for 15mins or 127°C for 10 mins between clients</li> </ul>	0.8
Waxing – Roll on applicator <ul style="list-style-type: none"> <li>• Roll on applicators are held at 70-80°C for 15mins between clients</li> </ul>	0.8
Sugaring <ul style="list-style-type: none"> <li>• Double dipping of sugar paste must not occur</li> <li>• Wash your hands or use alcohol based hand rub after you remove a portion of sugar based paste from the container and put on a new pair of gloves</li> </ul>	0.8
Electrolysis – Skin preparation <ul style="list-style-type: none"> <li>• Client's skin should be clean and free from cuts, abrasions and any visible sign of infection</li> </ul>	0.4
Electrolysis – Procedure <ul style="list-style-type: none"> <li>• Only single use or sterile needles</li> <li>• Dispose of needles into a sharps container</li> </ul>	0.8
Cleaning of hair removal equipment and instruments <ul style="list-style-type: none"> <li>• Wax thermometers are cleaned between each client</li> <li>• Tweezers are cleaned after use on each client</li> <li>• Roll on applicators are dismantled and cleaned between clients</li> <li>• The electrolysis hand piece must be cleaned with suitable detergent and a water dampened lint free cloth then disinfected with 70% alcohol after each client</li> </ul>	0.6
10. Nail Treatments	Weighting
Client preparation / Nail fungus and infections <ul style="list-style-type: none"> <li>• The clients hands/feet should be cleaned and dried prior to treatment</li> <li>• Staff should check health conditions with client prior to undertaking pedicure (eg diabetes) that may increase risk of infection</li> <li>• Operator should not provide nail treatment to clients with nail infections and advise them to seek medical attention</li> </ul>	0.4
Chemicals – minimising exposure <ul style="list-style-type: none"> <li>• Lids kept on containers to reduce vapour escaping into air</li> </ul>	0.2
Cleaning of nail treatment equipment and instruments <ul style="list-style-type: none"> <li>• Single use buffers and emery boards must only be used</li> <li>• Single use cuticle sticks, files and burrs are preferred</li> <li>• Reusable cuticle sticks, files, burrs and cutters should be cleaned in between clients</li> <li>• Nail brushers, scissors and nail files should be cleaned and dried between clients</li> <li>• Foot spas must be drained, cleaned and disinfected after each client AND at the end of the day following manufacturers specifications</li> <li>• Foot razors must have single use blades and must be disposed of via sharps container after each client</li> <li>• The handle to the foot razor should be washed in warm water and suitable detergent, rinsed in warm water and dried with a lint free cloth. If contaminated sterilise or dispose</li> <li>• Single use drill bits and grinders are preferred, if they are reusable clean and dry between clients</li> <li>• Ensure instruments and equipment are disinfected after cleaning using 70% alcohol or thermal disinfection process</li> </ul>	0.6

11. Therapeutic procedures	Weighting
Skin preparation <ul style="list-style-type: none"> <li>• Prior to treatment the skin must be clean and free from oils</li> <li>• Prior to skin penetration procedures you must disinfect the skin</li> </ul>	0.4
Dry needling <ul style="list-style-type: none"> <li>• Pre sterile single use needles to be used for dry needling, disposed of via sharps container</li> </ul>	0.8
Dermal hammers <ul style="list-style-type: none"> <li>• Dermal hammers are to be single use and disposed of via a sharps container</li> </ul>	0.8
Cleaning of cupping equipment and instruments <ul style="list-style-type: none"> <li>• Glass or plastic cup must be cleaned between clients</li> <li>• Bamboo cups must be single use as they cannot be cleaned</li> <li>• Cups used on broken skin should be single use and disposed of via clinical waste or cleaned and sterilised</li> </ul>	0.6
12. Low risk activities	Weighting
Make-up <ul style="list-style-type: none"> <li>• Make up not applied to broken skin</li> <li>• Products are dispensed into smaller single use containers or a single use spatula to ensure there is no contamination of an original product</li> </ul>	0.4
Cleaning of make-up equipment and instruments <ul style="list-style-type: none"> <li>• Makeup sponges are to be single use as they cannot be cleaned affectively</li> <li>• All make up brushes and applicators are cleaned between clients</li> </ul>	0.6
Spray tan <ul style="list-style-type: none"> <li>• Staff to be wearing eye protection, facemask, disposable apron during a spray tan application</li> </ul>	0.6
Cleaning of spray tan equipment and instruments <ul style="list-style-type: none"> <li>• Tanning booth and treatment room should be smooth and washable</li> <li>• Booths and treatment rooms are cleaned at least weekly to remove excess tanning solution that may harbour microorganisms</li> </ul>	0.6
Eyelash tinting <ul style="list-style-type: none"> <li>• Clients with any sign of eye related infection have their treatment postponed until the infection has cleared</li> <li>• Eyelash dyes must be suitable for the beauty industry</li> </ul>	0.6
Cleaning of eyelash tinting equipment and instruments <ul style="list-style-type: none"> <li>• All eyelash tinting equipment has been thoroughly cleaned between clients in order to avoid the spread of infection such as conjunctivitis.</li> </ul>	0.6
Facials <ul style="list-style-type: none"> <li>• The client skin is cleaned before massaging or applying products</li> <li>• Facial treatments not be performed on broken or damaged skin</li> <li>• Products are dispensed into smaller single use containers or a single use spatula to ensure there is no contamination of an original product</li> </ul>	0.6
Cleaning of facial equipment and instruments <ul style="list-style-type: none"> <li>• Comedone extractors used during facials are to be single use or sterilised if reused</li> <li>• All sponges are to be single use as they cannot be cleaned affectively</li> <li>• All bowls, brushes and applicators are cleaned between clients</li> </ul>	0.6
13. Mircodermabrasion / Dermarolling / Dermaplaning	Weighting
Procedure <ul style="list-style-type: none"> <li>• Operators are not conducting treatment on broken or damaged skin or after blackhead or acne clearance</li> </ul>	0.6

<p>Cleaning of Microdermabrasion / Dermarolling / Dermaplaning equipment and instruments</p> <ul style="list-style-type: none"> <li>• Dermarollers are disposed of after each client</li> <li>• Dermaplaning blades are single use and disposed of via a sharps container</li> <li>• Additional microdermabrasion heads available in case of contamination with blood or bodily fluids</li> </ul>	0.6
<b>14. Hairdressing/ Barbering</b>	<b>Weighting</b>
<p>Head lice</p> <ul style="list-style-type: none"> <li>• After treating a client with head lice all equipment to be washed greater than 60°C</li> </ul>	0.2
<p>Razors/electric shavers</p> <ul style="list-style-type: none"> <li>• Razors are to be single use only and disposed of via sharps container after each client</li> <li>• Handle to razor and clipper hand piece cleaned appropriately</li> <li>• Electric shavers are not used on clients</li> </ul>	0.6
<p>Cleaning or hairdressing / barbering equipment and instruments</p> <ul style="list-style-type: none"> <li>• All equipment is washed between clients</li> <li>• Brushes, combs, bowls, scissors, clippers etc cleaned following the cleaning schedule</li> </ul>	0.4
<b>15. Eyelash extensions</b>	<b>Weighting</b>
<p>Procedure</p> <ul style="list-style-type: none"> <li>• Procedure should be postponed if client is suffering from eye infection</li> <li>• Eyelash adhesives and dyes must be suitable for the beauty industry</li> <li>• Products are dispensed into smaller single use containers or a single use spatula to ensure there is no contamination of an original product</li> <li>• Staff use an aseptic non-touch technique to apply the lashes</li> </ul>	0.8
<p>Cleaning of eyelash extension equipment and instruments</p> <ul style="list-style-type: none"> <li>• All eyelash tinting equipment must be cleaned and thermally disinfected or sterilised between client to prevent spread of eye infections</li> </ul>	0.6
<b>16. Laser /IPL</b>	<b>Weighting</b>
<p>Procedure</p> <ul style="list-style-type: none"> <li>• Staff to be wearing eye protection, facemask and single use gloves during the procedures</li> <li>• Clients to be provided with eye protection during the procedures</li> </ul>	0.4
<p>Cleaning equipment of laser / IPL equipment and instruments</p> <ul style="list-style-type: none"> <li>• Laser/IPL hand pieces must be cleaned between clients</li> <li>• Laser/IPL cover or sheath to be provided on hand pieces where there is a high likelihood of skin damage eg, tattoo removal</li> </ul>	0.6
<b>17. Piercing</b>	<b>Weighting</b>
<p>Skin Preparation</p> <ul style="list-style-type: none"> <li>• Client's skin should be clean and free from cuts, abrasions and any visible sign of infection</li> <li>• Non-toxic markers should be used to mark the piercing site</li> <li>• Clamps and rubber bands use to secure clamp must be sterile</li> <li>• Before any skin penetration procedure, the treated area must be disinfected</li> <li>• The following are approved skin disinfectants to apply <ul style="list-style-type: none"> <li>○ 80% v/v ethyl alcohol,</li> <li>○ 60% v/v isopropyl alcohol,</li> <li>○ 70% w/w ethyl alcohol,</li> <li>○ 1% w/v available iodine,</li> <li>○ 0.5-4% chlorhexidine.</li> </ul> </li> <li>• Observe Use-By dates on all chemical and creams</li> <li>• Dispense products in a manner to prevent contamination. Products are dispensed into smaller single use containers or a single use spatula to ensure there is no contamination of an original product</li> </ul>	0.6

<p>Procedures</p> <ul style="list-style-type: none"> <li>• No equipment sharing between artists when working on clients</li> <li>• Each body artist must have a fully equipped and separate workstation</li> <li>• The work area must not be less than 2.5m<sup>2</sup></li> <li>• Jewellery must be sterilised before being used on a client</li> <li>• Sterile jewellery correctly documented</li> <li>• Needles and cannulas used to pierce skin must be sterile before use</li> <li>• Spatulas, cotton, gauze and paper towel are single use</li> <li>• Vernier callipers used for measurements should be cleaned after each use and should only be used on clean unbroken skin</li> </ul>	1
<p>Ear and nose gun</p> <ul style="list-style-type: none"> <li>• Only use studs from a sealed sterile package within date</li> <li>• Staff are familiar with the equipment loading procedure</li> <li>• Single use cartridge must be disposed of via infectious waste bins</li> <li>• The cartridge holder becomes contaminated once used and must be cleaned and disinfected between clients</li> </ul>	1
<b>18. Tattooing/Cosmetic tattooing/Eyebrow feathering/ Derma blading</b>	<b>Weighting</b>
<p>Skin Preparation</p> <ul style="list-style-type: none"> <li>• Client's skin should be clean and free from cuts, abrasions and any visible sign of infection</li> <li>• If the tattoo area needs to be shaved use single use razor and discard into sharps container</li> <li>• Before any skin penetration procedure, the treated area must be disinfected</li> <li>• The following are approved skin disinfectants <ul style="list-style-type: none"> <li>○ 80% v/v ethyl alcohol,</li> <li>○ 60% v/v isopropyl alcohol,</li> <li>○ 70% w/w ethyl alcohol,</li> <li>○ 1% w/v available iodine,</li> <li>○ 0.5-4% chlorhexidine.</li> </ul> </li> <li>• Antiseptic must have 30 seconds contact time or until dry. Do not touch the skin to test dryness</li> <li>• Observe Use-By dates on chemicals and creams</li> <li>• Use antimicrobial lotion or plain liquid soap on the skin before placement of a single use stencil</li> <li>• Use single use deodorants if applicable</li> </ul>	0.6
<p>Procedure/Post procedure</p> <ul style="list-style-type: none"> <li>• No equipment sharing between tattooists when working on clients</li> <li>• Use pre-dispensed cleaning solution and single use wipes to remove excess pigment and blood from the tattoo site</li> <li>• On completion, clean the area, remove gloves, wash and dry hands</li> <li>• Use single use gloves</li> <li>• Remove antiseptic cream from single use container and apply to treated area using single use spatula</li> <li>• Inks to be sterile, non-toxic and within date</li> <li>• Dispense any inks and cream into single use containers and single use spatulas</li> <li>• Water to be used for rinsing between colours should be placed in single use cup</li> <li>• Open sterile instruments in the presence of clients</li> <li>• Inks remaining in ink cap are discarded after each client</li> <li>• Use single use spatulas for applying lubricating jelly. Never double dip</li> <li>• Single use stencil is applied over area to be tattooed</li> <li>• Spray bottles are emptied and cleaned before being refilled</li> <li>• PPE must be worn during procedure—single use gloves, single use apron (changed if becomes contaminated)</li> <li>• Reusable instruments should only be 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>	1
<p>Work station set up</p> <ul style="list-style-type: none"> <li>• The area must not be less than 2.5m<sup>2</sup></li> <li>• Each staff member must have a fully equipped and separate workstation</li> <li>• Cover surfaces that may need to be touched (e.g. spray and ink bottles)</li> <li>• Cover light fittings and power pack controls</li> <li>• Items required must be in reach of the operator</li> <li>• The work area should not be cluttered</li> </ul>	0.6

19. Ultrasonic Cleaners	Weighting
<p>Used correctly</p> <ul style="list-style-type: none"> <li>• Fill tank with water and add detergent in accordance with manufacturers specifications</li> <li>• Operate machine for short time to degas solution</li> <li>• Instruments are rinsed first to remove gross debris</li> <li>• Dismantle or fully open items</li> <li>• Place instruments in basket</li> <li>• Close lid and commence cycle. Keep lid closed</li> <li>• Remove basket and rinse under warm to hot water</li> <li>• Dry items with a lint free cloth—do not leave to air dry</li> <li>• Visually inspect items for cleanliness</li> <li>• Do not re assemble before thermal disinfection or sterilisation</li> </ul>	0.6
<p>Maintained</p> <ul style="list-style-type: none"> <li>• Check and clean the base plate, gaskets, water strainers and filters daily</li> </ul>	0.6
<p>Performance test - The following tasks are required to be performed daily and documented:</p> <ul style="list-style-type: none"> <li>• The external tank, lid and gaskets are cleaned, switches are checked,</li> <li>• Cleaner is tested daily for performance using the Aluminium Foil Test, unit is emptied and cleaned</li> </ul>	0.6
20. Offsite Sterilisation	Weighting
<p>Off-site sterilisation – cleaning and transport</p> <ul style="list-style-type: none"> <li>• Cleaning and transport of instruments/articles off site</li> <li>• Transport of sterile instruments/articles back to the premises</li> <li>• Check time/ pressure/ temperature and record</li> </ul>	1
21. Sterilisation - Packaging and Loading	Weighting
<p>Operator hygiene</p> <ul style="list-style-type: none"> <li>• Operator hygiene, hand washing prior to packing. Do not handle stock after using hand lotion</li> </ul>	0.8
<p>Packing environment</p> <ul style="list-style-type: none"> <li>• Packing to occur in a clean environment</li> </ul>	0.6
<p>Packing / Loading</p> <ul style="list-style-type: none"> <li>• Ratchets/clips to be packed in open position</li> <li>• Packet not overfilled</li> <li>• Items awaiting sterilisation to be labelled and stored away from sterile items</li> <li>• Steriliser packaging is suitable for sterilisation process</li> <li>• Equipment not touching walls of chamber</li> </ul> <p>Steriliser with a drying cycle:</p> <ul style="list-style-type: none"> <li>• Correct loading of steriliser</li> <li>• Bags are not overloaded with instruments</li> <li>• Steriliser chamber is not overloaded for any given cycle</li> <li>• No packages/instruments are touching the chamber walls</li> </ul> <p>Steriliser without a drying cycle:</p> <ul style="list-style-type: none"> <li>• Only used to process unwrapped items</li> <li>• Instruments are placed on a perforated or mesh tray</li> </ul>	0.8
<p>Sealing</p> <ul style="list-style-type: none"> <li>• Steriliser bags correctly sealed (folded 2-3 times)</li> <li>• Do not use elastic bands, staples, string, non-adhesive tape or masking tape</li> </ul>	0.8
<p>Labelling</p> <ul style="list-style-type: none"> <li>• Steriliser bags labelled appropriately (date labelled, batch coded, time)</li> <li>• Do not use biro to label package (this can damage the packet)</li> <li>• Do not use a water based pen to label the package</li> <li>• Batch codes should be recorded on monitoring record</li> </ul>	0.6

Materials <ul style="list-style-type: none"> <li>Fully perforated metal/plastic tray provided</li> </ul>	0.4
<b>22. Sterilisation Process</b>	<b>Weighting</b>
Incorrect unit used <ul style="list-style-type: none"> <li>Ensure steriliser is listed with the TGA as an approved steriliser</li> <li>The following items cannot be used for sterilisation: microwave, pressure cookers, incubators, UV cabinets, boiling water units, ultrasonic cleaners, household ovens, dishwashers, and other glass beaded sterilisers</li> </ul>	1
Calibration <ul style="list-style-type: none"> <li>Routine calibration testing to be completed at east every 6 months</li> </ul>	0.8
Maintenance <ul style="list-style-type: none"> <li>Trays and steriliser to be cleaned daily</li> <li>General maintenance to be undertaken as per manufacturers specifications and documented eg: routine calibration, after routine servicing, and after major repairs</li> </ul>	0.8
Monitoring <p>Steriliser to comply with AS 2182-1998 Sterilisation cycle monitored by one of the following methods:</p> <p>Physical monitoring:</p> <ul style="list-style-type: none"> <li>Time/temperature/pressure monitored with an external chemical indicator</li> <li>Data logger should be working, if not visual monitoring and recording should occur every 10 seconds</li> <li>Sterilisers without printer or logger should be replaced</li> </ul> <p>Chemical monitoring:</p> <ul style="list-style-type: none"> <li>Ensure an appropriate class of chemical indicator is used</li> <li>Items from a cycle with a failed chemical indicator should be re-cleaned and reprocessed</li> <li>Results of chemical indicators should be recorded as the indicator itself is not reliable long term</li> </ul> <p>Biological/enzymatic monitoring:</p> <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 should be kept</li> </ul>	0.8
Validation of loads / unit <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>	1
Drying cycle <ul style="list-style-type: none"> <li>Avoid cross contamination</li> <li>Do not force cooling of items</li> <li>Items should be visually inspected when unloaded</li> <li>Packaged items still damp should be reprocessed</li> <li>Remove from chamber immediately after completion of cycle</li> <li>Do not directly handle items</li> <li>Removal of packages does not compromise sterility/integrity</li> <li>Integrity of packages (are packaged dry, has indicator changed)</li> </ul>	1
No drying cycle <ul style="list-style-type: none"> <li>Items must be unpacked</li> <li>Items should be dried with lint free cloth before being stored</li> <li>Items for immediate use should be removed from chamber with single use gloves</li> <li>Items processed without drying cycle are not wrapped, if they are not intended for immediate use they will need to be reprocessed when needed</li> <li>Removed from the steriliser and cooled using aseptic technique</li> <li>Items should be placed in an area where disturbance is minimal to cool down</li> </ul>	1

23. Colonic Irrigation	Weighting
<p>Equipment</p> <ul style="list-style-type: none"> <li>• Colonic irrigation equipment MUST not be connected directly to mains/potable water</li> <li>• Controls must be in place so clients can not alter settings once the procedure commences</li> <li>• Use suitable water filters (1-20 microns filtration)</li> <li>• Filter water before it enters the storage tank</li> <li>• Replace filters as per manufacturer's specifications</li> <li>• Gravity fed system <ul style="list-style-type: none"> <li>○ Minimum vertical distance between top of couch and the tank outlet spigot should be 650mm.</li> <li>○ The maximum distance between the couch top and the upper level of water in the feed tank should be 1,300mm</li> </ul> </li> <li>• Mechanisms for regulating water temperature should be installed at the mains and the tank</li> <li>• Single use tubing should be used</li> </ul> <p>If you use UV light, it should be fitted with screening to protect the client</p>	0.8
<p>Catheters</p> <ul style="list-style-type: none"> <li>• Catheters to be sterile and single use only</li> <li>• Items purchased must be on the Register of Therapeutic Goods</li> </ul> <p>Single use tubing is recommended</p>	1
<p>Plumbing/Sewage disposal</p> <ul style="list-style-type: none"> <li>• Seek consent from local water authority before you install any colonic system</li> <li>• Treatment beds connected to water supply or sanitary plumbing system should be authorised and certified prior to being installed</li> <li>• All plumbing should be easily accessible</li> <li>• The system should be odourless and prevent backflow</li> <li>• A reduced pressure zone device should be fitted on the water supply line to the colonic equipment</li> <li>• The storage tank should be vented to atmosphere</li> <li>• The treatment bed should be equipped with non-return and pressure reducing valves to prevent backflow of faecal material</li> <li>• Waste should be removed by the installation of flushing floor waste in lieu of normal floor waste</li> <li>• All waste should be discharged to a sewer with approval for the connection</li> <li>• A pressure hose should be available to clean the system</li> <li>• Hot water installations should deliver water at the outlet of all sanitary fixtures used primarily for personal hygiene at a temperature to ensure scalding does not occur</li> <li>• Hot water is to be stored at 60°C to inhibit the growth of Legionella bacteria</li> <li>• The water temperature delivered via the system should be 34-40°C and should never exceed 40°C</li> <li>• A water based lubricant in a single use sachet is recommended to assist catheter insertion. If the client is positioning the catheter, then they should be provided with single use gloves and moist wipes</li> </ul> <p>The operator/therapist should be wearing appropriate PPE to avoid contamination of clothing or splashes to the face and eyes</p>	0.8
<p>Disinfectants</p> <ul style="list-style-type: none"> <li>• Disinfectants should be used in colonic irrigation premises for the couch, the external irrigation system and ensuite facilities due to the high risk of faecal contamination</li> <li>• Use a disinfectant registered or listed with TGA as a hospital grade disinfectant that is effective against norovirus and Clostridium difficile spores</li> <li>• Sodium hypochlorite (bleach) at a minimum of 1,000ppm is generally the best disinfectant for this purpose</li> </ul> <p>If using bleach, allow appropriate contact time (usually 10 minutes) then rinse or flush surfaces or equipment to remove excess bleach residue</p>	0.8
<p>Cleaning of colonic irrigation equipment</p> <ul style="list-style-type: none"> <li>• Catheters, speculums and tubing are to be sterile single use only and disposed of into clinical and related waste immediately after use</li> <li>• The procedure table/couch, equipment controls and toilets/showers are to be washed with warm water and detergent and wiped with hospital grade disinfectant after each client and daily</li> <li>• Equipment tank to be cleaned weekly and wiped with hospital grade disinfectant</li> <li>• Internal water tank to be cleaned weekly and filled with 5000ppm bleach and left to soak for 10 minutes then rinsed thoroughly using two tanks of water</li> </ul>	0.6



## 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.

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