

Personal appearance services

Fit-out guide

Guide for operators

For more information, contact your local Council

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1. About this guide

This guide is for businesses involved in the design, construction and fit-out of premises undertaking personal appearance services (PAS). It provides guidance to operators, architects, designers, builders, equipment manufacturers and other professionals associated with the design and construction of premises providing PAS.

The set-up and operation of a premises, undertaking personal appearance services, must comply with Section 36 of the *Public Health (Infection Control for Personal Appearance Services) Act 2003* and the Queensland Development Code - Mandatory Part - MP 5.2 – Higher Risk Personal Appearance Services. Knowledge and understanding of these performance criteria are necessary to adequately design and construct a premises conducting PAS.

- *Public Health (Infection Control for Personal Appearance Services) Act 2003* can be found at <https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/P/PubHelCPA03.pdf>
- Queensland Development Code can be found at <http://www.hpw.qld.gov.au/construction/BuildingPlumbing/BuildingLawsCodes/QueenslandDevelopmentCode/Pages/QueenslandDevelopmentCodeCurrentParts.aspx>

This guide aims to provide operators with minimum requirement options that are safe and minimise infection risks. It is to be read in conjunction with an application package and guide for the licensing of personal appearance services, the *Public Health (Infection Control for Personal Appearance Services) Act 2003* and the Queensland Development Code.

Safe conduct of PAS begins at the earliest planning stages. The correct fit-out will assist you in providing premises that are easy to clean and maintain, and facilitate good hygiene practices.

Who needs to read this guide

This guide will be useful if you are designing a premises for tattooing body piercing, beauty therapy or hairdressing or any other premises providing a service that involves skin penetration that is provided as part of a business transaction. The guide aims to ensure that premises undertaking PAS:

- are easy to clean and maintain
- minimise infection risks
- have sufficient space, facilities and suitable equipment to conduct safe services
- are provided with services such as potable water and effective waste disposal for PAS
- provide facilities for staff to maintain standards of personal hygiene and equipment cleanliness that will prevent staff and customers from risks of infection.

How to use this guide

This guide is based on two concepts:

1. Performance Criteria

The performance criteria set by the Queensland Development Code - Mandatory Part - MP 5.2 – Higher Risk Personal Appearance Services are listed at the beginning of each section of this guide.

2. Acceptable Solutions

Acceptable solutions are solutions which are deemed to satisfy the performance criteria. A number of acceptable solutions are identified and listed for each performance criteria. Operators may need to use some or all solutions depending on the nature of the operation of the premises providing PAS. Alternatively, you may be able to achieve an outcome using a solution or method not listed in this guide. It is the applicant's responsibility to demonstrate to Council that any alternative methods of complying to the acceptable solutions still meets the requirements of the Queensland Development Code - Mandatory Part - MP 5.2 – Higher Risk Personal Appearance Services. Before implementing alternatives, seek advice from Council.

2. Plans and approvals

When designing, building or fitting-out a new premises or making changes to an existing premises providing PAS, obtaining plans will be your first step. These plans allow Council to assess the proposed premises before building commences. This saves architects, developers, business owners and/or operators time and money. Before building or renovation starts, copies of all plans drawn-to-scale must be lodged with Council.

General information required

You will need to provide the following information when you submit your plans:

- Name, address and contact details of architect, draftsman, or shopfitter
- Drawing scale and date when plans are drafted
- Name of business operator
- Address of the premises/real property description (ie lot and registered plan number)
- Proposed name of the business
- A document providing a brief overview of the types of activities and processes intended to be conducted on the premises.

Types of plans required

You must submit copies of the following types of plans for your premises. Your architect, draftsman, or shopfitter must be able to assist you with providing these.

- Site plan including car parking, rubbish area, adjacent land uses and toilet - to a suitable scale (eg 1:100)
- Floor plan - to a suitable scale (eg 1:50)
- Sectional elevation plans - to a suitable scale (eg 1:50)
- Hydraulic plans (plumbing details) - to a suitable scale (eg 1:50)

Design approval checklist

The following approvals must be considered before starting construction of your business.

- Development assessment – check that your proposed business can operate from the site you are considering under the Council’s Planning Scheme
- Building – building approval is required from a private certifier or building officer in Council
- Plumbing – plumbing approval is needed from Council’s plumbing section
- Trade waste – obtain approvals from Council’s trade waste officer
- Advertising signs or devices
- Goods on footpath permit

For further information on any of the above approvals, contact Council.

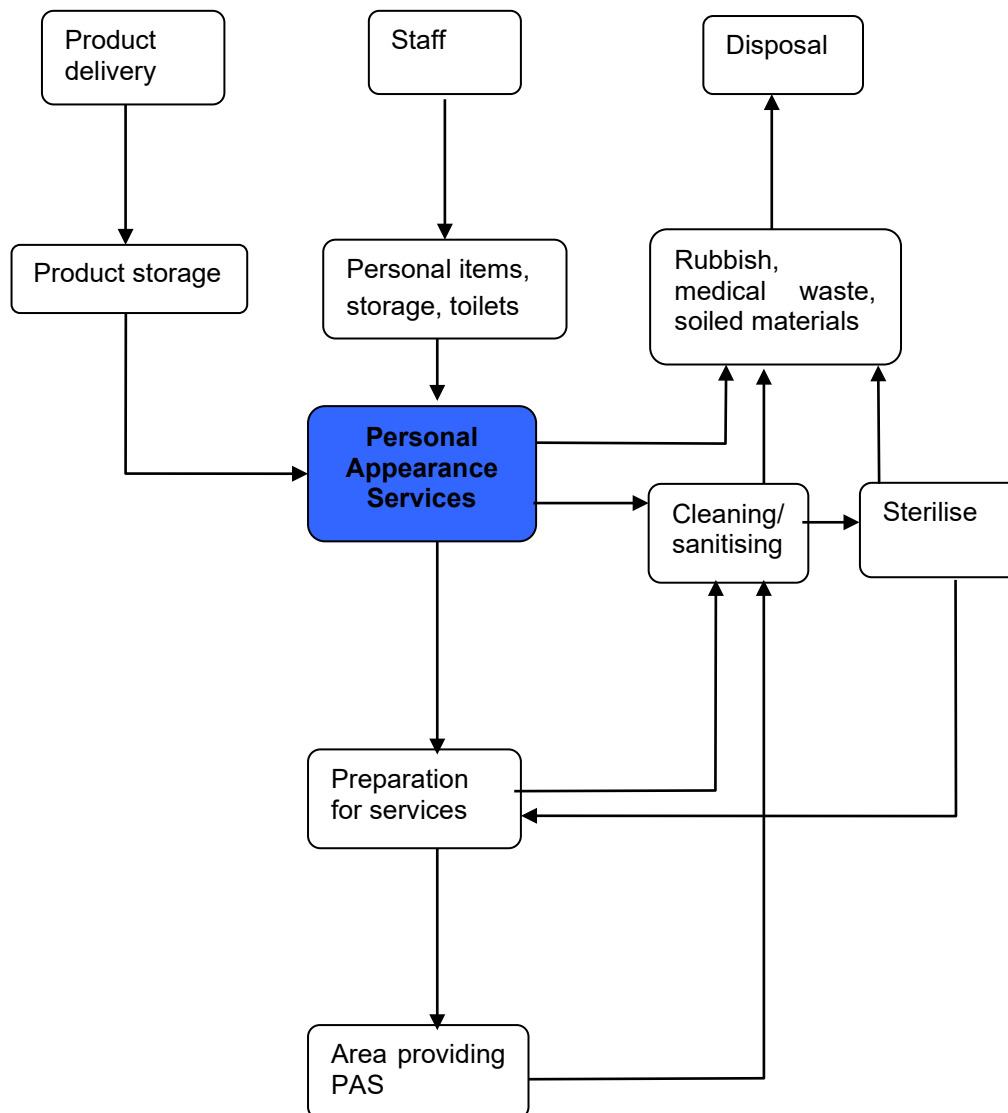
3. Design and layout

Performance criteria

A premises providing PAS is required to be designed and constructed to:

- be adequate for the types of services and activities conducted
- provide adequate space for all activities conducted and for all equipment to be used or stored
- allow easy cleaning/sanitising and sterilising procedures of all structures and equipment.

Figure 1: Example of flow of staff and services through a premises providing PAS



Acceptable solutions

Flow of activities through a premises providing PAS

The correct design and layout can help streamline work practices, reduce cleaning and maintenance, and prevent or minimise infection risks.

A premises must be designed so that the flow of service is in one direction: from product receipt, to storage, preparation, providing the customer with a service, and finally to disposal and/or sanitising and/or sterilising of equipment, and in doing so reduce the infection risks associated with the process.

Adequate space

- Adequate space is to be provided for all activities required to carry out safe provision of PAS.
- Storage of potentially hazardous equipment and waste must be adequate for the business to comply with the Queensland Development Code - Mandatory Part - MP 5.2 – Higher Risk Personal Appearance Services.

Cleaning, sanitising, sterilising and maintenance

- Layout and design of the premises must provide access for cleaning, sanitising, sterilising and maintenance.

Areas providing PAS

- Adequate premises space must be provided for all PAS-related activities.
- Designated clean and dirty or contaminated zones must be clearly indicated.

4. General requirements

Performance criteria

The design and construction of a premises providing PAS must:

- be adequate for the types of services and activities conducted
- provide adequate space for all activities conducted, and for all equipment to be used or stored
- allow easy cleaning/sanitising and sterilising procedures of all structures and equipment.

Acceptable solutions

Appropriate for use

The design and layout of a premises providing PAS must be well-planned, taking into consideration several important elements to ensure effective and acceptable operation. The design principles for a premises providing PAS must accommodate safe flow of product and waste to minimise infection risks. Separating particular processes in the premises must be considered including:

- used and unused items and equipment
- hand washing facilities
- wash/cleaning areas
- storage facilities
- waste disposal areas

Adequate space

Proper planning of a premises providing PAS will effectively designate adequate space and areas for PAS activities and storage of equipment and product. Storage areas must be constructed of materials which are durable and easily cleaned in line with requirements of the “finishing materials” performance criteria in the Queensland Development Code - Mandatory Part - MP 5.2 – Higher Risk Personal Appearance Services.

Provision of adequate space must be provided for:

- product and equipment delivery access
- new product - sufficient shelving space, sanitised and/or sterile area
- “in use” product – sufficient clean and practical space
- adequate preparation area
- cleaning chemicals and equipment - separate cabinet, locker or cupboards for all chemicals and cleaning supplies
- waste - sufficient and separate waste containers for all anticipated waste, including general waste, soiled waste, medical waste etc
- personal belongings - separate lockers, cupboards or cabinets for personal clothing and items
- PAS utensils/equipment – adequate storage space
- office and business equipment (used to run the business) must be separate from the PAS storage and preparation areas to minimise infection risks

Cleaning, sanitising and sterilising

The design of all premises providing PAS must provide suitable access to allow effective and efficient cleaning procedures for all equipment, fittings, surfaces and areas.

Special

Clean towels, linen and other materials that may be required to carry out processes hygienically must be stored within the establishment in adequate vermin-proof cupboards, cabinets or other similar fittings.

5. Work area zones

Performance criteria

A premises providing PAS must be suitably planned and fitted out to effectively minimise infection risks, taking into consideration:

- separation of clean or sterile items from contaminated items
- convenient access by operators to hand basins from a number of rooms

Acceptable solutions

A PAS business, consisting of a single room or multiple rooms, must incorporate a:

- clean zone within a room, or rooms, where clean or sterilised items are stored and a hand basin is located.
- dirty or contaminated zone within a room, or rooms, where contaminated items are placed to await cleaning, and where the cleaning sinks, instrument washers and sterilisers are located.

6. Hand washing, instrument and equipment facilities

Performance criteria

A PAS business must be provided with suitable hand washing and instrument and equipment cleaning facilities to provide and maintain hygienic conditions.

Acceptable solutions

Hand basins

A PAS business must be provided with hand washing facilities which consist of at least one hand washing basin for each five workstations or part thereof with:

- bowl dimensions of not less than 400mm x 250mm
- reticulated cold water controlled by non-touch taps and includes wrist, elbow, knee, foot or sensor operated taps
- unobstructed space above it, not less than 600mm wide and extending not less than 750mm above the fixture
- the basin situated not more than 5m from any work station unobstructed by walls or fixtures
- each hand wash basin located between 800mm and 1000mm above the floor

Instrument and equipment cleaning

A PAS business must be provided with at least one sink solely for washing and cleaning instruments and equipment.

The sink must:

- have a bowl not less than 400mm long
- have reticulated hot and cold water
- be located between 800mm and 1000mm above the floor.

7. Surface finishing materials

Performance criteria

The floors, walls, ceilings, benches and cupboard surfaces, workstations and areas used in conjunction with workstations must be finished with a suitable material to enable easy cleaning.

Acceptable solutions

Floors

The finished floor surface must consist of a material that is free of cracks, irregularities, and imperfections and must include one of the following:

- ceramic tiles
- sealed cork tiles
- plastic tiles or sheeting
- polyurethane sealed timber
- epoxy resin sealed concrete
- carpet that can withstand fluids and can be easily cleaned.

The intersections between floors and walls must be provided with one of the following:

- coving at least 50mm high
- continuous skirting at least 50mm high consisting of timber, ceramic tiles or the like

Walls

The finished wall surfaces must consist of a material that is easily cleaned when painted or sealed and includes one of the following:

- sealed smooth concrete
- rendered hard plaster
- smooth concrete masonry
- smooth clay masonry
- timber boards
- timber sheeting
- washable vinyl wallpaper
- plasterboard

Ceilings

The finished ceiling surfaces must consist of a material that is easily cleaned when painted or sealed and includes one of the following:

- sealed smooth concrete
- rendered hard plaster
- plasterboard
- timber
- timber boards or sheeting

Joinery and other surfaces

All joinery and other finished surfaces, including benches, cupboards, shelves and work station areas on which instruments are placed, must consist of a material that can be easily cleaned, is smooth and free from cracks and crevices and includes one of the following:

- gloss paint or stain
- laminate
- glass
- stainless steel
- epoxy resin

8. Joining system finishes

Performance criteria

Internal wall, ceiling and floor finishes must have a suitable joining system to facilitate the maintenance of hygienic conditions.

Acceptable solution

Joints between:

- wall and ceiling linings are to be flush with the surface
- ceramic wall and floor tiling are to be filled with heavy duty 100% epoxy, acid-resisting grouting in accordance with the manufacturer's recommendations
- wall and floor flexible Polyvinyl Chloride (PVC) sheeting must have heat welded seams
- polypropylene sheeting has proprietary plastic mouldings

9. Water supply

Performance criteria

There must be an adequate supply of hot and cold water to the establishment.

Acceptable solutions

The hot water system for the establishment must:

- have an adequate capacity for the activities on the premises
- be connected to a potable or approved water supply

10. Lighting

Performance criteria

Lighting must be sufficient to carry out the process of PAS hygienically.

Acceptable solutions

Refer to Australian Standard 1680 (Interior Lighting set) for guidance.

11. Waste facilities

Performance criteria

Adequate facilities must be provided for general waste and sharps disposal.

Acceptable solutions

General Waste

General waste must be placed in a container which is smooth and impervious and has a suitable lid.

Best practice

General waste must be disposed of in a smooth and impervious container that contains a disposable liner. This reduces the need to clean the container.

Sharps Disposal

Sharps must be disposed of in accordance with the [Waste Reduction and Recycling Regulation 2011](#).

Sharps containers must be placed as close as practical to where the procedure is undertaken.

Sharps containers must be easily accessible to all operators.

12. Appendix 1 – key definitions

Clean zone

A designated area where clean or sterilised items are kept.

Coving

A 45 degree angle surface forming part of a floor at its edge so as to eliminate the usual interior angle between a floor and a wall.

Dirty or contaminated zone

A designated area where dirty or contaminated items are kept.

Epoxy

A thermosetting resin used chiefly in strong adhesives and coatings and laminates.

Operator

An individual who personally provides personal appearance services.

Personal Appearance Services (PAS)

Beauty therapy, hairdressing or skin penetration that is provided as part of a business transaction.

Polypropylene

A plastic polymer of propylene used chiefly for moulded parts, electrical insulation, packaging etc

Polyurethane

Any of various resins, widely varying in flexibility, used in tough chemical-resistant coatings, adhesives, and foams.

Polyvinyl Chloride (PVC)

A common thermoplastic resin used in a wide variety of manufactured products, including rainwear, garden hoses and floor tiles.

Potable Water

Water able to be used for human consumption.

Queensland Development Code (QDC)

Provides a framework within which Queensland-specific building standards are consolidated into a single document. The standards cover Queensland matters outside the scope of and in addition to the Building Code of Australia (BCA), such as requirements for private health facilities.

Sharps

Any object or device with rigid corners, edges or points designed and capable of cutting or penetrating the skin. This includes, but is not limited to needles, punches, jewellery and razors.

Skirting

The board running around a room on the wall next to the floor; baseboard.

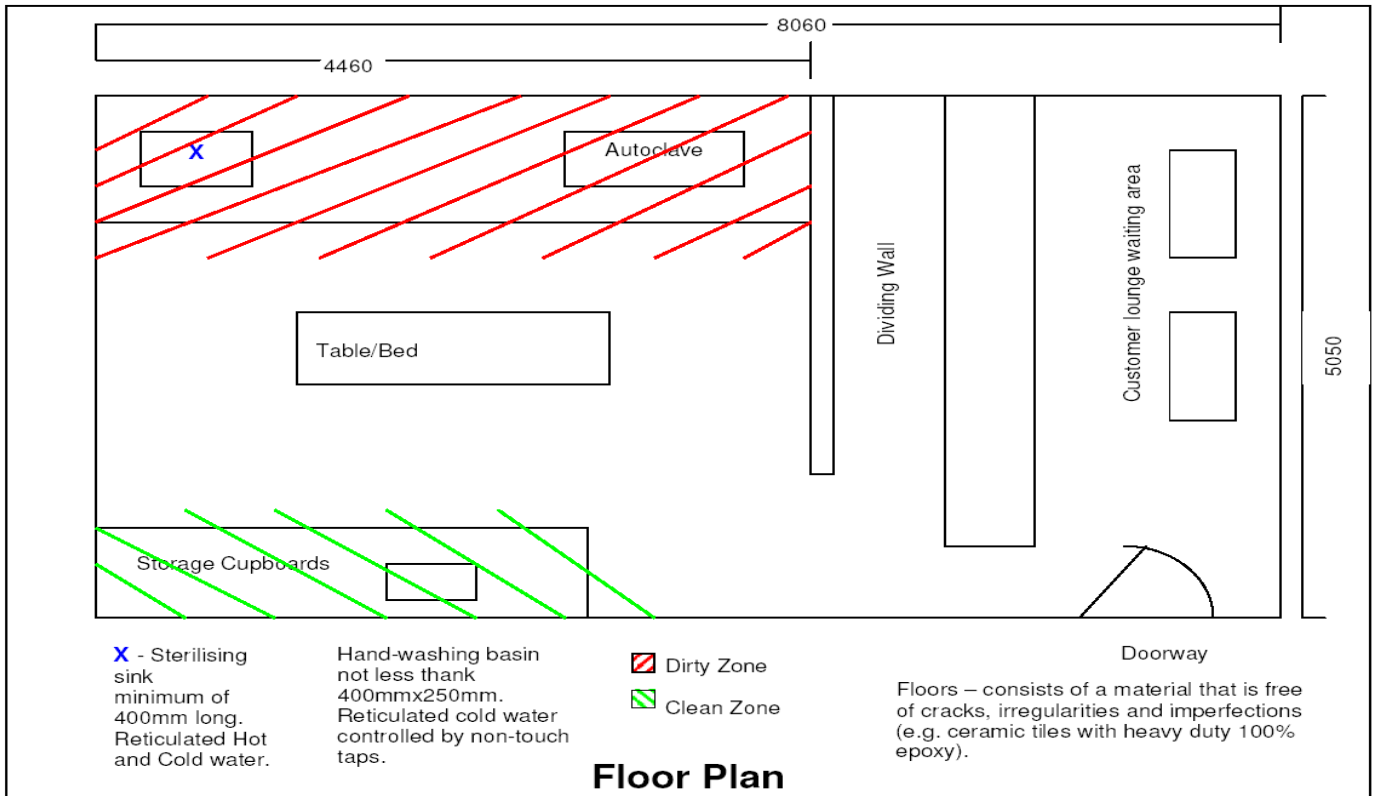
Soil

Dirt or debris which may protect or assist the growth of infectious agents - includes organic matter, blood and body substances.

Thermosetting

A type of plastic that sets when heated and cannot be remoulded.

13. Appendix 2 – floor plan (not to scale)



14. Appendix 3 – sectional elevation plan (not to scale)

