

Roadmap to easing restrictions

Stages - Personal appearance services

Principle

Queensland's plan to ease restrictions is being implemented in a staged way to gradually increase people's interactions and contact with one another across different settings, while still ensuring contact tracing is manageable, if required. For this reason, services or activities that are similar in nature may be commencing at different stages.

Overview of personal appearances services permitted at each stage:

Stage 1 (15 May 2020): 10 people permitted at any one time. Hairdressing, hair removal, manicures, pedicures, nail painting, eyelash extensions, facials, cosmetic injections and other personal appearance services using skin penetration (provided by health practitioners registered under the Health Practitioner Regulation National Law), massages for management or prevention of a disease, injury or condition (provided by a qualified massage therapist).

Stage 2 (1 June 2020): 20 people permitted at any one time. Spray tanning, saunas and other water-based spa services, skin penetration services, including tattooing and body piercing.

Stage 3: 100 people permitted at any one time. All cosmetic services including implants and non-therapeutic massage.

To note:

- Where a business owner provides more than one of the below services from a single premises, only the parts permitted to operate can (under the conditions outlined). For example, in stage 1, if a spa provides facials and water-based services (saunas, hydrotherapy), it can provide facials but cannot offer saunas.
- Staff are not included in the numbers of people allowed on premises; however, businesses should make efforts to maintain 1 person per 4 square metre within the premises, with personal contact to be minimised wherever possible for both staff and customers. Existing infection control standards (such as wearing masks in nail salons) and additional measures that business can take to protect staff, enable staff to be excluded from the count.
- Although massage services are not a personal appearance service, many spas and businesses that provide personal appearance services also provide massage services. Massage services are only permitted if provided by a qualified massage therapist under Stages 1 and 2.
- COVID safe plans outline measures for operating safely with 10, 20 and 100 customers. COVID safe plans can apply across all stages and can be retained in the business and

displayed. This could include measures for staged reintroduction of activities within a business. For example, if a hair salon provides makeup and spray tanning services and a business provides facials and water-based spa services (e.g. sauna), the COVID safe plan could include measures to safely re-open for all activities, even if they are reintroduced in different stages. COVID safe plans are not mandatory for personal appearance services.

- Hair dressing, beauty therapy and skin penetration services (body piercing, tattooing, semipermanent makeup) are all personal appearance businesses under the *Public Health (Infection Control for Personal Appearance Services) Act 2003*, and must continue to comply with these requirements.

Roadmap stages in detail

Type of service provided/activity	Stage 1 Proposed Direction	Stage 1 Clarification	Stage 2 Proposed Direction	Stage 2 Clarification	Stage 3 Proposed Direction	Stage 3 Clarification
Hairdressing	<p>Hairdressers and barber shops are permitted to open and must maintain baseline restrictions - applying the 1 person per 4 square metre rule within the premises, with personal contact to be minimised wherever possible.</p> <p>PLUS they must do all of the following:</p> <ol style="list-style-type: none"> operate by appointment and keep a register of clients to assist contact tracing. 	<p>The limit on the number of clients at the premises at any given time will be determined by the size of the premises.</p> <p>If the hair salon has a beauty therapy component, allowing for one person per 4 square meters with social distancing observed to the extent possible still applies.</p>	<p>Hairdressers and barber shops are permitted to open and must maintain baseline restrictions - applying the 1 person per 4 square metre rule within the premises, with personal contact to be minimised wherever possible.</p> <p>PLUS meet the requirements from Stage 1.</p>	<p>The limit on the number of clients at the premises at any given time will be determined by the size of the premises.</p> <p>If the hair salon has a beauty component, allowing for one person per 4 square meters with social distancing observed to the extent possible still applies.</p>	<p>Hairdressers and barber shops are permitted to open and must maintain baseline restrictions - applying the 1 person per 4 square metre rule within the premises, with personal contact to be minimised wherever possible.</p> <p>PLUS meet the requirements from Stage 1.</p>	<p>The limit on the number of clients at the premises at any given time will be determined by the size of the premises.</p> <p>If the hair salon has a beauty component, allowing for one person per 4 square meters with social distancing observed to the extent possible still applies.</p>
Beauty therapy services – non-higher risk Any service except massage, spray tanning and water-based spa services e.g. sauna, Vichy shower – refer to	<p>Permitted if... Can operate with a maximum of 10 customers at one time while allowing for one person per 4 square meters with social distancing observed to the extent possible.</p>	<p>Limits on the number of customers remains as services are discretionary, and are sites of close contact and transmission</p>	<p>Permitted if... Can operate with a maximum of 20 customers at one time while allowing for one person per 4 square meters with social distancing</p>	<p>Limits on the number of customers remains as services are discretionary, and are sites of close contact and transmission</p>	<p>Permitted if... Can operate with a maximum of 100 customers at one time while allowing for one person per 4 square meters with social distancing</p>	<p>Clarification Limits on the number of customers remains as services are discretionary, and are sites of close contact and transmission</p>

Type of service provided/activity	Stage 1 Proposed Direction	Stage 1 Clarification	Stage 2 Proposed Direction	Stage 2 Clarification	Stage 3 Proposed Direction	Stage 3 Clarification
“water-based spa services”	<p>PLUS they must do all of the following:</p> <ol style="list-style-type: none"> complete the mandatory checklist; display signed checklist that business is COVID safe operate by appointment and keep a register of clients to assist contact tracing. <p>Prior to re-opening, a service provider must complete a mandatory checklist and the business must keep it on file. This checklist can form part of the COVID safe Plan for the business.</p>	<p>The number of people permitted in a premises is based on:</p> <ol style="list-style-type: none"> fewer people are at risk of being exposed to COVID-19 it is easier to maintain social distancing outside and with smaller numbers <p>ensure that contact tracers can manage the number of potentially infected persons and contain any outbreaks.</p>	<p>observed to the extent possible.</p> <p>PLUS meet the requirements from Stage 1.</p>	<p>The number of people permitted in a premises is based on:</p> <ol style="list-style-type: none"> fewer people are at risk of being exposed to COVID-19 it is easier to maintain social distancing outside and with smaller numbers <p>ensure that contact tracers can manage the number of potentially infected persons and contain any outbreaks.</p>	<p>observed to the extent possible</p> <p>PLUS meet the requirements from Stage 1.</p>	<p>The number of people permitted in a premise is based on:</p> <ol style="list-style-type: none"> fewer people are at risk of being exposed to COVID-19 it is easier to maintain social distancing outside and with smaller numbers <p>ensure that contact tracers can manage the number of potentially infected persons and contain any outbreaks.</p>
Water-based spa services (non-therapeutic hydrotherapy tubs, whirlpool tubs, steam rooms, sauna, steam cabinets, Vichy shower etc)	<p>Not permitted as a standalone service or as part of another service.</p>	<p>Spa services are discretionary and have frequently touched surfaces/shared equipment, and are sites of close contact and transmission, which presents an</p>	<p>Permitted if.... Can operate with a maximum of 20 customers at one time while allowing for one person per 4 square meters with social distancing</p>	<p>Limits on the number of customers remains as these services are discretionary, and are sites of close contact and transmission</p>	<p>Permitted if.... Can operate with a maximum of 100 customers at one time while allowing for one person per 4 square meters with social distancing</p>	<p>Limits on the number of customers remains as services are discretionary, and are sites of close contact and transmission</p>

Type of service provided/activity	Stage 1 Proposed Direction	Stage 1 Clarification	Stage 2 Proposed Direction	Stage 2 Clarification	Stage 3 Proposed Direction	Stage 3 Clarification
		increased risk of transmission of COVID-19.	observed to the extent possible. PLUS they must do all of the following: 1. complete the mandatory checklist; 2. display signed checklist that business is COVID safe; and 3. keep a register of clients to assist contact tracing. Prior to re-opening, a service provider must complete a mandatory checklist and the business must keep it on file. This checklist can form part of the COVID safe Plan for the business.	The number of people permitted in a premises is based on: 1. fewer people are at risk of being exposed to COVID-19 2. it is easier to maintain social distancing outside and with smaller numbers ensure that contact tracers can manage the number of potentially infected persons and contain any outbreaks.	observed to the extent possible. PLUS meet the requirements from Stage 2.	The number of people permitted in a premises is based on: 1. fewer people are at risk of being exposed to COVID-19 2. it is easier to maintain social distancing outside and with smaller numbers ensure that contact tracers can manage the number of potentially infected persons and contain any outbreaks.
Personal appearance services – high risk - where skin penetration is undertaken:	Permitted if... Can operate with a maximum of 10 customers at one time while allowing for one person per 4 square meters with social distancing	These industries operate with strict hygiene standards, however, limits on the number of customers remains as services are discretionary and are sites of close	Permitted if... Can operate with a maximum of 20 customers at one time while allowing for one person per 4 square meters with social distancing	These industries operate with strict hygiene standards, however, limits on the number of customers remains as services are discretionary and are sites of close	Permitted if... Can operate with a maximum of 100 customers at one time while allowing for one person per 4 square meters with social distancing	These industries operate with strict hygiene standards, however, limits on the number of customers remains as services are discretionary and are sites of close

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<p>Tattooing (including cosmetic tattooing), body piercing, skin implants, hair implants, microneedling</p> <p>Cosmetic Injectables</p>	<p>observed to the extent possible. PLUS only if provided by health practitioners registered under the Health Practitioner Regulation National Law PLUS they must do all of the following:</p> <ol style="list-style-type: none"> complete the mandatory checklist; display signed checklist that business is COVID safe operate by appointment and keep a register of clients to assist contact tracing. <p>Prior to re-opening, a service provider must complete a mandatory checklist and the business must keep it on file. This checklist can form part of the COVID safe Plan for the business.</p>	<p>contact and transmission.</p> <p>Any procedure that involves piercing skin potentially heightens the risk of contracting COVID-19.</p>	<p>observed to the extent possible.</p> <p>PLUS for cosmetic injectables only if provided by health practitioners registered under the Health Practitioner Regulation National Law</p> <p>PLUS meet the requirements from Stage 1.</p>	<p>contact and transmission.</p> <p>Any procedure that involves piercing skin potentially heightens the risk of contracting COVID-19.</p>	<p>observed to the extent possible</p> <p>PLUS for cosmetic injectables only if provided by health practitioners registered under the Health Practitioner Regulation National Law</p> <p>PLUS meet the requirements from Stage 1.</p>	<p>contact and transmission.</p> <p>Any procedure that involves piercing skin potentially heightens the risk of contracting COVID-19.</p>

Type of service provided/activity	Stage 1 Proposed Direction	Stage 1 Clarification	Stage 2 Proposed Direction	Stage 2 Clarification	Stage 3 Proposed Direction	Stage 3 Clarification
Tanning (spray tanning)	Not permitted as a standalone service or as part of another service.	<p>At stage 1, these services are not considered essential.</p> <p>Gradually reintroducing services, even if they are provided at the same premises, supports the overarching approach to gradually increasing people's interactions with one another.</p>	<p>Can operate with a maximum of 20 customers at one time while allowing for one person per 4 square meters with social distancing observed to the extent possible.</p> <p>PLUS they must do all of the following:</p> <ol style="list-style-type: none"> 1. complete the mandatory checklist; 2. display signed checklist that business is COVID safe; and 3. operate by appointment and keep a register of clients to assist contact tracing. <p>Prior to re-opening, a service provider must complete a mandatory checklist and the business must keep it on file. This checklist can form part of the COVID safe Plan for the business.</p>	Limits on the number of customers for spray tanning as these services are discretionary, and are sites of close contact and transmission	Permitted if premises can operate with a maximum of 100 customers at one time while allowing for one person per 4 square meters with social distancing observed to the extent possible.	<p>Tanning services require close contact which increases the risk of transmission and are discretionary services.</p> <p>The additional requirements to maintain a register of clients and have a COVID safe checklist will minimise the risks of community spread and assist with contact tracing in the event a staff member or client tested positive to COVID-19.</p>

Mandatory Checklist

The food service and beauty industries have been deemed as higher risk by the Chief Health Officer, so a mandatory checklist must be completed. Businesses are required to complete and display the COVID Safe checklist before commencing trade.

This checklist forms part of the COVID plan and should be signed and displayed as evidence that the business is COVID SAFE.

The checklist is available from the following web site:

https://www.covid19.qld.gov.au/_data/assets/pdf_file/0021/127236/COVID-Safe-Checklist-Beauty-Salons.pdf

COVID Safe Mandatory Training

A free online training program has been developed to provide all staff in industries requiring a COVID Safe Checklist which will allow them to help ensure a COVID Safe work environment. This training will be mandatory as it forms part of the mandatory checklist and must be completed within two weeks of a business opening/reopening.

Further information is available through the online [Job Finder portal](#), or via the [TAFE Queensland](#) or [Central Queensland University](#) or approved industry organisation websites.

Further information on online training programs is available at the following site:

<https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

Environmental Health Officer inspections

In Queensland, higher risk (skin penetration procedures in which the release of blood or other bodily fluid is an expected result) personal appearance services are licenced by local government and are regularly inspected by Environmental Health officers to ensure that health risks to the public are minimised.

Queensland's plan to ease restrictions may include inspections of high and low risk personal appearance services' premises to ensure that they comply with Queensland's roadmap stages and have in place a COVID safe plan and mandatory checklist.

An example inspection proforma that provides requirements and recommendations relating specifically to reducing the risks relating to COVID-19 in personal appearance services is provided below.

COVID-19 Personal Appearance Services

Supplemental assessment proforma

Officer Name:

Time/Date:

Regulator:

Business Name:

Business Address:

Postal Address:

Email:

Phone:

Licence/File No.:

Licensee (if applicable):

Operator on site:

Business services:

Compliance details	Comments	Compliant	Non-compliant
Business is able to open as per the COVID-19 Roadmap to Easing Restrictions			
Check the condition of equipment and facilities are fully functioning including: gas electricity toilets hand washing facilities			
Staff have obtained COVID safe mandatory training			
Social distancing			
Signs at entry points to instruct customers not to enter the shop if they are unwell or have COVID19 symptoms. The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.			
If practicable are separate exit and entry points set up to minimise contact with other clients or door hardware. E.g. staff only to operate entry doors			
Measures implemented to restrict numbers within the premises, including maintaining the maximum number of people at any one time and ensuring distance of 4 square metres per person (client with therapist/staff). Less than 4 square meters is acceptable for separate enclosed treatment room/s.			
Social distancing ensured by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas. Waiting area seating removed or space seating at least 1.5 metres apart.			
Physical barriers in place where practical, such as plexiglass around serving counters.			
Use of cash transactions limited by encouraging customers to use tap and go, direct deposit, salon afterpay or other contactless payment options.			

Walk-in appointments and client interaction limited at the counter through the use of online, text or phone bookings.			
Record keeping			
Contact information must be kept on all clients and workers, including name, address and mobile phone number for a period of at least 28 days.			
Wellbeing of workers			
Measures implemented to maximise the distancing between workers to the extent it is safe and practical and minimise the time that workers are in close contact. Where it is practical and safe to do so, tasks and processes that usually require close interaction reviewed and ways to modify these to increase social distancing between workers identified.			
Safety risks managed according to the appropriate hierarchy of controls i.e. elimination, substitute, isolation, administrative controls then personal protective equipment where required.			
Processes behind the counter modified (including in break rooms) to limit workers having to be in close contact, as much as possible. Workers assigned to specific workstations to minimise the need to go into other spaces and breaks timed to ensure social distancing.			
Non-essential face-to-face gatherings, meetings and training postponed or cancelled.			
Workers directed to stay at home if they are sick or become unwell.			
Workers consulted on COVID-19 measures in the workplace and workers provided with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.			
Signs and posters in place to remind workers and others of the risk of COVID-19.			

Hygiene and cleaning			
<p>Clients informed of expectations before they attend their appointment. This includes:</p> <ul style="list-style-type: none"> • they will need to provide their details for record keeping, • washing their hands or using alcohol-based hand sanitiser upon arrival, • staying at home if they feel unwell, and • requesting clients not to bring friends or family members to appointments. 			
<p>Ensure clients and therapists are provided with hand washing facilities or appropriate alcohol-based hand sanitisers. Alcohol-based hand sanitiser containing at least 60% ethanol, or 70% isopropanol is recommended. Client and staff should have access to separate sanitiser containers.</p>			
<p>Clients and staff must not be barefoot between treatments. Clients should use their own shoes or businesses may consider the use of single use disposable slippers.</p>			
<p>For controlling the risk of COVID-19 infection, masks and gloves and single use disposable treatment/massage table covers (instead of towels) considered as part of a range of controls.</p>			
<p>Therapists instructed to practise good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. If hand washing is not practical, alcohol-based hand sanitiser containing at least 60% ethanol or 70% isopropanol is recommended.</p>			
<p>Sharing of equipment and tools is reduced, and books, magazines and tablets and other electronic devices are removed from waiting areas.</p>			
<p>Product testers or samples not used on more than one client. Restrict uncontrolled access to products to ensure clients refrain from any unnecessary contact with products they are not purchasing.</p>			

No self-serve offering of communal refreshments or water stations.			
Frequently touched areas and surfaces cleaned at least hourly with detergent or disinfectant (including shared equipment and tools, Eftpos equipment, tables, counter tops and sinks).			
Any surfaces used by clients must also be cleaned between clients. Ensure appropriate sterilisation of relevant equipment between clients. Ensure sufficient time is kept between appointments to allow for this.			
Deliveries, contractors and visitors attending the premises			
Where practical, delivery drivers or other contractors directed from visiting the premises and to minimise physical interaction with workers.			
Electronic paperwork used where practical. If a signature is required, a confirmation email requested instead, or a photo taken of the goods onsite as proof of delivery.			
Review and monitor			
Check how systems of work are reviewed to ensure they are consistent with current directions and advice provided by health authorities (guidance at www.covid19.qld.gov.au & www.worksafe.qld.gov.au)			
Is the signed COVID Safe Checklist for Beauty Therapists & Nail Salons available on request and publicly display as evidence that the business is a COVID Safe business.			

Additional comments (education / actions / enforcement / recommendations)
