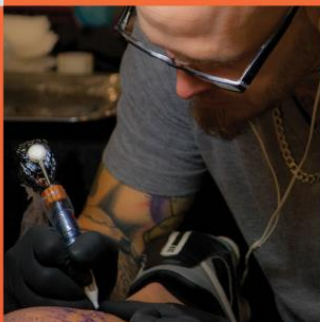
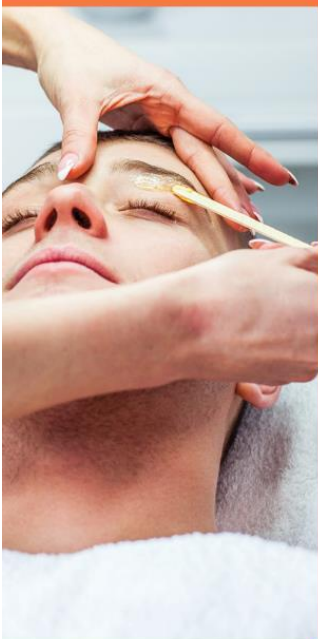




Health Hygiene Assessment System Guide



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 Beauty Safe 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 System is based on a risk assessment and recognised industry best practice.

The 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 who have an annual registration and are awarded 5 stars, will receive a certificate that displays their 5 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:

- Promoting 5 star premises in council publications and on social media sites.

Assessment Process

The Beauty Safe 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
- Procedure specific areas assessed include but not limited too:
 - 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
 - Businesses that undertake a procedure intended to maintain, alter or enhance a person's appearance that can pose a risk to public health, which is not a medical procedure.

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. Best Practice Procedures are on site (located in the back of this guide).

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 non compliance inspection will be carried out for any premises with an overall rating of 1-3 stars. The number of non compliance inspections that may be carried out will be determined based on the 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"> No hand wash basin No designated equipment washing sink supplied with cold and hot water to 70°C for rinsing instruments and for general cleaning
Cleaning and disinfecting	<ul style="list-style-type: none"> Inadequate manual cleaning and disinfection procedures Inadequate procedures for re-usable or single use instruments/equipment contaminated with blood or bodily fluids— ie inadequate off site sterilisation or disposal
Storage and handling of equipment and materials	<ul style="list-style-type: none"> Articles used on clients not stored safely and clean/sterile prior to use
Operator hygiene	<ul style="list-style-type: none"> Poor personal hygiene including inadequate hand washing and exposed cuts/abrasions
Occupation health and safety/skills and knowledge	<ul style="list-style-type: none"> Inadequate procedures for dealing with accidental bleeding, infectious waste, contaminated instruments and equipment
Waste storage and disposal	<ul style="list-style-type: none"> Sharps and infectious waste not stored or disposed of safely
Hair removal	<ul style="list-style-type: none"> 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
Electrolysis	<ul style="list-style-type: none"> Not using single use pre sterile/single use disposable needles
Nail treatments	<ul style="list-style-type: none"> Re use of blood/bodily fluid contaminated equipment
Piercing	<ul style="list-style-type: none"> Not using single use and sterile jewellery and equipment
Tattooing/cosmetic tattooing/eyebrow feathering	<ul style="list-style-type: none"> Sharing of equipment Use of non-sterile instruments
Laser/IPL	<ul style="list-style-type: none"> 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
Eyelash treatments	<ul style="list-style-type: none"> Eyelash adhesives and dyes not suitable for beauty industry
Therapeutic procedures	<ul style="list-style-type: none"> Use of not sterile instruments to penetrate the skin
Client consent/after care	<ul style="list-style-type: none"> No after care advice for specific treatments Not providing medically accurate advice on the risk of transmission of disease
Sterilisation process	<ul style="list-style-type: none"> Sterilisation process, monitoring not undertaken as required
Colonic irrigation	<ul style="list-style-type: none"> Catheters, speculums and tubing are not single use Appropriate system

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

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

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

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

<p>Training</p> <ul style="list-style-type: none"> • Access to a First Aid kit and at least one member of staff has completed a first aid course including CPR and burns management • Documented training on infection control procedures and protocols • Staff providing laser procedures have received adequate external or internal training on correct procedures • Infection control/prevention and sterilisation training is strongly recommended as a way of reinforcing the principles and practices. 	0.4
<p>Immunisation</p> <ul style="list-style-type: none"> • Skin penetration procedural staff / equipment cleaning staff are aware of the availability of Hepatitis B immunisation • Colonic irrigation operators are aware of the availability of Hepatitis A immunisation 	0.2
<p>Chemical use and storage</p> <ul style="list-style-type: none"> • Label all decanted solutions with date decanted and use by date if applicable • Chemicals to be used within specified use by date 	0.2
7. Waste	Weighting
<p>General waste</p> <ul style="list-style-type: none"> • Separate receptacles provided for other waste generated • Plastic bag lined washable bin • Bins regularly emptied and washed, bins not overflowing 	0.2
<p>Infectious and Related Waste (including blood stained swabs, cotton wool, spatulas & gloves)</p> <ul style="list-style-type: none"> • Appropriate infectious waste container provided (bin lined with yellow bio hazard bag) • Container/bin is appropriately labelled • Appropriately packaged, handled and transported • Clinical waste containers should be stored safely (ie out of reach of children) and securely (ie tight fitting lid closed) • Contractor receipt kept to document removal by authorised EPA Victoria contractor • Waste disposed of in accordance to Environment Protection Authority requirements 	0.6
<p>Handling and Disposal of Sharps</p> <ul style="list-style-type: none"> • Sharps bin used to disposal of needles and blades • Sharps container complies with the Australian Standard. It should be rigid wall, puncture proof, tight fitting lid. Sharps are not recapped • Items are not forced into the container, so as to prevent injury • Safe storage of sharps container. Stored out of the reach of children (ie at least 1 metre above floor level) • Disposal of sharps in accordance with EPA requirements and removed by an authorised EPA Victoria contractor • Documentation of disposal by contractors 	0.6
8. Client Consent/Provision of information (ear piercing, body piercing, cosmetic tattooing and tattooing)/ Notice about Scope of Registration	Weighting
<p>Provision of information</p> <ul style="list-style-type: none"> • 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. 	0.6
<p>Client consent and records</p> <ul style="list-style-type: none"> • Client Consent obtained from the client and kept for 12 months • Records maintained including name, address, telephone number, date, type of procedures, instruments used and linked to the steriliser cycle date/number • Knowledge of age of consent laws 	0.6
<p>Notice about scope of Registration</p> <ul style="list-style-type: none"> • The Notice about the scope of registration is displayed in a prominent position in the entry to the business • The displayed Notices about scope of Registration are consistent with the procedures provided by the business 	0.6

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

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

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

Procedures <ul style="list-style-type: none"> No equipment sharing between artists when working on clients Each body artist must have a fully equipped and separate workstation The work area must not be less than 2.5m² Jewellery must be sterilised before being used on a client Sterile jewellery correctly documented Needles and cannulas used to pierce skin must be sterile before use Spatulas, cotton, gauze and paper towel are single use Vernier callipers used for measurements should be cleaned after each use and should only be used on clean unbroken skin 	1
Ear and nose gun <ul style="list-style-type: none"> Only use studs from a sealed sterile package within date Staff are familiar with the equipment loading procedure Single use cartridge must be disposed of via infectious waste bins The cartridge holder becomes contaminated once used and must be cleaned and disinfected between clients 	1
18. Tattooing/Cosmetic tattooing/Eyebrow feathering/ Derma blading	Weighting
Skin Preparation <ul style="list-style-type: none"> Client's skin should be clean and free from cuts, abrasions and any visible sign of infection If the tattoo area needs to be shaved use single use razor and discard into sharps container Before any skin penetration procedure, the treated area must be disinfected The following are approved skin disinfectants <ul style="list-style-type: none"> 80% v/v ethyl alcohol, 60% v/v isopropyl alcohol, 70% w/w ethyl alcohol, 1% w/v available iodine, 0.5-4% chlorhexidine. Antiseptic must have 30 seconds contact time or until dry. Do not touch the skin to test dryness Observe Use-By dates on chemicals and creams Use antimicrobial lotion or plain liquid soap on the skin before placement of a single use stencil Use single use deodorants if applicable 	0.6
Procedure/Post procedure <ul style="list-style-type: none"> No equipment sharing between tattooists when working on clients Use pre-dispensed cleaning solution and single use wipes to remove excess pigment and blood from the tattoo site On completion, clean the area, remove gloves, wash and dry hands Use single use gloves Remove antiseptic cream from single use container and apply to treated area using single use spatula Inks to be sterile, non-toxic and within date Dispense any inks and cream into single use containers and single use spatulas Water to be used for rinsing between colours should be placed in single use cup Open sterile instruments in the presence of clients Inks remaining in ink cap are discarded after each client Use single use spatulas for applying lubricating jelly. Never double dip Single use stencil is applied over area to be tattooed Spray bottles are emptied and cleaned before being refilled PPE must be worn during procedure—single use gloves, single use apron (changed if becomes contaminated) Reusable instruments should only be used if there is an autoclave on site Pigments, creams, water and wipes must be disposed of immediately after each client 	1
Work station set up <ul style="list-style-type: none"> The area must not be less than 2.5m² Each staff member must have a fully equipped and separate workstation Cover surfaces that may need to be touched (e.g. spray and ink bottles) Cover light fittings and power pack controls Items required must be in reach of the operator The work area should not be cluttered 	0.6

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

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

23. Colonic Irrigation	Weighting
<p>Equipment</p> <ul style="list-style-type: none"> Colonic irrigation equipment MUST not be connected directly to mains/potable water Controls must be in place so clients can not alter settings once the procedure commences Use suitable water filters (1-20 microns filtration) Filter water before it enters the storage tank Replace filters as per manufacturer's specifications Gravity fed system <ul style="list-style-type: none"> Minimum vertical distance between top of couch and the tank outlet spigot should be 650mm. The maximum distance between the couch top and the upper level of water in the feed tank should be 1,300mm Mechanisms for regulating water temperature should be installed at the mains and the tank Single use tubing should be used <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"> Catheters to be sterile and single use only Items purchased must be on the Register of Therapeutic Goods <p>Single use tubing is recommended</p>	1
<p>Plumbing/Sewage disposal</p> <ul style="list-style-type: none"> Seek consent from local water authority before you install any colonic system Treatment beds connected to water supply or sanitary plumbing system should be authorised and certified prior to being installed All plumbing should be easily accessible The system should be odourless and prevent backflow A reduced pressure zone device should be fitted on the water supply line to the colonic equipment The storage tank should be vented to atmosphere The treatment bed should be equipped with non-return and pressure reducing valves to prevent backflow of faecal material Waste should be removed by the installation of flushing floor waste in lieu of normal floor waste All waste should be discharged to a sewer with approval for the connection A pressure hose should be available to clean the system 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 Hot water is to be stored at 60°C to inhibit the growth of Legionella bacteria The water temperature delivered via the system should be 34-40°C and should never exceed 40°C 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 <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"> 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 Use a disinfectant registered or listed with TGA as a hospital grade disinfectant that is effective against norovirus and Clostridium difficile spores Sodium hypochlorite (bleach) at a minimum if 1,000ppm is generally the best disinfectant for this purpose <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"> Catheters, speculums and tubing are to be sterile single use only and disposed of into clinical and related waste immediately after use 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 Equipment tank to be cleaned weekly and wiped with hospital grade disinfectant 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 	0.6

Attachment 2 – Suppliers and Service Providers

This guide provides helpful and supportive information on infection prevention and control procedures; suppliers and service providers and useful links for businesses in the hair, beauty, tattooing and skin penetration industries.

This information is not intended to provide a complete list of suppliers and services, nor is Council recommending any organisation included on this list. The information is simply a guide. You should seek independent confirmation of the work provided by such organisations/individuals. Additional suppliers and service providers may be found via an internet search engine.

Suppliers and service providers

Training Provider		
Company	Address	Contacts
MEC - Mayfield Education	2-10 Camberwell Road, Hawthorn East VIC 3123	Phone: 9882 7644 Fax: 9882 7518 Sunny - shou@mayfield.edu.au www.mayfield.edu.au

Supply and Maintenance of Autoclaves		
Company	Address	Contacts
Siltex (Australia) Pty Ltd	18 Ardena Court, East Bentleigh VIC 3204	Phone: 9570 6222 Email: helen@siltex.com.au www.siltex.com.au

Equipment Suppliers			
Company	Address	Contacts	Products sold
Barney's Salon Supplies	Unit 1, 21 Huntingdale Road Burwood VIC 3125	Ph: 8520 9540 Email: Ron@barneyssalonsupplies.com.au	Hygiene products, equipment & consumables
Leonardos Hairdressing Supplies	9-11 Kelvin Street Bayswater North VIC 3153	Ph: 9761 5759 Fax: 9761 5761 www.leonardos.com.au Email: sales@leonardos.com.au	Detergent Disinfectants

Sterilisation of Instruments			
Company	Address	Contacts	Products sold
Steritech Pty Ltd	160 South Gippsland Highway, Dandenong VIC 3175	Ph: (03) 8726 5566 Email: rbryden@steritech.com.au	Sterilisation of instruments

Attachment 3 – Resource List

From Council

- Infection prevention and control guidelines for hair, beauty, tattooing and skin penetration industries
<https://www.health.vic.gov.au/publications/infection-prevention-and-control-guidelines-for-hair-beauty-tattooing-and-skin>



- Cleaning schedules



Websites to visit

- Information for businesses, organization's and consumers:
<https://www2.health.vic.gov.au/public-health/infectious-diseases/personal-care-body-art-industries>
- Public Health and Wellbeing Regulations 2019
<https://www.legislation.vic.gov.au/in-force/statutory-rules/public-health-and-wellbeing-regulations-2019/004>
- Hand hygiene
<https://www.safetyandquality.gov.au/our-work/infection-prevention-and-control/national-hand-hygiene-initiative>
- First Aid
<https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/first-aid-basics-and-drsabcd>
- Immunisation
<https://www.health.vic.gov.au/public-health/immunisation>

Attachment 4 – Procedures

Hand Hygiene Procedure

Hands can become contaminated with infectious microorganisms through contact with clients, equipment and the environment. Cross contamination can occur from one site to another on the same client; from client to staff; from staff to client; and from the environment to staff and client.

To reduce the risk of cross contamination, practice hand hygiene before all contact with clients, and after any activity or contact that could result in hands becoming contaminated. This includes before and after eating, after going to the toilet, before setting up clean/sterile instruments to use for a procedure and after handling used instruments and equipment.

Method for washing hands

1. Remove hand and wrist jewellery.
2. Wet hands.
3. Apply liquid soap and rub over all surfaces of hands.
4. Wash hands thoroughly, including palms, fingertips, back of hands, thumbs, wrists and between fingers for a minimum of 20 seconds.
5. Rinse hands well with running water.
6. Pat hands dry with a single-use towel.
7. Do not turn off taps directly with hands as this may re-contaminate them. If tap handles are not hands free, use paper towel to turn them off.

Method for using alcohol based hand rub

1. Remove hand and wrist jewellery.
2. Dispense the recommended amount of alcohol-based hand rub (must contain 70-90 percent alcohol) to the palm of one hand.
3. Rub the alcohol-based hand rub over all surfaces of the hands including palms, fingertips, back of hands, thumbs, wrists and between fingers until dry, approximately 20–30 seconds. Do not use a towel to wipe hands.

Clean up procedures for blood or bodily fluids spills

Blood and body fluid spills need to be cleaned promptly to reduce the potential for contact with other clients, staff or visitors. The table below provides guidance for appropriate management of spills of varying size.

Size of spill	What to do
Spot cleaning	<ul style="list-style-type: none"> • Select appropriate PPE. • Wipe up spot immediately with a damp cloth, tissue or paper towel. • Discard contaminated materials. • Remove PPE and perform hand hygiene.
Small spills (up to 10 cm diameter)	<ul style="list-style-type: none"> • Select appropriate PPE. • Wipe up spill immediately with absorbent material. • Place contaminated absorbent material into an impervious container or plastic bag for disposal. • Clean the area with warm detergent solution, using disposable cloth or sponge. • Wipe the area with 1,000ppm bleach and allow to dry (rinse off metal surfaces after drying as bleach is corrosive). • Remove PPE and perform hand hygiene.
Large spills (larger than 10 cm diameter)	<ul style="list-style-type: none"> • Select appropriate PPE. • Cover the area of the spill with an absorbent clumping agent and allow to absorb. • Use disposable scraper and pan to scoop up absorbent material and any unabsorbed blood or body substances. • Place all contaminated items into an impervious container or plastic bag for disposal. • Discard contaminated materials. • Mop the area with detergent solution. • Wipe the area with 1,000ppm bleach and allow to dry (rinse off metal surfaces after drying as bleach is corrosive). • Remove PPE and perform hand hygiene.

Incident and first aid procedure

When accidental bleeding occurs during a treatment or procedure, the operator should follow these guidelines.

Intact Skin

1. Wash the area thoroughly with liquid soap and warm water and pat dry with paper towel.

Non-Intact Skin

1. Allow the wound to bleed (if a puncture wound) and wash the area with soap and warm water. There is no need to squeeze a puncture wound to promote bleeding.
2. Thoroughly pat the area dry with paper towel.
3. Cover the wound with a waterproof dressing.
4. Apply firm pressure to control the bleeding if required.

Mucous Membranes (Eyes / Mouth)

1. For eyes, rinse gently with eyes open, using plenty of water or saline solution.
2. For mouth, spit out the blood or body fluid, then rinse mouth thoroughly and repeatedly with warm tap water.

Follow up action

- Report the incident to the proprietor or manager of the business immediately. An appointment should be arranged for the person who suffered the incident to see a general practitioner.
 - A general practitioner should evaluate all exposures as soon as possible for both the source individual and the person exposed.
- You should also write down the incident on your incident record:
 - The name of the individual exposed.
 - The date and time of exposure
 - How the incident occurred.
 - A description of the injury and treatment.
 - The name and contact details of the individual who is the source of the blood or bodily fluid (if known).

Disposal of Clinical and Related Waste

“Clinical and related waste” (formerly known as infectious waste) has the potential to cause disease, injury or public offence.

Clinical and related waste includes:

- Human blood; body fluids and tissue (excludes hair, nails, urine, faeces);
- A sharp discarded object or device capable of cutting or penetrating the skin (sharps)
- Materials or equipment contaminated with, or reasonably suspected of being contaminated with human blood or body fluids (other than urine or faeces)
- Clinical waste also includes items such as blood stained swabs or cotton wool and gloves.

1. You should place clinical and related waste in a bin lined with a yellow plastic biohazard bag. The bin should have a close-fitting lid marked ‘clinical waste’. You should wash the bin regularly.
2. Clinical waste should be disposed of according to EPA Victoria legislative requirements. All clinical and related waste in Victoria should be transported by an authorised EPA Victoria contractor.
3. You can access the Victorian EPA requirements for the management of waste at the EPA Victoria website <https://www.epa.vic.gov.au/for-business/find-a-topic/manage-industrial-waste>

Handling and Disposal of Sharps

Sharps include needles, scalpels, razors, needle bars with needles attached, cannula or other sharp instruments that can penetrate the skin. You should always practice safe handling, use and disposal of sharps. This will help to prevent injury and possible transmission of disease to staff and clients.

Safe sharps management

What to do
<ul style="list-style-type: none">• Think about safe disposal before using a sharp. Sharps are best disposed of at the point of use. Strategically placed sharps containers need to be immediately available in all areas where sharps are generated.• Accept responsibility for the safe disposal of sharps. The person who uses the sharp is responsible for its safe disposal.• Dispose of sharps correctly. Ensure that sharps are immediately placed into a sharps container after use, or placed into a dish or suitable container if not disposed of immediately.• Ensure that sharps containers are:<ul style="list-style-type: none">– Placed out of the reach of children– Properly mounted to prevent falling over– Closed and replaced as appropriate– Compliant with Australian Standards.• Ensure that:<ul style="list-style-type: none">– The opening of the sharps container can be clearly seen when disposing of sharps, to avoid accidental injury from protruding sharps– Full sharps containers are stored safely until collected.
What not to do
<ul style="list-style-type: none">• Never recap, remove or bend used needles. Most sharps injuries occur when attempting to manipulate a used needle.• Do not pass sharps directly from person to person. Use a dish or container to contain the sharp.• Do not overfill sharps containers. The practice of compacting sharps by shaking the container, or forcing more sharps into an already full container can lead to a sharps injury.• Never reopen a full sharps container. Attempting to reopen a full container can lead to a sharps injury.

Procedure for dealing with accidental contamination of equipment or instruments

Equipment, instruments and needles can all become contaminated when exposed to blood, other body fluids or skin infections caused by bacteria, viruses or fungi.

Any piece of equipment or instrument, including needles or instruments designed to penetrate the mucous membrane that come into contact with blood or other bodily fluid must be considered “contaminated”. If any of these items cannot be sterilised (see below) then they must be discarded via the Clinical Waste bin or appropriate sharps container.

In the event of accidental contamination:

1. Clean items before disinfection or sterilisation process.
2. Clean items as soon as possible after use to prevent blood drying onto the instruments or equipment. If blood dries on the instrument or equipment, cleaning becomes more difficult and may be less effective.
3. If you cannot clean the item immediately, cover with warm water. Do not leave for longer than 1 hour.
4. Wash hands with soap and hot water and pat dry with single use paper towel.
5. Select appropriate PPE.
6. Thoroughly clean the article by rinsing under warm running water to remove organic matter.
7. Dismantle or fully open items, to ensure all parts are present and can be effectively cleaned.
8. Fill the sink with warm water and low foaming liquid detergent (do not use common household detergents as the residue is difficult to rinse off).
9. Immerse items and scrub with a soft nylon-bristle brush. Keep items low in the water to minimise the risk of splashing and the creation of aerosols.
10. Rinse under hot running water.
11. Dry all the items/ parts with a clean lint-free cloth (unless you are using thermal disinfection).
12. Items contaminated with blood or other body fluids must be sterilised (either on site or sent off site for sterilisation). Items that cannot be sterilised must be discarded in the Clinical Waste bin or appropriate sharps container.
13. Contaminated tubing must be discarded in the Clinical Waste bin as it cannot be effectively sterilised.
14. Items contaminated by exposure to contaminants other than blood or body fluids should undergo Thermal disinfection. Chemical disinfection should only be carried out on equipment for which Thermal disinfection is not suitable or not available.
15. Thermal disinfection is only suitable for items that can be fully immersed in water at high temperatures. All items must be fully immersed for the entire time once the water boils. Additional items must not be added during the boiling stage.

Time/Temperature ratios for thermal disinfection

Surface temperature (°C)	Minimum disinfection time (minutes)
90	1
80	10
75	30
70	100 (1hr 40 mins)

16. Chemical disinfection is suitable for items that can be fully immersed for the time specified by the chemical manufacturer. Ensure that you follow the instructions on the label, including any safety precautions. Observe Use By Dates.
Clean, rinse and dry the items with a clean lint-free cloth prior to immersion in disinfectant. Suitable disinfectants include:
 - a) 70% w/w ethyl alcohol
 - c) 80% v/v ethyl alcohol
 - d) 60% v/v isopropyl alcohol
17. Items that cannot be immersed must not be used as semi-critical (medium risk) or critical (high risk) instruments as they cannot be appropriately disinfected or sterilised. They may only be used as a non-critical (low risk) instrument.
18. Items for offsite sterilisation should be cleaned and packaged before being transported. Transport loose instruments in a clean, closed puncture proof container, to ensure they are not damaged in transit.

Personal Protective Equipment Procedure

You should provide personal protective equipment for all staff who may be at risk of exposure to blood or body fluids at work.

The type of personal protective equipment you chose should be based on a risk assessment of transmission of infection between staff and client and vice versa.

Blood and body fluid exposure risk assessment matrix

Anticipated level of exposure	Wear disposable gloves	Wear plastic or fluid repellent apron	Wear eye protection and face masks
No exposure to blood/body fluids anticipated	No	No	No
Exposure to blood/body fluids anticipated but low risk of splashing	Yes	Yes	No
Exposure to blood/body fluids anticipated with high risk of splashing to the face	Yes	Yes	Yes

Attachment 5 – Hand wash poster

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB



Duration of the entire procedure: 40-60 seconds



0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



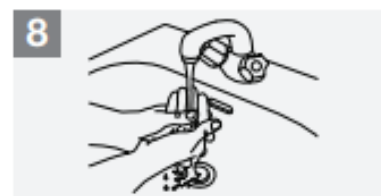
5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

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Attachment 6 – Health Information Fact Sheets for Clients

Tattooing and Skin penetration procedures





ACKNOWLEDGEMENT OF COUNTRY

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

CONTACTING COUNCIL

Postal Address:	Whitehorse City Council Locked Bag 2 Nunawading Delivery Centre 3131
ABN	39 549 568 822
Telephone:	9262 6333
NRS:	133 677 then quote 9262 6333 (Service for deaf or hearing impaired people)
TIS:	131 450 (Telephone Interpreter Service. Call and ask to be connected to Whitehorse City Council)
Email:	customer.service@whitehorse.vic.gov.au
Website:	www.whitehorse.vic.gov.au
Service Centres:	Whitehorse Civic Centre 379–399 Whitehorse Road, Nunawading 3131 Box Hill Town Hall Service Centre Box Hill Town Hall 1022 Whitehorse Road, Box Hill 3128 Forest Hill Service Centre Shop 275 Forest Hill Chase Shopping Centre Canterbury Road, Forest Hill 3131