

**> BE COVID SAFE.
HELP NSW STAY IN BUSINESS.**

Your COVID-19 Safety Plan

For beauty and other services (including spas, nail, waxing, tanning and hairdressing salons, and massage and tattoo parlours)

Business details

Business name	Simply Divine Hair
Business location (town, suburb or postcode)	2101
Completed by	Kate Caraccio
Email address	kate@simplydivinehair.com
Effective date	3 January 2021
Date completed	7 January 2021

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the salon.

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TEAM MEMBER EXCLUSION

Any Team Member who is unwell, experiencing flu like symptoms or fever is required to not attend work.

Any Team Member who is unwell, experiencing flu like symptoms or fever is recommended to be tested for COVID19.

All Team Members will be screened each day by signing and dating the team questionnaire and declaration daily.

All Team Members to have temperature checked and recorded on arrival daily.

Team Members are encouraged to use the COVIDsafe app.

CLIENT EXCLUSION

Any Client/Customer who is unwell, experiencing flu like symptoms or fever is required to not attend the premises.

All Client/Customers will be screened by completing and signing (electronically) the customer questionnaire and declaration which will be sent to them by email the day before their appointment.

Any Client/Customer who has not completed the above prior to arrival will be sent the link to the electronic form by sms to complete on their own phone before continuing with their treatment.

All Client/Customers will have temperature checked and recorded.

Any Client/Customer with symptoms or fever will be requested to leave the salon.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning.

The Hairdresser/owner has completed COVID-Safe Training Course

Staff should be tested for COVID-19 if they develop fever or respiratory symptoms.

practise good hygiene.

It is compulsory to wear a surgical mask, disposable impermeable gloves, and eye protection or a face mask are optional.

shield.

wash hands with water and soap (use alcohol-based hand sanitiser if soap is not available) before and after wearing protective gear.

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

The Australian Government has introduced a Pandemic Leave Disaster Payment for some workers during coronavirus. It is available to eligible workers in all six Australian states. The payment is available to workers who:

don't have paid sick leave and can't earn an income because they have to self-isolate or quarantine due to a positive coronavirus case, or
are caring for someone with coronavirus.

For more information about the payment, eligibility requirements and how to claim it, visit Pandemic Leave Disaster Payment external-icon.png on Services Australia's website.

Display conditions of entry (website, social media, salon entry).

Conditions of entry into the salon have been individually emailed to each client, appear on my FB page and website.

Conditions are:

Simply Divine Hair

SALON HEALTH/ SAFETY GUIDELINES;

When you arrive for your hair appointment, please make yourself comfortable in the lounge area. I may be a few minutes as after every client I will be sanitising the salon and preparing for your visit. DO NOT COME for your appointment if you are feeling sick, I will not be accepting sick clients, it's vital we all stay healthy. Your temperature will be taken before entering the salon, myself and clients will be required to use hand sanitizer that is provided in the salon prior to any hair services. It is compulsory to wear a face mask, however

gloves (optional) Clients will need to provide their own masks. Hair appointments for the foreseeable future

will only have one staff member and two clients in the salon at any one time.

Refreshments will not be served during this time but you can

BYO. Upon leaving the salon you will be departing through my salon french door to keep everyone safe as possible. The salon is well-stocked with disinfectants and cleaning supplies and i can assure you I'm taking your safety very seriously.

Please call if you have any questions or concerns, on @#\$%&*^!

Thank you for your co-operation.

Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are indoor gyms, nightclubs, dine-in hospitality venues, pubs and bars.

NA

Physical Distancing

Capacity must not exceed one customer per 4 square metres of space (Greater Sydney), or one per 2 square metres (other regions). Children count towards the capacity limit.

Note: 'Greater Sydney' means Greater Sydney as defined by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 7) 2020.

Capacity must not exceed one customer per 4 square metres of space.

CAPACITY

Signage is displayed at the entrance to the salon indicating maximum number of persons permitted inside (based on the 4m² rule) and requesting people to wait outside if maximum capacity has already been reached.

STAFF RESPONSIBILITY

I the Hairdresser/Owner is equally responsible for ensuring all Client/Customers are practicing appropriate physical distancing where practical, and that the salon does not exceed the maximum capacity limit.

Face masks must be worn by staff and by customers 12 years and over in Greater Sydney, unless exempt.

It is compulsory for all staff/clients to wear a facemask in the waiting room/salon at all times.

Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as at the counter.

PHYSICAL ENVIRONMENT

Simply Divine Hair is a small boutique salon which has three persons (Including myself) that attend at any one time, i have listed the areas where they can be social distancing. Markers are placed on the floor in publicly accessible areas to indicate where people are required to queue in order to reduce crowding and maintain social distancing.

I have three areas to reduce physical distancing:

The Front of the salon outside has chairs to wait.

The boutique salon itself is equipt only for two persons at any one time.

There is lounge area inside and behind the salon have ample enough room to create social distancing if the salon were to get crowded.

Where possible, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks and in offices or meeting rooms) and assign workers to specific workstations.

NA

There is only one staff/salon owner.

Ensure seating in waiting and treatment areas complies with physical distancing of

1.5 metres, where possible.

My three areas comply:

I have only one chair outside the salon which is disinfected after each use.

The salon itself only has one station and one wash basin which are disinfected after each use.

The lounge area inside and behind the salon have allocated chairs to wait in and are 1.5metres apart by taping off/signs.

Use telephone or video for essential meetings where practical.

Any meetings with reps etc. are completed by Zoom or an phonecall/email.

Where reasonably practical, stagger start times and breaks for staff members.

NA

Consider physical barriers such as plexiglass around counters with high volume interactions with customers.

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Review regular deliveries and request contactless delivery / invoicing where practical.

Deliveries of salon goods are left outside the salon and before opening, gloves are used and a disinfecting spray/wipe to clean all goods sent.

Have strategies in place to manage gatherings that may occur immediately outside the premises.

Any persons gathering outside the salon will be requested to maintain 1.5m physical distancing.

Hygiene and cleaning

Adopt good hand hygiene practices.

CLEANING AND HYGIENE

HYGIENE FACILITIES

Adequate hand washing areas are located within the salon with hand soap, hand sanitiser, warm water and paper towel provided at each.

Posters are attached at each hand washing area providing guidance for correct hand washing technique.

Hand sanitiser stations are also provided at the entry to the salon for client/customers to use and at the hairdressing station.

Hairdresser/Owner will wash their hands

Following the handwashing procedure

Upon arrival at the beginning of their shift

Before and after eating

After using the bathroom

Before and after each client

Before leaving at the end of their shift.

BOOKS AND MAGAZINES

All books, magazines etc have been removed from waiting areas.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

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BATHROOMS

Hand soap, paper towel and handwashing instructions are provided in the bathroom.

Any surfaces customers touch should be cleaned with a detergent or disinfectant solution or wipe between each customer. Towels and linen should be laundered between customers.

CLEANING

*DEFINITIONS

Cleaning – Removal of visible dirt, chemical residue, oils, allergens etc from surfaces, equipment, utensils and so on.

Sanitising – Reducing the number of micro-organisms to a safe level on those surfaces

Sterilisation – Completely eradicating all micro-organisms and viruses

Cleaning procedure provided for team in P&P manual.

All areas frequented by either Team Members or clients/customers will be cleaned and sanitised frequently.

Any surfaces touched will be sanitised after each client.

The contactless payment system is covered with protective plastic which will be disposed of and replaced after every use.

Disposable items are used where possible

Single use disposable gloves are provided for Team Members which will be used while performing client treatments and cleaning.

Ample cleaning products and equipment are kept on hand to enable the team to carry out required cleaning and sanitising with ease.

CASH

We encourage the use of contactless payment, limiting the use of cash.

All gowns/towels are deposited once used into a bin with a lid for sterilisation/washing.

Clean areas frequented by staff or customers at least daily with detergent /disinfectant. Clean frequently touched areas and surfaces several times per day with a detergent or disinfectant solution or wipe.

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Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

I have read and am following all instructions/procedures according to Safework Australia.

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industryinformation/retail-supermarkets-and-shopping-centres-1>

Remove product testers or samples from public access.

PRODUCT TESTERS

All product testers and Retail have been removed from publicly accessible areas.

Signage is displayed in retail area requesting products not be touch anything/ask for assistance.

Remove books, magazines, pamphlets and iPads.

The salon waiting area has no reading material supplied.

Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

Worker hygiene You must direct your workers, customers and others in the workplace to practice good

hygiene while at the workplace. Good hygiene requires everyone to wash their hands regularly with soap and water for at least 20 seconds and dry them completely, preferably with clean, single-use paper towels. If paper towels are unavailable, other methods such as electric hand dryers can be used, however, hands will still need to be dried completely.

Everyone must wash and dry their hands:

before and after eating

after coughing or sneezing

after going to the toilet, and

when changing tasks and after touching potentially contaminated surfaces.

An alcohol-based hand sanitiser with at least 60% ethanol or 70% isopropanol as the active ingredient must be used as per the manufacturer's instructions when it is not possible to wash and dry hands.

Good hygiene also requires everyone at the workplace to, at all times:

cover their coughs and sneezes with their elbow or a clean tissue (and no spitting)

avoid touching their face, eyes, nose and mouth

dispose of tissues and cigarette butts hygienically, e.g. in closed bins

wash and dry their hands completely before and after smoking a cigarette

clean and disinfect shared equipment and plant after use

wash body, hair (including facial hair) and clothes thoroughly every day, and

have no intentional physical contact, for example, shaking hands and patting backs.

To enhance good hygiene outcomes:

develop infection control policies in consultation with your workers. These policies should outline measures in place to prevent the spread of infectious diseases at the workplace. Communicate these policies to workers

train workers on the importance of washing their hands with soap and water for at least

20 seconds and drying them correctly, or using an alcohol-based hand sanitiser, before entering and exiting a common area
place posters near handwashing facilities showing how to correctly wash and dry hands (for example, if hand dryers are used, place posters advising that hands should be dried completely before finishing)
and clean hands with sanitiser, and
inform workers of workplace hygiene standards that are expected when utilising common areas (cleaning up after yourself, placing rubbish in bins provided, avoiding putting items such as phones on meal surfaces, etc.).

Encourage contactless payment options.

All Clients are encouraged to use the contactless payment system to eradicate cross contamination.

In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

The salons front door is always kept open as is windows and back door to help with clean ventilation throughout the three rooms. (Lounge area, Salon, Bathroom.)

Record keeping

Keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Hairdressing salons must use the NSW Government QR code system. Processes must be in place to ensure that customers provide the required contact information, such as by checking customer phones for the green tick to confirm they have checked in. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.

NB. It is now compulsory for all staff/clients to record their personal details using the QR

code before entering the salon.

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CLIENT AND TEAM MEMBER RECORDS

Name, mobile number and email address will be recorded for all Team Members and Client/Customers attending the salon as part of our electronic questionnaire and declaration form mentioned above.

Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of nsw.gov.au

These details will be stored securely in within our salon software program.

Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.

It is compulsory for all Team Members and Client/Customers to use the COVIDSafe app before entering the salon.

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

I agree to Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes