



November 2010

## Adding new procedures to your business?

During routine inspections Environmental Health Officers have noticed a number of premises that have added procedures to their business that they are not legally registered to practice e.g. a hairdresser adding a waxing room or a nail area and beauticians adding electrolysis or cosmetic tattooing to their procedures.

Before adding new procedures to your business, some issues that you need to consider are:

- Are you currently registered to carry out that procedure?  
Under Bayside City Council's registration categories, businesses can be categorised as Hair, Beauty, Skin Penetration, Ear Piercing, Electrolysis or a mixture of 2 or more. Adding a new procedure may require your current registration category to be amended.
- Do you have the structural facilities to offer a new procedure?  
Under the current "Health guidelines for personal care and body art industries" a hand wash basin with warm running water through a single outlet, liquid soap and disposable paper towels is required to be installed in the immediate procedure area. If you're adding a skin penetration procedure, the hand wash basin is required to be hands free (e.g. electronically controlled) in operation.

For any premises where alterations to the layout or treatments/procedures are added; you should submit updated floor plans of your premises indicating which treatments or procedures occur in each room to Council's Environmental Health Services for approval prior to works or renovations beginning and before the new treatments commencing.

## Snap-shot of Public Health & Wellbeing Act registered premises' in the Bayside.

Bayside City Council's Environmental Health Services has 189 premises registered under the Public Health & Wellbeing Act. The current business profile is detailed below:

TYPE OF PREMISES	No.	TYPE OF PREMISES	No.
Beauty Treatment	57	Hairdresser	66
Hairdresser and Beauty	34	Motel	5
Beauty Treatment/Electrolysis	6	Prescribed Accommodation	1
Boarding House	4	Skin Penetration/Beauty Treatment	8
Ear Piercing Establishment	7	Colonic Irrigation	1

## Registration reminder for 2011

You are reminded that your registration is due by **31 December 2010**.

Failure to pay your registration by this date can affect your business in two ways:

- you may be liable for a **50 per cent** late fee, and
- you may be committing an offence by trading whilst unregistered.

A proprietor operating an unregistered Public Health and Wellbeing Act premises can now be issued with an infringement notice of up to \$1400 per offence.

Should you misplace or lose your registration renewal form please contact Bayside's Environmental Health Services on 9599-4417.

## Thinking of selling, buying or relocating your business?

If you are thinking of selling your business or decide to buy an existing business the registration details will need to be transferred to the name of the new owner. To legally register or transfer your premises you are required to contact Bayside's Environmental Health Unit and obtain an Application for the Transfer of a Public Health and Wellbeing Act premises. This form needs to be completed by the current and new proprietors and returned to Council with the applicable fee (50% of the applicable registration fee). If this application is not completed then the new proprietor will be operating an unregistered premises.

## Consumer complaints: Bungled treatments turn ugly

In a recent report, Consumer Affairs Victoria have listed more than 200 complaints about personal care and body art treatments. This is an average of about four a week across the state. Complaints include:

- A woman who had to be treated in hospital when her toe was cut during a pedicure.
- A woman whose hair turned green and grey when her stylist proceeded with a treatment when the power went out in the salon.
- A man ridiculed by workmates because his hair piece flapped in the wind and streaked glue down his face when he sweated. He alleged the glue had to be removed with hardware store chemicals.
- A follicle fraud victim who was told a sample of hair would be sent overseas to clone into 70,000 hairs. Instead all he got was a wig.
- Expensive hair extensions falling out within days or a few weeks, and leaving a foul smell or bald patches.

Should a complaint be lodged against your business, it is important that you attempt to resolve the complaint with the customer and to ensure a breach of contract has not occurred. Consumer Affairs Victoria can attempt to conciliate disputes, for more information contact the Consumer Affairs Helpline on 1300 55 81 81.

If you would like any further information regarding this newsletter please contact Bayside's Environmental Health Services on 9599 4417 to discuss.

### Let us know what you think

If you have any comments about the Health newsletter, have any questions you would like answered, topics you would like covered in future issues, or perhaps suggest some tips to share with other businesses, why not contact us:

Bayside City Council

Environmental Health Unit

Phone: 9599 4417