

HAIR STYLISTS AUSTRALIA




returning to work in hair and beauty

COVID-19 safety plan

protecting yourself, your family, your friends, your clients and our industry

**This COVID-19 safety plan will be updated for members when
restrictions change and as required**

24 JANUARY 2022

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who are HSA?

Hair Stylists Australia (HSA) is the first union in Australia dedicated to the hair and beauty industry! We're a collective of workers on a mission to shake up the industry and create a better working life – welcome aboard!

As a special COVID-19 member of HSA, you get exclusive access to:

- A digital toolkit packed with all the COVID-19 info and resources you need to stay safe at work.
- Access to our exclusive member hotline for instant advice and support on work health and safety, returning to your salon, and any COVID-19 issues!
- Access to our massive library of information on your rights at work, the Hair + Beauty Award, and the Fair Work Act, in our exclusive members' page.
- Join a network of hair and beauty workers with monthly support meetings featuring special guest speakers, and our team of legal experts.
- A genuine opportunity to change the industry for the better, to strengthen the rights of all workers and have your say in our campaigns!

If you're a full member of HSA, you get all of the above, AND:

- One-on-one legal advice to help you though bullying, harassment or difficult issues with work.
- Expert support to reclaim stolen wages, superannuation, and other entitlements.
- Bespoke assistance with lodging an unfair dismissal or general protections claim.

If you're on our discounted COVID-19 membership and you need further support, call us on 1300 898 971 or hit up our email, and we'll discuss your options.

HSA has services to assist members and provides members with access to expert legal/industrial and health & safety advice about workplace rights and entitlements. If you have any concerns in relation to your rights at work, contact HSA on 1300 898 971.

what's inside?

COVID-19.....	1
Pre-opening checklist.....	5
Daily start checklist.....	6
Transitioning back.....	7
COVID-19 safety training.....	9
Physical distancing.....	10
Cleaning & hygiene.....	12
PPE	19
Mental health.....	22
QR codes.....	28
Your rights at work	29
Difficult conversations.....	31
WHS checklist.....	33

COVID-19

COVID-19 is a novel coronavirus, whose symptoms are similar to common cold or influenza. The Delta variant, which is currently the dominant mutation of the virus, is up to 250% more transmissible than the original COVID-19 strain which appeared in Australia in early 2020.

Hair and beauty workers are at increased risk to COVID-19, who work in close contact with clients and often cannot maintain 1.5 metres of social distance. Because of this, it's particularly important that both workers and clients maintain COVID-safe advice as outlined in this booklet, to help minimise the spread of COVID-19.

Mass vaccinations remain the best control of COVID-19, based on extensive medical and scientific research, and HSA encourages everyone who can to get vaccinated. However, we believe vaccines are a personal medical decision and employers should not have the right to make vaccines mandatory in order to work. If you have any questions or concerns about vaccines, please get in touch with your local medical professional for sound medical advice.

In states where there is a public health order requiring vaccines to either work or have access to certain industries, including hair and beauty, we strongly urge workers to follow the state government advice.

At HSA, our priority is to get the industry open and operating as safe as soon as possible. We want to make sure you have all the information and resources so you can do your job safely.

We've produced this book so you have access to everything you need to know about COVID-19 and working safely. As your union, we also have advice on your rights at work, the Hair and Beauty Award, and other important legislation, which you can download from our website.

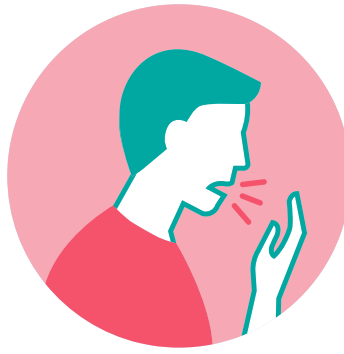
If you have any questions about vaccinations, your rights when it comes to vaccines, your local public health advice, or any other questions that this book doesn't cover, please contact HSA:

1300 898 971
hairstylistsaustralia@nat.awu.net.au





FEVER



COUGH



SHORTNESS OF BREATH

What are the symptoms of COVID-19?

The symptoms of COVID-19 to watch out for are: fever, chills or sweats, cough, sore throat, shortness of breath, runny nose and loss or change in sense of smell or taste.

Some people may also experience headache, muscle soreness, stuffy nose, nausea, vomiting and diarrhoea.

Most people infected with COVID-19 will have a mild to moderate illness and will recover without special medical treatment. Some people, such as those with underlying medical problems or disease and older people, are more likely to suffer from more serious symptoms of the diseases. And some are asymptomatic, meaning they show no or very few symptoms.

How is COVID-19 spread?

The most likely way someone will catch the virus is by breathing in micro-droplets a person close to them has released by sneezing, coughing –or just breathing out.

A person can, however, also catch it via the hand-to-face pathway: touching a surface where live virus material is present, then touching their mouth, nose or eyes.

The spread of COVID-19 is highest from people with symptoms. Spread of COVID-19 before symptoms appear is less common.

How does COVID-19 effect the hair & beauty industry?

The hair and beauty industry has been shocked by the COVID-19 crisis. There have been widespread store closures across the country at various times since the start of the pandemic.

Employees in the hair and beauty industry have an increased risk of exposure to COVID-19 due to:

- work that requires close contact between employees and clients, for example when providing services that require physical contact
- shared handling and use of rooms, tools and equipment
- handling money or credit/debit cards
- engaging with delivery drivers or contractors attending the workplace

Australia saw a significant drop in revenue at the beginning of April 2020 due to COVID-19 restrictions. Although some salons were allowed to remain open due to different rules in different states, many closed their doors.

The hair and beauty industry should see a healthy recovery after COVID-19 lockdowns end and salons are able to get back to work. However, the way we work will be different for a while. The union is here to support you as you transition back to work. COVID-19 has been the biggest challenge

the hair and beauty industry has had to face in recent memory.

In NSW, the hair and beauty industry opened to all people in NSW, regardless of their vaccination status on 15 December 2021.

Face masks must be worn by clients and staff. A mask may only be removed by the client where it is necessary for the provision of the service. It is recommended that the mask is only removed for the time taken to perform this specific service. Workers must wear a face mask at all times.

There is no cap on the number of clients permitted in the salon at any one time.

COVID-19 Safe Check-in is required using the Service NSW app.

In Victoria, the hair and beauty industry is now open for fully vaccinated clients and staff.

Previously, salons in regional Victoria were open to unvaccinated workers and clients, subject to smaller limits on the number of clients who may attend a salon.

Now, workers must be fully vaccinated (unless a valid medical applies). Clients over 18 years old must be fully vaccinated

(unless a valid medical exemption applies).

Face masks must be worn by clients and staff. A mask may only be removed by the client where it is necessary for the provision of the service. It is recommended that the mask is only removed for the time taken to perform this specific service. Workers must wear a face mask at all times.

There is no cap on the number of clients permitted in the salon at any one time.

COVID-19 Check-in is required using the Service Victoria app.

In the ACT, hairdressers and beauticians returned to work on 15 October 2021.

A person's vaccination status does not affect their ability to attend these venues. This means unvaccinated workers and clients can enter hair and beauty premises.

Hair and beauty venues can open with a 25-client cap before density limited apply. If the salon wishes to open for more than 25 clients, the salon can apply the 1 person per 4sqm rule, provided it has the space to do (excluding staff).

Face masks must be worn by clients and staff. A mask may only be removed by the client where it is necessary for the provision



of the service. It is recommended that the mask is only removed for the time taken to perform this specific service. Workers must wear a face mask at all times.

Check in is required through the Check In CBR app.

In Queensland, the hair and beauty industry is open to all people, regardless of their vaccination status.

A density limit of no more than 1 person per 2 square metres applies.

Business must have a COVID Safe Checklist in place, which includes:

- Collecting clients and staff contact information (through the Check in QLD App),
- Complying with density limits,
- Enhanced cleaning in salon,
- Enhanced hygiene in salon,
- Workers must stay home if they are sick, and go home immediately if they become unwell at work, and
- Following a work health and safety risk management policy.

Face masks must be worn by clients and staff.

COVID-19 Check-in is required using the Check In QLD app.

In South Australia, the hair and beauty industry is open to all people, regardless of their vaccination status.

Face masks must be worn by clients and staff. A mask may only be removed by the client where it is necessary for the provision of the service. It is recommended that the mask is only removed for the time taken to perform this specific service. Workers must wear a face mask at all times.

A density limit of 3 people per 4 square metres applies.

COVID-19 Check-in is required through the my SA GOV app.

In Tasmania, the hair and beauty industry is open to all people, regardless of their vaccination status.

There is no requirement that clients or staff need to wear a face mask, but HSA encourages the wearing of face masks where practicable, as this minimises the risk of the spread of COVID-19.

COVID-19 Check in is required using the Check in TAS app.



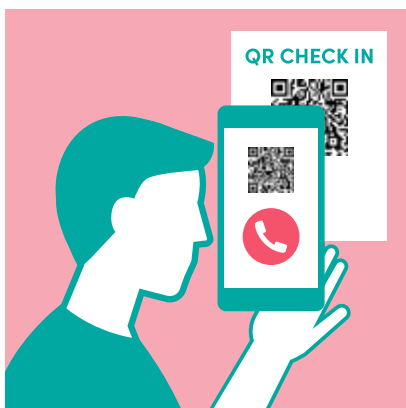
Before reopening, your workplace should have a COVID-19 safety plan in place.

pre-opening checklist

Use this checklist **BEFORE** you return to work.

Display signs outside the salon which say:

- ☐ The number of people allowed in the salon (4square metre rule or as directed by your state government).
- ☐ If a client has been in contact with a COVID-19 case, been overseas in the past 14 days or is unwell with flu-like symptoms, they are not to enter the premises.
- ☐ QR code check-in available for customers and staff at every entrance. Ensure the salon has an alternative record-keeping system in place to track clients without a smartphone.
- ☐ A COVID Safe Plan that includes things like; not coming to work if you are feeling unwell at work, what to do if there is a COVID-19 positive case in your salon, handling difficult customers, client and staff vaccination policy.



PPE & SANITATION

- ☐ PPE on hand – minimum 2 weeks' supply of masks, sanitiser, disinfectant, and gloves (if required)
- ☐ Antibacterial wipes or disposable wipes available at each station for clean-down.
- ☐ Sanitiser stationed at key touch points (i.e. front desk, at each station)
- ☐ 2 weeks' worth of disposable equipment (i.e. wax sticks) where possible.
- ☐ Sterilisation bowls or containers set up for combs, clips, and other tools for use between clients.
- ☐ Ensure 1.5 metres will be maintained between clients – block off every second chair, basin, station, if required.
- ☐ Check air-conditioning is working. If there is no air conditioning, ensure windows can be opened safely to ensure airflow.
- ☐ First-aid kit is on-site and fully stocked
- ☐ Count and ensure enough towels and single-use capes are in stock
- ☐ Process in place to wash towels in hot water and detergent after each use.

Use this checklist at the start of each shift.

daily start checklist

☐

Ensure all staff have checked in to your salon with the salon's QR code

☐

Check capes and towels – do you have enough for all appointments with spares?

☐

Check in with colleagues – does anyone have flu-like symptoms or has anyone been in close contact with a COVID-19 case?

☐

Check appointments and block out time for breaks and for clean-down/ sanitising between clients.

☐

Check PPE and cleaning gear– do you have enough for the day and extras if yours needs replacing on shift?

- masks
- hand sanitiser
- disinfectant
- cleaning cloths or paper towel
- gloves

☐

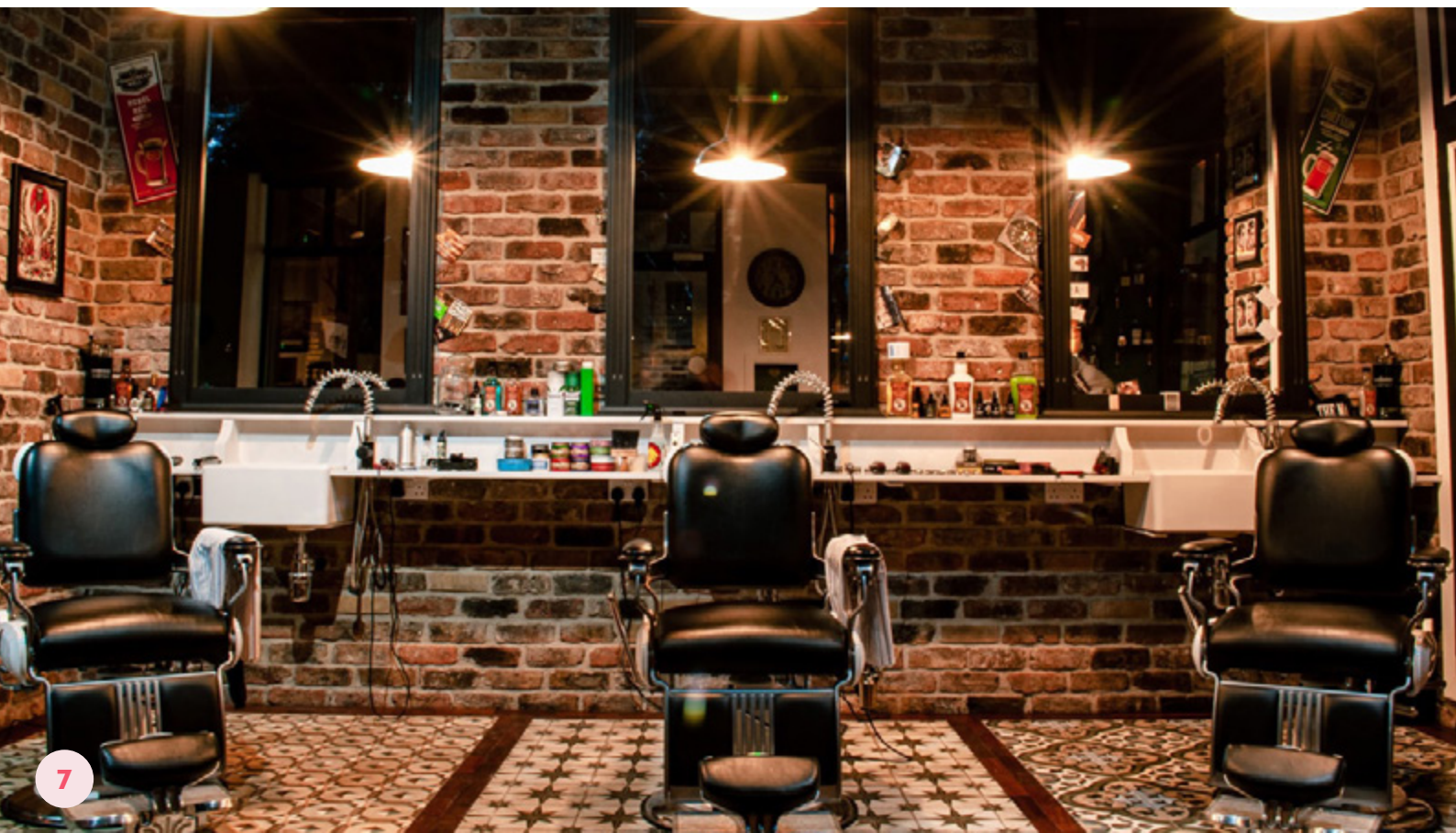
Air out the salon by turning on air conditioning or opening windows.

transitioning back to usual workplaces

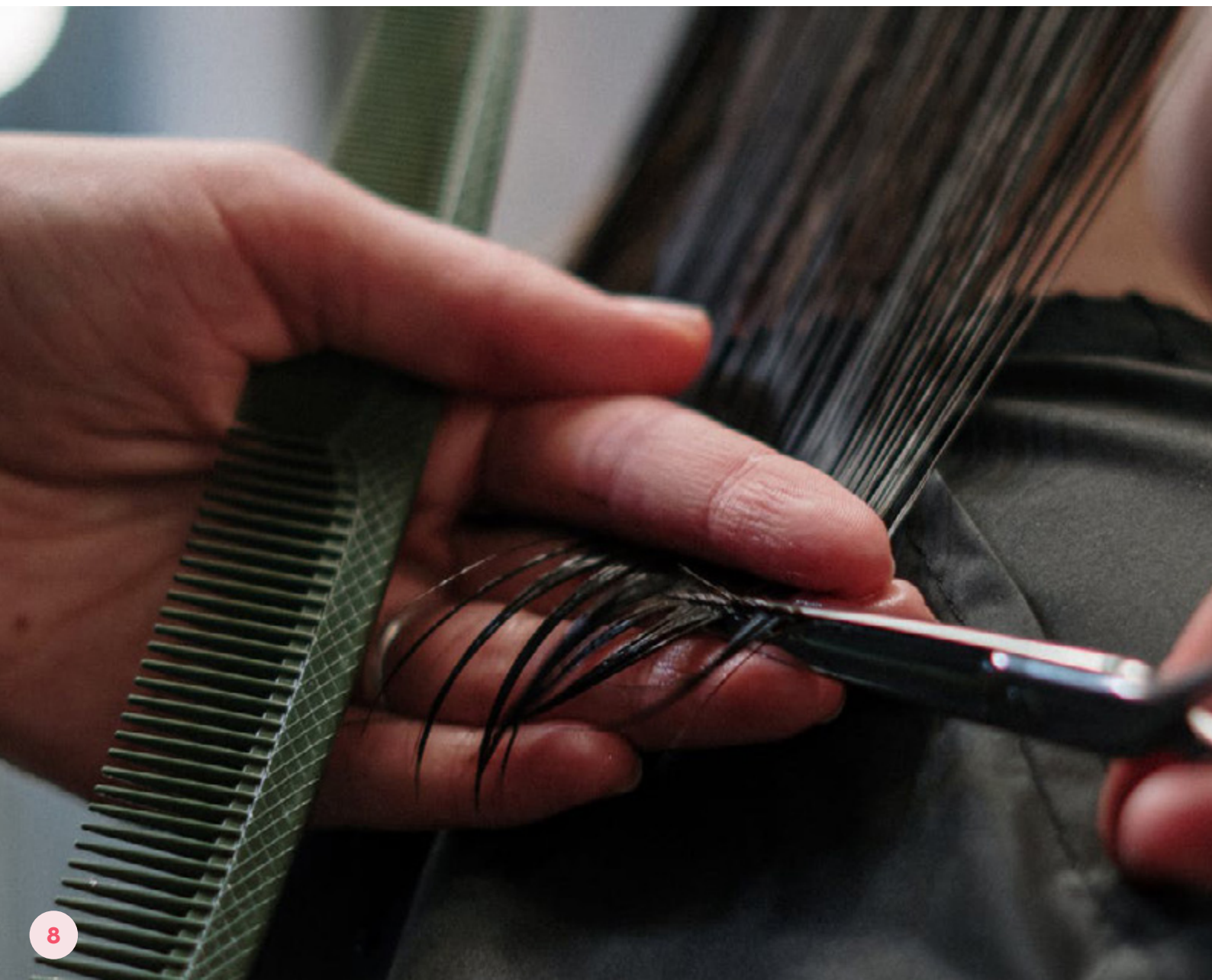
The COVID-19 pandemic is a stressful and uncertain time for all Australians. Concerns about physical risks, such as exposure to COVID-19, work-related violence, or changes to the work environment or work demands can create additional risks to psychological health both for workers and customers. Workplaces must eliminate or minimise the risk to psychological health and safety arising from work so far as is reasonably practicable.

Your workplace should:

- eliminate or minimise physical risks and check any newly introduced control measures do not create additional safety risks
- talk to your employers about any agreed measures they have put in place to minimise risks
- alert your employer if you are concerned or anxious about returning to your usual workplace. It is important to intervene early and seek help.



- ensure your employer is setting realistic and clear expectations, workloads, roles and tasks and you are monitoring your work levels. Consult with your employer and HSRs on any changes in these areas
- ask about your employer's flexibility where possible: for example, if you'd prefer to start work at a slightly different time to avoid peak times for public transport
- maintain regular communication with your employer and encourage workers to stay in contact with each other. Implement systems of work to enable this, where relevant
- stay informed with information from official sources and share relevant information with your workers as it becomes available
- inform workers about their workplace entitlements if they have COVID-19 symptoms or they are required to self-quarantine (for example, access to paid leave)
- provide workers with a central place to find workplace information and a point of contact to discuss their concerns, and
- provide information about mental health and other support services available to your workers (for example, employee assistance programs, employee organisations or the Australian Government [HeadtoHealth](#) website).



covid-19 safety training

Before reopening, your workplace should have a COVID-19 safety plan in place.

Staff will be required to follow their state health department directions which may include things like getting tested, isolating and assisting contact tracers.

What if there is a case of COVID-19 in my workplace?

It is important for your employer to prepare an emergency COVID-19 response plan in case there is a COVID-19 case in your workplace.

This plan should, at minimum, include the following:

1. Notifying your state or territory health authority that there has been a case in the salon. Health authorities will need to know who was infected, and who this person was in close contact with, so it is important to gather this information as quickly as possible. Follow the instructions of your state or territory health authority.

2. Organizing cleaning of the salon (as directed by your state or territory health authority). All areas used by any suspected or confirmed case of COVID-19 must be thoroughly cleaned and disinfected.

3. Post-incident follow-up protocol. This may include ensuring that contact details are ready for all involved in the emergency plan, including state or territory health authority, cleaners, and managers. If you share a premises (for example, if your salon is in a shopping centre), this may include a process for notifying other businesses about the case of COVID-19.



physical distancing

What is physical distancing and how does it prevent the spread of COVID-19?

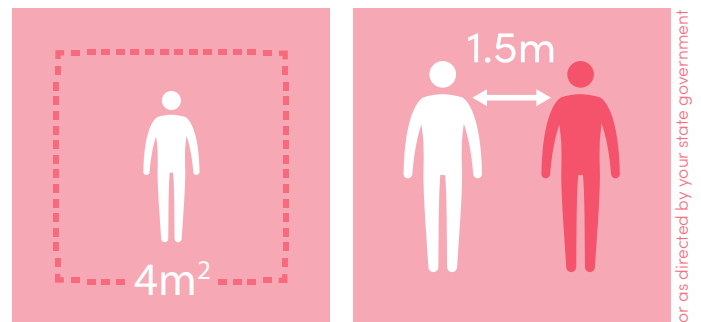
Physical distancing (also known as 'social distancing') refers to the practice of persons distancing themselves from others.

COVID-19 spreads itself from person to person via contact with droplets generated by an infected person when they cough, sneeze or breathe. Physical distancing is a great tool for stopping the spread. When these droplets fall into a person's eyes, nose or mouth, they may become infected. A person may also be infected when they touch a surface which has been contaminated with these droplets, and then touch their nose, mouth or eyes before washing their hands.

The current health advice is that in order to reduce the risk of transmitting and contracting COVID-19, maintaining a 1.5 metre distance (at least), practicing good hand hygiene and ensuring surfaces are cleaned regularly is key.

There are several ways to implement physical distancing in the salon. One way, for example, is limiting the number of people allowed in the salon (for example, one person per 4 square metres of space, or as directed by your state/territory government).

Every state and territory government has implemented different limits on the number of people allowed in an enclosed state, and may depend on the size of the business, the industry, and the type of premises. Please visit your relevant state and territory government website to keep up to date with the latest rules and advice on physical distancing.



But I'm a hairdresser, I can't maintain a physical distance from my client! What do I do?

It will often be impossible for you to keep 1.5 metres away from clients while performing services. However, all work that can be achieved 1.5 metres apart from clients and other workers, must be done at a distance.

Close contact with customers increases hairdressers' risk of being exposed to COVID-19. It is important that you practice good hygiene by washing your hands for at least 20 seconds with soap and water or by using an alcohol-based hand sanitiser (with at least 60% ethanol or 70% isopropanol as the active ingredient) after every client.

Whilst it will not always be possible for you to maintain physical distancing from clients, it is important that you keep other clients 1.5 metres away from each other whilst in your chair, and in the waiting/reception areas.

Some other ways of ensuring physical distancing in the salon include:

- Ensure customers are not seated face-to-face,
- Display signs at the entrance of the salon which notify clients of social distancing requirements,
- Use floor markings to keep both workers and clients 1.5 metres apart. This includes waiting/reception areas,
- Limit the number of people in the salon at any one time. This includes introducing a policy that clients must attend appointments alone,
- Minimize the number of people who can be in any area at one time (for example, storage spaces),
- Limit the number of workers who may access certain areas of the salon. For example, only one worker is permitted to tend to the reception desk, and
- Limit the amount of time customers spend in salon as much as possible.

As I have to be in close contact with clients, does my employer need to provide me with personal protective equipment?

Yes. By law, your employer must provide you with the personal protective equipment (PPE) necessary for you to do your job properly. PPE must be provided without cost to you, and your employer must also ensure that you are trained in how to use it correctly.

If the nature of your work task is such that even with additional control measures in

place, you will either be:

- face to face with a person for longer than 15 minutes over a course of a week, or
- in a closed shared space with a person for more than 2 hours
- You may need to wear personal protective equipment (PPE), where it is available and safe to do so (e.g. disposable gloves, face protection).
- Your employer must consult you and your relevant health and safety representative about the use of PPE and any WHS risks that may arise from using it.

Do I need to practice physical distancing when on a lunch break or when traveling to and from work?

Yes. You must always comply with any state or territory public health directions or orders. In some states and territories there may be strict limitations on gatherings in public places. This means that in some circumstances, workers cannot eat lunch together in a park or travel together in a vehicle to and from work.

Do I have to maintain physical distancing in a client's home?

Yes. The model Work Health and Safety laws apply even when the workplace is a private home or dwelling. The client's home is a workplace when you are there to perform work.

You or your employer should talk to the client to ensure they understand the risks of COVID-19 and about the control measures you must implement – including physical distancing – to minimise the risk of exposing them and your worker to the virus.

cleaning & hygiene

One of the best ways to protect yourself, your colleagues, and your clients from the risk of exposure to COVID-19 is by ensuring that appropriate cleaning and hygiene measures are in place in the salon.

Hygiene

Hygiene is one of the key defenses against infecting yourself, and others from COVID-19. We encourage you to talk to your employer about putting a hygiene procedure in place which at minimum, includes the following:

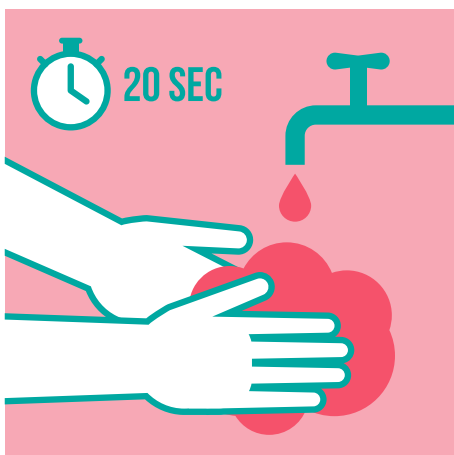
Washing and drying your hands

Ensure that clients have adequate hand washing available to them as they enter the premises, and ensure that they are used on entry.

Wash your hands with soap and water for at least 20 seconds, and dry them completely with a single, use, clean paper towel. If you do not have soap and water on hand, use an alcohol-based hand sanitizer (with at least 60% ethanol or 70% isopropanol as the active ingredient).

Hands must be washed and dried:

- Before and after clients,
- Before and after eating,
- After you have been exposed to clients' hair clippings, skin, or blood,
- After you have coughed or sneezed, or a client or colleague has coughed or sneezed near you,
- When changing tasks or after touched a potentially contaminated surface,
- After smoking,
- After handling money or a credit card, and
- After going to the toilet.



Good hygiene means that you must:

- cover coughs and sneezes with your elbow or a clean tissue (and no spitting),
- avoid touching your face, eyes, nose or mouth, and encourage your clients to avoid touching their face, eyes, nose or mouth,
- wash and dry hands completely before and after interacting with clients,
- clean and disinfect shared equipment after use, including client service stations and seating,
- wash body hair (including facial hair) and clothes thoroughly every day,
- dispose of tissues and cigarette butts hygienically, e.g. in closed bins,
- wash and dry hands completely before and after smoking a cigarette,
- have no intentional physical contact, for example, shaking hands and patting backs. If you have long hair, you should tie it back to prevent it touching the client, and
- not attend work if you are feeling unwell.

Cleaning

A thorough cleaning and disinfecting schedule and procedure must be developed which ensures that the salon is routinely cleaned. This plan must include all surfaces, furniture, and equipment.

It is a good idea to put the cleaning schedule and procedure in writing, so all workers are aware of it.

How often should the salon be cleaned?

Hair salons are high-traffic businesses, so they must be cleaned at least daily, or more frequently depending on the use or likelihood of contamination. If you see a surface that is visibly dirty, it should be cleaned as soon as it is identified, regardless of when it was last cleaned.

What does a COVID-safe clean look like?

Cleaning to prevent the spread of COVID-19 involves a two-step process:

1. Cleaning and **2.** Disinfecting.

Cleaning surfaces with detergent and water is generally sufficient. Once cleaned, a surface needs to be disinfected.

Alternatively, you may use a combined detergent and disinfectant for a '2-in-1 clean'.

What is the difference between cleaning and disinfecting?

Cleaning is the process of physically removing germs (bacteria and viruses), dirt and grime from surfaces detergent and water solution.

Disinfecting involves using chemicals to kill germs on surfaces. It is important to clean surfaces before disinfecting them, as dirt and grime may reduce the effectiveness of the disinfectant against killing germs. If a surface is not cleaned prior to disinfecting, the disinfectant may not kill the COVID-19 virus.

Disinfectants come in the form of liquids/ sprays or wipes. They are generally labeled as 'disinfectant' on their packaging. Hard surfaces can be disinfected with disinfectants containing > 70% alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach.

Always follow the manufacturer's instructions which will outline the correct

way to use the disinfectant. Disinfectants require time in order to be effective at killing the COVID virus. If the manufacturer has not specified a time for which the disinfectant should be left prior to removing, it is recommended you wait for ten minutes before removing.

It is important to note that it is your employer's responsibility to provide you with the necessary PPE, supplies and equipment to clean and disinfect the salon. Your employer must also provide training on how to use them.

After cleaning, dispose of any single use disposable cloths and covers by placing these into a plastic bag, and then into general waste. Any reusable cleaning equipment (such as mop heads and reusable cloths) must be laundered and completely dry before re-use. These should be washed at the highest possible water temperature setting.

What needs to be cleaned, and how often should they be cleaned?

Surfaces that are frequently touched should be your first priority when cleaning. This includes tabletops, door handles, light switches, client chairs, toilets, cupboard handles and sinks.

At a minimum, these frequently touched surfaces should be cleaned and disinfected at least once a day. The nature of hairdressing means that as many people will be passing through the salon each day, so frequently cleaning and disinfection of touched surfaces will be required.

You can help manage this volume of cleaning by spacing appointments out by 10 minutes between clients to allow for the cleaning and disinfecting of each station to take place.

What is the difference between a surface that is frequently touched, and infrequently touched?

A frequently touched surface is a surface that is touched on multiple occasions each day, whether it is touched by one person or different people. For example, door handles, and taps are frequently touched surfaces.

Infrequently touched surfaces are those surfaces that are not touched more than once per day.

When cleaning, if you are unsure whether a surface has been touched more than once a day, treat that surface as though it is frequently touched.



Does every surface need to be cleaned and disinfected?

No, it is not necessary to clean and disinfect every surface. You need only clean surfaces that are touched. Some surfaces in the salon are never touched (for example, ceilings, and cracks and crevices in machinery) and so they do not need to be cleaned and disinfected.

Do I need to clean and disinfect areas or equipment daily if no one has entered the area or used the equipment recently?

Not necessarily. Surfaces that do not have human contact are less likely to be a potential source of infection. It is only those surfaces that may be constipated with the virus that need to be cleaned frequently.

It is important to always err on the side of caution, and if there is any doubt, to clean and disinfect the area rather than risk infection, as research indicates that the COVID-19 virus can survive for prolonged periods of time on some surfaces.

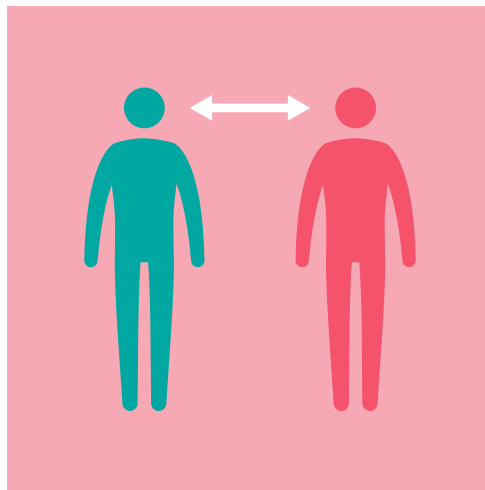
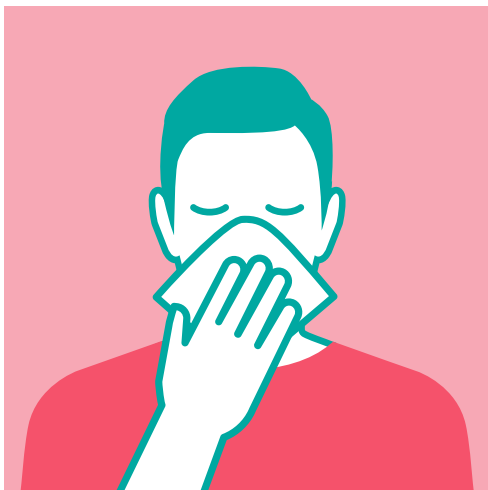
What about the personal belongings I bring into work?

Your personal belongings, such as glasses and phones, should be cleaned and disinfected regularly using a disinfectant spray or a wipe. If you use your own tools (such as scissors) or electrical equipment these must also be cleaned and disinfected between clients.

What are the best products for cleaning and disinfecting?

When cleaning, a solution comprised of parts detergent and warm water is best. This solution will break down grease and grime so that you can then wipe the surface cleaned. A product labeled as 'detergent' is appropriate. It is only after a surface is fully cleaned and dried that a surface can be disinfected.

Disinfectants that can be used on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in) include: alcohol in concentration of at least 70% chlorine bleach in a concentration of 1000 parts per million, oxygen bleach, or wipes and sprays that contain quaternary ammonium compounds. These chemicals



will be labeled as 'disinfectant' by the manufacturer and must be diluted or used according to the instructions on the packaging to be effective.

If you are using a store-bought disinfectant, select one with antiviral activity. This means it can kill viruses, including the COVID-19 virus. This should be marked on the packaging. Otherwise, you can use diluted bleach. Always follow the manufacturer's instruction for appropriate dilution and use. Bleach is only effective as a disinfectant if it is diluted to the appropriate concentration.

Please note that if you are using a pre-diluted bleach solution, it will lose its effectiveness over time and upon exposure to the sunlight.

Is hand sanitizer a disinfectant?

Sanitizer is designed to kill some bacteria and some viruses that can cause disease in humans or animals. Sanitizer is not as strong as disinfectants. If you are disinfecting a surface or inanimate object, disinfectant must be used.

Everything is sold out! Can I make my own disinfectant?

Store-bought disinfectant is always preferable as disinfectants meet government standards for the killing of bacteria and viruses. However, if you do not have store-bought disinfectant available,

a disinfecting solution using bleach and water can be used. Do not use products such as vinegar, baking soda, essential oil, mouthwash or saline solution as these will not kill COVID-19.

When preparing a disinfectant solution, exercise a high level of care as these may be dangerous. Read and follow all instructions and safety directions on the label. If the solution is not prepared and used as described by the manufacturer, it is unlikely to be effective at killing the COVID-19 virus. The Department of Health's website contains more information about the preparation of chlorine (bleach) disinfectant solutions.

Can I use a product that claims to clean and disinfect at the same time?

Some products can be used to both clean and disinfect at the same time. If you are using these products, please make sure you have read and followed the instructions on the label carefully to ensure they work effectively.

Can heating or freezing be used to kill the virus?

COVID-19 can be destroyed by extreme heat, but this is not recommended as a general disinfection method. Steam and boiling water is a burn risk to workers, and should only be used by trained personnel with specialised equipment.



As viruses are generally resistant to the cold, and can in fact survive longer if frozen than at room temperatures, the cold is not effective against COVID-19.

Will an antibacterial product kill COVID-19?

No. COVID-19 is caused by a virus, rather than a bacteria. Antibacterial products are designed to kill bacteria, and so are not effective against COVID-19. Detergent and water solutions, coupled with a disinfectant are the best tools to kill COVID-19. For cleaning hands, regular soap and warm water is best.

Can I use the same disinfecting wipe on multiple surfaces?

No. These wipes are designed to be used on just one surface, and then thrown away. Using a disinfecting wipe on multiple surfaces will cause the wipe to lose its effectiveness, and may even transfer the virus from one surface to another.

Should I be using hospital grade disinfectant for normal cleaning in the workplace?

No, the Department of Health only recommends the use of hospital grade disinfectant when cleaning in a hospital, beauty or allied health care setting where an infectious person has been present.

What is the difference between household grade disinfectant and hospital grade disinfectant?

Hospital grade standards meet high government standards for use in health care, beauty and allied health settings. Household or commercial grade disinfectants must meet a lower standard, as the testing is not as comprehensive as it is for hospital grade disinfectants. Household or commercial grade disinfectant are suitable for use in the salon.



Are there any cleaning methods I shouldn't use?

The best cleaning method is using detergent and warm water. Always begin by cleaning the cleanest surface first, moving towards the dirtiest surface. Avoid using any cleaning method that may actually disperse the virus, or create droplets (for example, using pressurized water or air, or dry cloth and dusters).

Fumigation (or 'fogging') is not recommended as it does not clean surfaces, and there is little evidence that it is effective at killing COVID-19. In addition, the hazardous chemicals may pose a risk to workers if done incorrectly.

My employer is making me do cleaning. This has never been my job until now, can they do that?

Yes. If your employer asks you to clean, you must comply with their instruction as long as the request is reasonable, and you are reasonably able to do so. The risk of catching COVID-19 from cleaning is far lower than the risk of becoming infected via close contact with a confirmed case of COVID-19.

I prefer to use environmentally friendly or natural products. Do I have to use detergent to clean?

Yes, detergent must be used to effectively clean the salon. Other forms of cleaning agents (such as vinegar and baking soda) are not effective against cleaning the virus.

How do I clean linen, crockery and cutlery?

If items can be laundered, launder them in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely.

Do not shake dirty laundry as this may disperse the virus through the air.

Wash crockery and cutlery in a dishwasher on the highest setting possible. If a dishwasher is not available, hand wash in hot soapy water.



personal protective equipment (PPE)

Workplaces such as hair salons, barbers, beauty salons and tattoo parlours and photo studios require workers to work near their clients and other staff for long periods of time. This means it's often difficult to maintain social distancing from clients and other workers.

Personal protective equipment (PPE) can step in here to help to protect workers from exposure from COVID-19. PPE means anything used or work to minimise risk to health and safety.

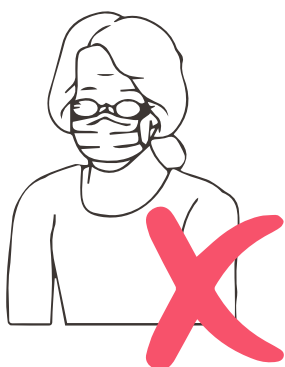
It is important to remember that whilst PPE has been recommended to reduce the risk of exposure to COVID-19, relying only on PPE alone will not fully protect you. Good hygiene and cleaning measures, physical distancing and training staff are good practice for any business to open and operate safely while COVID-19 still exists in the community.

Workers in the hair and beauty industry are very familiar with PPE. Even before the outbreak of COVID-19, hairdressers and beauticians were wearing face masks, gloves, aprons, and occasionally eye protection.

ensure you are wearing your mask correctly to protect yourself and others



nose uncovered



chin uncovered



nose & mouth
uncovered



correct

PPE with appropriate training that can be used to protect against COVID-19 include:

- surgical masks
- gloves
- eye protection, and
- perspex screens.

Eye protection

COVID-19 can be spread from person to person by micro droplets exhaled from someone who is infected with the virus. A person can catch COVID-19 from touching a surface where live virus is present, and then infecting themselves by touching their mouth, nose or eyes.

So, eye protection acts as a physical barrier between the droplets and the eyes, and can also prevent the unintentional rubbing of the eyes and face in between hand washing.

Eye protection is recommended for workers who are working in close proximity to other employees and clients. A client or staff member could be infected with the virus and unknowingly spread it in the community. Protecting yourself and others is essential to keep our industry open.

Eye protection, in the form of safety glasses, goggles or a face shield, can be used

as PPE for protecting against the risks of COVID-19. Good hygiene practices should still be followed even if eye protection is used.

Does my employer need to provide me with PPE?

Yes. Your employer must provide you with appropriate PPE, and information and training on how and why you are required to use it. The type of PPE may vary depending on your workplace and work type.

PPE used at a workplace must be:

- selected to minimise risk to work health and safety
- suitable for the nature of the work and any hazard associated with the work
- a suitable size and fit and reasonably comfortable for the person wearing it.

Depending on your state or territory, workers and clients may be required by law to wear a face mask. It is important you are responsible and keep up to date with the current recommendations on face masks. For further information about PPE including additional employer obligations, contact HSA on 1300 898 971.



How do I dispose of PPE?

PPE that is not contaminated can be disposed of with the general waste (aka the bin!).

Contaminated PPE should be disposed of carefully. Ideally contaminated items need to be sealed in a bag or container and disposed of via a bin with contactless access such as a handsfree sensor or a foot pedal. If the bin needs to be touched to operate it, thorough cleaning and disinfecting must occur to prevent and touched surfaces from spreading the virus. Double bagging the contaminated items minimises any exposure to the person disposing of the waste.

After disposing of contaminated items, it is important to follow good hygiene. Any surface which has been in contact with the items, including clothing or hands, should be cleaned thoroughly with soap and water or sanitiser.

PPE would be considered contaminated with COVID-19 if:

- it has been worn or handled by an employee or client who has symptoms,
- it has been worn or handled by a close contact of a confirmed COVID-19 case,
- it has been in contact with a contaminated surface, or
- it is visibly soiled or damp (e.g. face masks).

If there is a case of COVID-19 in your workplace, your state or territory government has the information to give you the appropriate advice. Please call your relevant health authority and follow their instructions.

Does my employer need to install a screen in my workplace?

Perspex screens or sneeze guards are not new technology in workplaces – however, some workplaces have decided to install them as an additional protection from COVID-19. Whether your workplace requires a screen would be determined on a case-by-case basis.

Generally, a screen would be installed to benefit those workers who are working long shifts together, side by side. For shorter interactions, for example between a client and a worker, a screen is not necessary. If you are concerned about your safety in the workplace, please discuss this with your employer.

For further information about PPE, including additional employer obligations, contact HSA on 1300 898 971.



mental health

The purpose of WHS laws are to eliminate or minimise risks to the health and safety of workers. 'Health' is defined as meaning psychological (mental) as well as physical health.

Risk management

Under WHS laws, employers/person conducting business or undertaking (PCBU) have a duty of care towards workers' health and safety.

This duty requires employers to control the risks to mental health and safety of workers arising from the work being undertaken, by eliminating risks so far as is reasonably practicable. If it is not reasonably practicable to eliminate the risks, an employer must minimise those risks, so far as is reasonably practicable.

Employers have a duty to:

- Provide and maintain a work environment that is safe and without risks to health and safety that are associated with mental health hazards.
- Provide and maintain systems of work that are safe and without risks to health and safety associated with mental health hazards.
- Consult with workers and their elected HSRs regarding mental health hazards, and potential controls.

Mental health hazards

Mental health hazards cover anything potentially detrimental to the mental, emotional, and social dimensions of what it means to be healthy. Exposure to mental health hazards at work increases the risks of psychological injuries such as depression,



anxiety or post-traumatic stress disorder. The table below outlines common mental health hazards that must be addressed and the aspect of work to which they relate to:

Aspects of Work	Examples of Risk
Work Design	<ul style="list-style-type: none">• Increased workload and work demand• High cognitive demands• High emotional demands• Inadequate staffing levels
Work Organisation	<ul style="list-style-type: none">• Poor communication and management of change• High-risk work arrangements such as shift work, fatigue• Job insecurity
Work Management	<ul style="list-style-type: none">• Lack of role clarity• Low organisational justice• Low recognition and reward• Biased, unfair or unreasonably lengthy workplace investigations
Work Relationships	<ul style="list-style-type: none">• Lack of supervisor or co-worker support• Inequitable or disrespectful workplace culture• Exposure to violence and harassment, including gendered violence, such as sexual harassment• Bullying and discrimination
Work Environment	<ul style="list-style-type: none">• Traumatic events• Isolated or remote work

How should your employer control the risks?

An employer must eliminate, where reasonably practicable, risks to the health and safety of workers that are associated with mental health.

If it is not reasonably practicable to eliminate these risks, the employer must minimise, so far as is reasonably practicable, these risks by doing one or more of the following:

- i) Changing the design, organisation and management of work e.g.
 - Giving workers control over their work and clear job descriptions. This can be done through an Enterprise Agreement, representation via elected Delegates, HSRs and committees such as Health and Safety Committees and Joint Consultative Committees.
 - Ensuring adequate staffing levels for all areas of work.
 - Providing job security.

ii) Changing work environment, conditions or methods e.g.

- In consultation with workers, developing policies and procedures, including disciplinary and performance management policies, that support the mental and physical wellbeing of workers and providing appropriate training, supervision and support for supervisory staff to implement them.

iii) Promoting supportive and respectful work relationships such as:

- Building an ongoing feedback loop.
- Encourage trusting and respectful communications.
- Acknowledging good work and practice/recognising and appreciating workers.
- Enhancing the meaningfulness of work.
- Demonstrating model organisation values and accountability.
- Offering in-house workplace counseling along with formal return to work programs developed in consultation with workers.
- Providing peer support schemes or worker assistance programs.
- Developing workplace health strategies such as physical activity incentives, mental health awareness and education programs to remove the stigma associated with mental illness.

If after step [b] above, a risk to health

and safety associated with mental health remains, the employer must reduce the risk, so far as is reasonably practicable, by the use of information, instruction or training.

However, an employer may only primarily rely on the use of information, instruction or training to control a mental health risk if none of the measures set out at step [b] above, alone or in combination, is reasonably practicable.

What actions can I take?

To protect yourself and your workmates from mental health hazards and injuries at work:

- Identify and collect evidence of the mental health hazard.
- Determine how you and your workmates want to deal with the hazard and what outcome you all want.
- Report the mental health hazard to your employer, providing them with an opportunity to respond and fix the issue.
- Ensure you and your workmates demonstrate visible support for the solution to the mental health hazard.
- If your employer fails to or refuses to make the situation safe, contact HSA immediately.



IN ADDITION TO WHS LAWS, THE FOLLOWING LAWS ALSO APPLY TO YOUR MENTAL HEALTH AND WELLBEING AT WORK:

Workers' compensation

Workers' compensation law imposes duties on your employer to provide you with access to financial assistance, to assist in your recovery and return to work after a psychological or physical injury.

Workers' compensation law applies to any accepted psychological injury caused by or aggravated by work, including psychological injury resulting from a physical injury (e.g after suffering a physical injury, a worker can develop secondary health issues such as depression, anxiety etc).

When making a workers' compensation claim:

Do's

- Report the psychological injury to your supervisor and in your employer's injuries register
- Make a claim as soon as possible after an injury
- Get a "Certificate of Capacity" from your GP and give it to your employer to initiate your claim
- See your own doctor, not the company doctor

Don't

- Be talked out of making a compensation claim
- Assume that your employer will advise you correctly
- Be told which doctor to see – choosing your doctor is your right
- Allow an employer representative to come to your doctors' appointments
- Agree to give a statement without first seeking advice from the union
- Go it alone – contact the union for help and advice



Workers' compensation is complex. Therefore, contact HSA for advice on how best to proceed with a workers' compensation claim.

Fair Work Act 2009 and State and Territory Industrial laws

Covers bullying, work-related discrimination and workers' rights to access their legal employment entitlements, i.e. access to paid and unpaid personal (sick) leave.

Federal and State Privacy Laws

Workers are not required to disclose a mental health condition to their employer unless it affects their capacity to do their job or affects their safety or the safety of others at work.

However, employers should have organisational systems in place to ensure workers are encouraged and understand the importance of getting medical advice, especially if their mental health condition may affect their ability to carry out the inherent or essential requirements of the job, including working safely.

Also, during recruitment for a job, if a worker does not disclose a known pre-existing condition when requested, it may affect their access to workers' compensation if the condition worsens or reoccurs in that employment.

Contact HSA

HSA has services to assist its members and provides members with access to expert legal/industrial and health & safety advice about rights and entitlements at work.



Contact HSA on 1300 898 971.

feeling overwhelmed?

support is available, it's okay to ask for help

coronavirus mental wellbeing support service
1800 512 348 – coronavirus.beyondblue.org.au

headtohealth.gov.au

headspace 1800 650 890

Lifeline 13 11 14

Kids Helpline 1800 551 800

Suicide Call Back Service 1300 659 467

ReachOut au.reachout.com

Chat to your GP about what services are available to you under Medicare.

QR Codes

How does the QR code work?

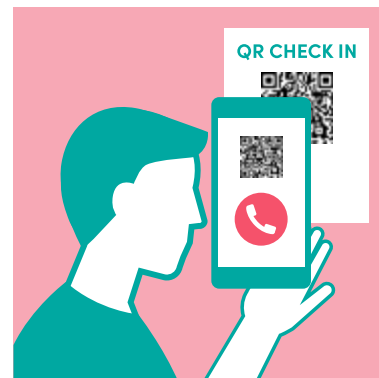
QR codes were brought into the COVID-19 pandemic to assist state and territory governments with contact tracing. Each QR code is unique to the business that is displaying it. Customers use a smartphone to scan the physical QR code when entering a business or venue.

Checking in with a QR code captures your contact details, the date, time and location. By registering with a QR code on entry to a business, contact tracers can access this information later if you, another customer or employee was infectious at the time. This system can accurately identify how many people were close contacts to someone who was infectious and can alert those who need to get tested and isolate.

Quick access to this information protects our workers and community by allowing fast and accurate contact tracing.

State and territory governments are looking to make QR code check ins for all businesses' compulsory as we start to open up businesses and borders. HSA supports the use of QR codes for the safety of our members and their families. For up-to-date information, please check your state or territory health website.

Your relevant state or territory health department will have the most up to date information about which businesses need to display a QR code.



Do businesses need to confirm that everyone has checked in?

Businesses and customers all have a part to play to keeping the community safe. Businesses must take reasonable steps to ensure that everyone entering their premises checks in using the QR code.

For example, businesses should:

- display QR code signs in prominent locations, including on approach to and at the entry and throughout the premises (where possible) to avoid queues of customers, staff or visitors
- remind people to check in when entering your premises
- where possible, keep an eye out for new people who have entered your premises
- ask to see confirmation of checkin.

Businesses also need to provide an alternative for those people who do not have smartphones to check in.

Who is required to check in?

This varies from state to state. For the protection of all staff and to stop the spread of the virus, HSA recommends check-in for all customers, staff, contractors and anyone else who comes into the business.

your rights at work

What should my employer be doing to minimise the risk?

The most effective action employers can take to eliminate or minimise the risk of workers contracting COVID-19 is to identify potential carriers of the virus and financially support them to self-isolate with paid special leave.

Unions are calling for 2 weeks paid special leave to be granted to any worker impacted by COVID-19 that is required to isolate or is unable to work.

Can I refuse to work?

Under WHS laws you have the right to refuse work or cease work if there is a reasonable concern that you would be exposed to a serious risk to your health and safety from an immediate or imminent hazard.

A serious risk of exposure to a COVID-19 infection would meet this definition.

However, proper consultation, COVID-19 risk assessment and risk management plan should greatly reduce these risks. If you feel there is still a serious risk of COVID-19 exposure, contact HSA immediately for individual expert advice on 1300 898 971.

I've been directed to self-isolate; will I continue to be paid my wages?

Unfortunately, no. You should contact your employer to discuss leave options.

If you are a casual worker, the Union can pursue special paid leave on your behalf during any directed self-isolation.

Contact HSA on 1300 898 971 to assist you in making these requests.

What if I'm sick?

It's more important than ever that you stay home if you are sick, especially if you have any flu-like symptoms, including a runny nose, sore throat, fever, cough, or fatigue.

If you wake up and feel unwell, or start feeling run-down during the day, please don't wait to see if it gets worse. As soon as you can, notify your manager or employer that you're not feeling well and you will need to take personal leave.

You can send an SMS to your employer if you are too unwell/uncomfortable to call. Keep it short and professional, and tell your employer you're not coming in rather than asking to stay home:

*Hi, [NAME]
I'm feeling unwell and unable to come into work today, and I need to take personal/carer's leave. I'll let you know tomorrow if I feel any better. Thank you for your understanding.*

If your employer asks you to come into work after you say you are sick, please call HSA straight away on 1300 898 971.

What leave do I get?

If you're a permanent worker, then you are entitled to 10 days' paid personal/carer's leave each year. If you're a part-time worker, this 10 days is pro-rata, which means it's calculated at 1/26th of your ordinary rostered hours in a year.

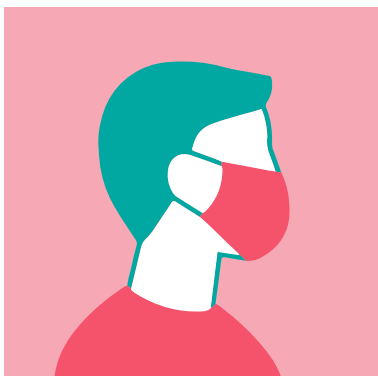
This accrues every year, so you don't 'use it or lose it' on December 31.

If you have no personal/carer's leave left, you can still take up to 3 months of unpaid sick leave in a 12-month period. Casual workers can also take unpaid sick leave, and are entitled to 2 days of unpaid care's leave per occasion.

I'm sick with COVID-19 and I've been directed to stay at home, will I continue to be paid my wages?

The Union is urging employers to provide all workers with 2 weeks of special paid leave if they have contracted COVID-19.

If you are a permanent worker, you are also entitled to a minimum of 10 days of paid personal/carer's leave under the NES, and if paid personal/carer's leave is exhausted, you may be able to use your annual leave and long service leave.



A member of my immediate family is sick with COVID-19, am I entitled to any caring leave?

Full-time and part-time can use their paid personal/carer's leave for caring purposes as well as 2 days of paid compassionate leave.

Casual employees are entitled to unpaid personal/carer's leave and 2 days of unpaid compassionate leave. Enterprise agreements, awards, employment contracts or workplace policies should be reviewed in case they have more generous conditions for casual workers.

I'm being treated unfairly.

You are protected from being harassed, discriminated against, or having adverse action taken against you because of a disease or illness, or a belief that you may have a disease or illness. Contact HSA for more information specific to your situation.

Do I need a medical certificate?

Each salon may have different rules around this. Confirm with your manager. Given the risk of COVID-19 and possible infection, HSA hopes that some employers will exercise discretion when requesting evidence from staff. If you need to take 2 or more days of sick leave, your employer can ask for a medical certificate. You can get one from your local GP.

Many medical centres now offer Telehealth appointments to prevent the risk of infection. It is worth calling your GP and asking if a Telehealth appointment is available, and if a medical certificate can be emailed to you.

difficult conversations

We know it can be really hard dealing with an unhappy client, and COVID-19 restrictions have put hair and beauty workers under added stress and pressure. We've put together a few tips and examples to help you through those tricky and awkward conversations you might have.

1. Listen to their concerns

Give your client time to voice their concerns without talking over or cutting them off. Try to maintain eye contact, nod, and smile.

2. Confirm and empathise with their concerns

You should always try and confirm their concerns, like "I appreciate you taking the time to let me know your views on QR codes".

You can then address someone's issue without necessarily agreeing with them. Phrases like "I understand it's really frightening right now" or "it can be confusing to find the right information" are great neutral responses that recognise your clients' unhappiness. Try not to say "I agree" or "you're right", but "I understand" or "I get where you're coming from."



3. Propose an alternative way forward

Instead of turning a client away, try to give them a solution, whether that's re-booking their hair appointment or offering to provide them with a mask if they don't have one. Talk to your manager or employer beforehand about your cancellation fee policy for people who show up but can't fulfill their appointment because of their vaccine status.

4. Defer to Authority

At the end of the day, none of this is your responsibility! If a client has concerns about a vaccination or COVID-Safe policy, you can say "I'm just following the direction of the state Government," or "we're following public health advice and don't want to risk any penalties." There's no "just this once" or special exceptions with COVID-19 restrictions.

Please remember that the law is on your side when turning away customers who refuse to comply with a public health order, and you will not face any penalties for discrimination. Remain calm, and advise them to escalate their concerns to the appropriate authorities if they wish.

If a client is threatening, rude, or aggressive, you have every right to ask them to leave the salon, and if they refuse, you also have the right to call the police and say you have a customer breaching a public health order.

Example talking points/responses with clients

“Please, I just need a quick trim. I haven’t been able to get a vaccine appointment in between work and my kids. Can’t you just let me in?”

“I understand it’s been a really long time since you’ve had your haircut. I’m sorry, but we can’t let anyone in who doesn’t have a vaccine passport. If we’re caught breaching a public health order, it would be a huge fine and the salon would be in a lot of trouble. I’m happy to reschedule your appointment once you’re vaccinated.”

“You don’t have the right to see my medical information. If you don’t serve me, I’ll make a complaint to the Human Rights Commission for discrimination!”

“I know some people can be very private about their medical history, but by law we need to see your vaccine passport before we can let you in.”

“I’ve already had my first dose, and I tested negative a few days ago. There’s no way I have COVID, can’t we just do this?”

“I understand you feel safe, but we have to follow the rules for ourselves and our clients. By law, we can’t let anyone in who doesn’t have their double-dose. If you have a second vaccine appointment booked in, I’m happy to reschedule you now.”

“I can’t wear a mask. I’ve got medical reasons but I left my note at home. Sorry! I can still get my hair done, right?”

“I understand you might have a medical exemption but unless I actually see it, I’m really sorry but we need you to wear a mask. Is someone at home able to take a photo of your exemption letter and text it to you?”

“Why can’t I wait inside? It’s only ten minutes until my appointment.”

“I know you can’t wait to see us again. Unfortunately, we can only have a limited number of people in the shop to comply with our social distancing requirements. There’s a really nice café next door where you can sit back and have a coffee, and I’ll send you a text as soon as we’re ready to have you.”



whs checklist

Are health and safety issues considered when you start work?

Through careful planning and consulting workers about the work, work systems and physical work environment, your employer can eliminate hazards and manage risks.

Does your workplace have an emergency plan in place?

An emergency plan is a written plan that sets out requirements and instructions for workers and others in the case of emergency. The plan must include emergency procedures, testing of these procedures, and information, training and instructions for workers in relation to implementing emergency procedures.

Have you or your colleagues been impacted by a work-related injury or illness and planned a return to work?

It is important to consider what assistance and communication can be provided for workers who have sustained a work-related physical or psychological injury or illness to support their recovery when returning to work.

Do you know what resources are available for workers who speak a language other than English?

Safe Work Australia has published an information sheet in 22 languages about working safely in Australia. You can also check with your WHS regulator.

Do you know where to report a WHS incident?

Contact your WHS regulator to report an incident or discuss steps you can take to make your workplace safer.

Do you know your responsibilities to build a safe and healthy workplace?

Persons Conducting a Business or Undertaking (PCBU) and their Officers must manage risks to workers and others in the workplace. The WHS laws can vary depending on where you live—check with your WHS regulator.

Are you aware of any physical or psychological hazards at your workplace?

Identifying hazards in the workplace involves finding things or situations that may cause harm. Workplace hazards can include things like noisy machinery, chemicals, working at heights, a repetitive job, remote or isolated work, poor environmental conditions, bullying and violence. Safe Work Australia's safety by industry and business information can help you understand the hazards and risks that may be at your workplace.

Do you know the risks at your workplace?

A risk is a possibility that physical or psychological harm (death, injury or illness) may occur when exposed to a hazard. As a PCBU your employer must conduct a risk assessment and consult with workers on minimising risks to their health and safety. See model Code of Practice: How to manage work health and safety risks.

Has your employer spoken to you about WHS?

Your employer must consult with workers on WHS issues. This includes when identifying hazards and assessing the WHS risks that the work or workplace present and when proposing changes to the workplace which may affect WHS. See model Code of Practice:

Work health and safety consultation, cooperation and coordination.



**HAIR
STYLISTS
AUSTRALIA**

join us today!

HSA is so much more than an expert support service. We're working hard to change the law and make the Hair and Beauty Award and your rights at work **BETTER** for the whole industry!



- ✓ **SAVING** your weekend penalty rates from a \$90-per-week paycut!
- ✓ **Securing a 25% PAY RISE** for casual stylists on weekend shifts.
- ✓ **Pushing for improved training** of apprentices.
- ✓ **Advocating for member safety** during COVID-19.
- ✓ **Setting up a portable long-service leave** scheme for ACT hair stylists.

HSA has big ambitions to create even more change, but we need **YOU!** The more members that back us, the bigger we'll grow and the more we can do to make the industry a better place for all of us.

Join us today!

www.hairstylistsaustralia.com.au/join-us

We are stronger together.



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