



Appearance Industries Code of Practice Summary

Part 2: Operator Conduct

Minimum standards for all operators. All operators must comply with this section.

Consent: You must not carry out any service on any person who you suspect is unable to give legal consent due to being mentally impaired or who you suspect is under the influence of alcohol, drugs, or mind-altering substances except as prescribed for a medical condition.

Hand washing and gloves: Keep your clothing, hands, and fingernails clean. Cover any infected, inflamed, or damaged skin.

Clean your hands by washing up to the wrist with soap or antibacterial cleansing agent, using an effective method to operate taps to maintain cleanliness:

- before and after each service
- before putting on and after removing gloves
- immediately after using a toilet, using any handkerchief or tissue, smoking or vaping
- using electronic devices, checkout, or computer

Brush your hands and nails when necessary and dry them with a single service towel or other approved hand-drying equipment.

Wear a new pair of gloves for each customer. Never wash, reuse, or wear torn gloves.

Wear clean, well-fitting, single-use disposable surgical gloves:

- before preparing the area on a customer's body
- before starting any service on any customer
- if the customer is likely to bleed during a service
- if the customer has open wounds or is known to have a contagious disease
- if you have cuts or wounds on your hands or have a skin infection or lesion
- if you are handling blood-soiled items, body fluids, and any surfaces, materials, and objects exposed to them
- before touching sterilised or sanitised items

Accidents and bleeding: Have written procedures in place for:

- dealing with customers and staff who have accidentally been exposed to another person's blood or body fluids
- when a customer has unexpected bleeding or bleeding that won't stop

Record these incidents, including contact details for those involved. Details of the incident (excluding the client's personal information) must be reported to Council by the next working day.

Linen and other supplies:

- Clean and wash any towel, sheet, cloth, pillow, furniture covering, mattress cover, cushion, foot spa and any other protective garments or covers after every customer.
- Keep all permanent covers in good condition and disinfect regularly.
- Disposable applicators must be used when dispensing creams and lotions from containers.
- Dispense sprays from a purpose-specific pump where possible.
- Clearly label chemicals and never reuse bottles with any other product.

Storage of linen and other supplies: Make sure you have a separate storage locker for storing clean and soiled laundry, cleaning equipment, and other chemicals, products, or materials.

- Store chemicals in a separate location or cupboard away from service areas.
- Store clean linen, tissues, or single-use disposable paper products in an enclosed and dust proof storage area.
- Store any used towel, sheet, cloth, or any other protective garment in a closed or covered container until washed or disposed of.

Sterile storage: Make sure you have separate dust proof storage spaces for storing sterile dressings, instruments, and articles, including jewellery.

Contaminated waste: You will need to show the council officer how you dispose of contaminated waste.

Waste management should follow the New Zealand Standard NZS 4304:2002

Management of Healthcare Waste:

- Separate any biological or infectious waste (eg, blood-stained swabs and blood contaminated gloves). Place in a clearly marked biological and infectious waste bin.
- Clearly label all containers for biological or infectious waste.
- Dispose of any sharp tools (eg, needles, lancets, glass) in a rigid plastic labelled sharps container.

Qualifications: If the service you provide requires a recognised qualification, you must hold this qualification. Make sure your qualifications are somewhere customers can see it.

Additional recommended best practice – recommended but not compulsory

First aid

- All operators should hold a current St John's or Red Cross First Aid workplace certificate or an approved equivalent.
- It is strongly recommended that ALL operators should undergo training which includes hygiene and infection control.

For additional standards please refer to the Appearance industries bylaw code of practice.

Note: This summary sheet is provided only for information and does not replace or supplement the Hutt City Council Bylaw Code of Practice.