



REF: FOI:17-48

[REDACTED]  
[REDACTED]

Dear [REDACTED]

Thank you for your application under the ACT *Freedom of Information Act 1989* (the Act) received by ACT Health on 26 July 2017 requesting access to documents regarding improvement notice and inspection reports about nail salons in the ACT.

As A/g Executive Director, Health Protection Services, I am an officer authorised to make a decision in respect of a request for information, under Section 22 of the Act. I have decided to waive the fees associated with this request.

After conducting a search of all relevant records, ACT Health has identified 241 pages of documents in its possession that meet the scope of your request. I have decided that a number of documents are to be partially released in accordance with provisions under the Act, as outlined in the Schedule of Documents. The remainder of the document are released in full. Health records are not considered under the Act.

My decision is appealable under the Act. This means that if you are dissatisfied with this outcome you have a right to seek a review under Section 59 of the Act. If you wish to seek a review you should write to:

The Principal Officer  
c/- FOI Coordinator  
Executive Coordination  
Health Directorate  
GPO Box 825  
CANBERRA ACT 2601

You have 28 days from the date of this letter to seek a review of the outcome or such other period as the Principal Officer permits.

Under Section 54 of the Act, if you are concerned about the processing of your request or related administrative matters, you may complain to the Ombudsman, who may conduct an independent investigation into your complaint. There is no fee for this, and the contact details are as follows:

The Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

If you have any queries concerning this Directorate's processing of your request, or would like further information, please contact the Freedom of Information Coordinator on 6205 1340 or via email at: [HealthFOI@act.gov.au](mailto:HealthFOI@act.gov.au)

Yours sincerely



Brett Purdue  
Acting Executive Director  
Health Protection Service

6 September 2017

Name – FOI 17/48 [REDACTED] – Canberra Times – Improvement Notices to nail salons

SCHEDULE OF DOCUMENTS

FOLIO	ITEM	DATE	STATUS	REASON FOR EXEMPTION	Internet publication – YES/NO – if no, why not
1-2	Revocation Certificate – Woden Spa Nails & Beauty	01.03.17	Part Release S41	Unreasonable disclosure of personal information	Yes
3-8	Improvement Notice – Woden Spa Nails & Beauty	19.12.16	Part Release S41	Unreasonable disclosure of personal information	Yes
9	Inspection Report – Woden Spa Nails & Beauty	14.06.16	Part Release S41	Unreasonable disclosure of personal information	Yes
10	Inspection Report – Woden Spa Nails & Beauty	03.11.15	Part Release S41	Unreasonable disclosure of personal information	Yes
11	Complaint – Woden Spa Nails & Beauty	21.05.15	Part Release S41	Unreasonable disclosure of personal information	Yes
12-13	Inspection Report – Woden Spa Nails & Beauty	19.01.15	Part Release S41	Unreasonable disclosure of personal information	Yes
14-15	Revocation Certificate – Gentle Nails	15.12.16	Part Release S41	Unreasonable disclosure of personal information	Yes
16-21	Improvement Notice – Gentle Nails	13.12.16	Part Release S41	Unreasonable disclosure of personal information	Yes
22	Complaint – Gentle Nails	14.12.16	Part Release S41	Unreasonable disclosure of personal information	Yes
23-24	Inspection Report – Gentle Nails	17.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes

25-26	Inspection Report – Gentle Nails	19.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
27-28	Inspection Report – Gentle Nails	22.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
29-30	Revocation Certificate – Gentle Nails	09.04.15	Part Release S41	Unreasonable disclosure of personal information	Yes
31-34	Improvement Notice – Gentle Nails	24.03.15	Part Release S41	Unreasonable disclosure of personal information	Yes
35	Inspection Report – Gentle Nails	26.03.15	Part Release S41	Unreasonable disclosure of personal information	Yes
36-37	Inspection Report – Gentle Nails	14.01.15	Part Release S41	Unreasonable disclosure of personal information	Yes
38-39	Inspection Report – Beauty Central / Love Nails Belconnen	14.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
40	Inspection Report – Beauty Central / Love Nails Belconnen	30.06.16	Part Release S41	Unreasonable disclosure of personal information	Yes
41	Inspection Report – Beauty Central / Love Nails Belconnen	03.12.15	Part Release S41	Unreasonable disclosure of personal information	Yes
42-43	Inspection Report – Beauty Central / Love Nails Belconnen	03.08.15	Part Release S41	Unreasonable disclosure of personal information	Yes
44	Inspection Report – Beauty Central / Love Nails Gungahlin	05.01.17	Part Release S41	Unreasonable disclosure of personal information	Yes
45	Inspection Report – Canberra Nails & Spa	27.01.17	Part Release S41	Unreasonable disclosure of personal information	Yes
46	Inspection Report – Canberra Nails & Spa	24.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
47-48	Inspection Report – Canberra Nails & Spa	21.12.15	Part Release S41	Unreasonable disclosure of personal information	Yes

49	Inspection Report – Canberra Nails & Spa	21.05.15	Part Release S41	Unreasonable disclosure of personal information	Yes
50	Inspection Report – Capital Star Nails & Beauty	21.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
51	Inspection Report – Capital Star Nails & Beauty	16.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
52	Inspection Report – Capital Star Nails & Beauty	30.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
53	Inspection Report – Capital Star Nails & Beauty	18.02.15	Part Release S41	Unreasonable disclosure of personal information	Yes
54	Complaint Form – Modern Nails	26.06.15	Part Release S41	Unreasonable disclosure of personal information	Yes
55	Inspection Report – Modern Nails	07.01.15	Part Release S41	Unreasonable disclosure of personal information	Yes
56	Inspection Report – Civic Nails	21.07.17	Part Release S41	Unreasonable disclosure of personal information	Yes
57-58	Inspection Report – Civic Nails	19.12.16	Part Release S41	Unreasonable disclosure of personal information	Yes
59	Complaint Form – Civic Nails	07.12.16	Part Release S41	Unreasonable disclosure of personal information	Yes
60	Inspection Report – Civic Nails	01.06.16	Part Release S41	Unreasonable disclosure of personal information	Yes
61	Inspection Report – Civic Nails	14.10.15	Part Release S41	Unreasonable disclosure of personal information	Yes
62	Inspection Report – Civic Nails	03.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
63	Inspection Report – CNT Nails & Spa	21.07.17	Part Release S41	Unreasonable disclosure of personal information	Yes

64	Inspection Report – CNT Nails & Spa	18.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
65	Complaint Form – CNT Nails & Spa	01.06.16	Part Release S41	Unreasonable disclosure of personal information	Yes
66	Inspection Report – CNT Nails & Spa	19.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
67	Inspection Report – CNT Nails & Spa	26.11.15	Part Release S41	Unreasonable disclosure of personal information	Yes
68	Inspection Report – CNT Nails & Spa	03.07.15	Part Release S41	Unreasonable disclosure of personal information	Yes
69	Inspection Report – Glamorous Nails Fyshwick	21.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
70	Inspection Report – Glamorous Nails Fyshwick	24.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
71	Inspection Report – Glamorous Nails Fyshwick	29.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
72-73	Inspection Report – Glamorous Nails Fyshwick	16.01.15	Part Release S41	Unreasonable disclosure of personal information	Yes
74	Inspection Report – Glamorous Nails Erindale	06.01.17	Part Release S41	Unreasonable disclosure of personal information	Yes
75	Inspection Report – Glamorous Nails Erindale	28.04.16	Part Release S41	Unreasonable disclosure of personal information	Yes
76	Complaint Form - Glamorous Nails Erindale	22.04.16	Part Release S41	Unreasonable disclosure of personal information	Yes
77	Inspection Report – Glamorous Nails Erindale	02.10.15	Part Release S41	Unreasonable disclosure of personal information	Yes
78-79	Inspection Report – Glamorous Nails Erindale	16.01.15	Part Release S41	Unreasonable disclosure of personal information	Yes

80	Complaint Form – Crystal Nail & Beauty	31.03.17	Part Release S41	Unreasonable disclosure of personal information	Yes
81	Inspection Report – Crystal Nail & Beauty	21.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
82	Inspection Report – Crystal Nail & Beauty	27.06.19	Part Release S41	Unreasonable disclosure of personal information	Yes
83	Inspection Report – Crystal Nail & Beauty	26.10.15	Part Release S41	Unreasonable disclosure of personal information	Yes
84-85	Inspection Report – Gilded Nail Design	13.04.17	Part Release S41	Unreasonable disclosure of personal information	Yes
86	Inspection Report – Fancy Nails	31.01.17	Part Release S41	Unreasonable disclosure of personal information	Yes
87	Inspection Report – Fancy Nails	29.06.16	Part Release S41	Unreasonable disclosure of personal information	Yes
88	Inspection Report – Fancy Nails	17.11.15	Part Release S41	Unreasonable disclosure of personal information	Yes
89	Complaint Form – Fancy Nails	17.11.15	Part Release S41	Unreasonable disclosure of personal information	Yes
90	Complaint Form – Fancy Nails	08.10.15	Part Release S41	Unreasonable disclosure of personal information	Yes
91	Inspection Report – Fancy Nails	02.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
92-93	Inspection Report – Glamorous Nails & Spa Manuka	02.02.17	Part Release S41	Unreasonable disclosure of personal information	Yes
94	Inspection Report – Glamorous Nails & Spa Manuka	17.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
95	Inspection Report – Glamorous Nails & Spa Manuka	01.10.15	Part Release S41	Unreasonable disclosure of personal information	Yes

96	Inspection Report – Golden Nails & Spas - Belconnen	21.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
97	Inspection Report – Golden Nails & Spas - Belconnen	14.07.16	Part Release S41	Unreasonable disclosure of personal information	Yes
98	Inspection Report – Golden Nails & Spas - Belconnen	23.11.15	Part Release S41	Unreasonable disclosure of personal information	Yes
99	Inspection Report – Golden Nails & Spas - Belconnen	16.02.15	Part Release S41	Unreasonable disclosure of personal information	Yes
100	Inspection Report – Golden Nails & Spas - Macquarie	01.05.17	Part Release S41	Unreasonable disclosure of personal information	Yes
101	Inspection Report – New York Spas & Nails - Tuggeranong	21.07.17	Part Release S41	Unreasonable disclosure of personal information	Yes
102	Inspection Report – New York Spas & Nails - Tuggeranong	18.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
103	Inspection Report – New York Spas & Nails - Tuggeranong	20.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
104	Inspection Report – New York Spas & Nails - Tuggeranong	16.10.15	Part Release S41	Unreasonable disclosure of personal information	Yes
105-106	Inspection Report – New York Spas & Nails - Tuggeranong	27.01.15	Part Release S41	Unreasonable disclosure of personal information	Yes
107	Inspection Report – NB Bar	01.02.17	Part Release S41	Unreasonable disclosure of personal information	Yes
108	Inspection Report – NB Bar	29.06.16	Part Release S41	Unreasonable disclosure of personal information	Yes
109-110	Inspection Report – NB Bar	22.03.16	Part Release S41	Unreasonable disclosure of personal information	Yes
111 - 112	Inspection Report – NB Bar	29.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes

113-118	Improvement Notice – Love Nails Phillip	31.07.17	Part Release S41	Unreasonable disclosure of personal information	Yes
119	Complaint Form - Love Nails Phillip	01.08.17	Part Release S41	Unreasonable disclosure of personal information	Yes
120	Inspection Report - Love Nails Phillip	03.01.17	Part Release S41	Unreasonable disclosure of personal information	Yes
121-122	Revocation Certificate - Love Nails Phillip	16.03.16	Part Release S41	Unreasonable disclosure of personal information	Yes
123-124	Inspection Report - Love Nails Phillip	02.03.16	Part Release S41	Unreasonable disclosure of personal information	Yes
125	Complaint Form - Love Nails Phillip	03.03.16	Part Release S41	Unreasonable disclosure of personal information	Yes
126-129	Improvement Notice – Love Nails Phillip	02.03.16	Part Release S41	Unreasonable disclosure of personal information	Yes
130	Inspection Report - Love Nails Phillip	03.11.15	Part Release S41	Unreasonable disclosure of personal information	Yes
131-132	Revocation Certificate - Love Nails Phillip	18.02.15	Part Release S41	Unreasonable disclosure of personal information	Yes
133-134	Inspection Report - Love Nails Phillip	19.01.15	Part Release S41	Unreasonable disclosure of personal information	Yes
135-139	Improvement Notice – Love Nails Phillip	19.01.15	Part Release S41	Unreasonable disclosure of personal information	Yes
140	Inspection Report - Love Nails Greenway	07.12.16	Part Release S41	Unreasonable disclosure of personal information	Yes
141	Inspection Report - Love Nails Greenway	17.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
142	Inspection Report - Love Nails Greenway	25.05.15	Part Release S41	Unreasonable disclosure of personal information	Yes

143	Inspection Report - Love Nails Holt	21.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
144	Inspection Report - Love Nails Holt	01.08.16	Part Release S41	Unreasonable disclosure of personal information	Yes
145	Inspection Report - Love Nails Holt	17.12.15	Part Release S41	Unreasonable disclosure of personal information	Yes
146-147	Inspection Report - Love Nails Holt	22.07.15	Part Release S41	Unreasonable disclosure of personal information	Yes
148-149	Inspection Report - Love Nails Belconnen	14.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
150	Revocation Certificate - Love Nails Belconnen	10.03.16	Part Release S41	Unreasonable disclosure of personal information	Yes
151-154	Improvement Notice – Love Nails Belconnen	26.02.16	Part Release S41	Unreasonable disclosure of personal information	Yes
155-156	Inspection Report - Love Nails Belconnen	26.02.16	Part Release S41	Unreasonable disclosure of personal information	Yes
157	Complaint Form - Love Nails Belconnen	26.02.16	Part Release S41	Unreasonable disclosure of personal information	Yes
158-159	Inspection Report - Love Nails Belconnen	03.12.15	Part Release S41	Unreasonable disclosure of personal information	Yes
160-161	Inspection Report - Love Nails Belconnen	19.11.15	Part Release S41	Unreasonable disclosure of personal information	Yes
162	Complaint Form - Love Nails Belconnen	17.07.15	Part Release S41	Unreasonable disclosure of personal information	Yes
163	Complaint Form - Love Nails Belconnen	27.03.15	Part Release S41	Unreasonable disclosure of personal information	Yes
164	Inspection Report - Love Nails Belconnen	10.02.15	Part Release S41	Unreasonable disclosure of personal information	Yes

165	Inspection Report – Katylicious Nails & Spa	09.12.16	Part Release S41	Unreasonable disclosure of personal information	Yes
166	Inspection Report – Katylicious Nails & Spa	23.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
167-168	Inspection Report – Katylicious Nails & Spa	26.11.15	Part Release S41	Unreasonable disclosure of personal information	Yes
169	Inspection Report – Katylicious Nails & Spa	14.04.15	Part Release S41	Unreasonable disclosure of personal information	Yes
170	Inspection Report – IDaisy’s Nails & Spa	14.12.16	Part Release S41	Unreasonable disclosure of personal information	Yes
171	Inspection Report – IDaisy’s Nails & Spa	21.09.16	Part Release S41	Unreasonable disclosure of personal information	Yes
172	Inspection Report – Holy Nails, Spa & Beauty	15.12.16	Part Release S41	Unreasonable disclosure of personal information	Yes
173	Inspection Report – Holy Nails, Spa & Beauty	09.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
174	Inspection Report – Holy Nails, Spa & Beauty	23.12.15	Part Release S41	Unreasonable disclosure of personal information	Yes
175	Inspection Report – Gossip Nail Salon	21.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
176-177	Inspection Report – Gossip Nail Salon	24.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
178-179	Inspection Report – Gossip Nail Salon	29.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
180	Inspection Report – Golden Nails & Spa Woden	03.01.17	Part Release S41	Unreasonable disclosure of personal information	Yes
181	Inspection Report – Golden Nails & Spa Woden	14.06.16	Part Release S41	Unreasonable disclosure of personal information	Yes

182	Inspection Report – Golden Nails & Spa Woden	24.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
183-184	Inspection Report – Golden Nails & Spa Woden	19.02.15	Part Release S41	Unreasonable disclosure of personal information	Yes
185	Complaint Form – Golden Nails & Spa Woden	19.02.15	Part Release S41	Unreasonable disclosure of personal information	Yes
186	Inspection Report – Professional	01.02.17	Part Release S41	Unreasonable disclosure of personal information	Yes
187	Inspection Report – Professional	30.06.16	Part Release S41	Unreasonable disclosure of personal information	Yes
188-189	Inspection Report – Professional	03.12.15	Part Release S41	Unreasonable disclosure of personal information	Yes
190	Inspection Report – Professional	24.08.15	Part Release S41	Unreasonable disclosure of personal information	Yes
191	Inspection Report – Passionails	18.07.17	Part Release S41	Unreasonable disclosure of personal information	Yes
192	Inspection Report – Passionails	18.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
193	Inspection Report – Passionails	19.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
194	Inspection Report – Passionails	24.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
195	Inspection Report – Oz Nails Griffith	06.02.17	Part Release S41	Unreasonable disclosure of personal information	Yes
196	Inspection Report – Oz Nails Griffith	16.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
197	Inspection Report – Oz Nails Griffith	30.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes

198	Inspection Report – Oz Nails Griffith	18.02.15	Part Release S41	Unreasonable disclosure of personal information	Yes
199	Inspection Report – Oz Nails Gungahlin	21.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
200	Inspection Report – Oz Nails Gungahlin	27.06.16	Part Release S41	Unreasonable disclosure of personal information	Yes
201	Inspection Report – Oz Nails Gungahlin	17.11.15	Part Release S41	Unreasonable disclosure of personal information	Yes
202	Inspection Report – VyVy Nails	03.01.17	Part Release S41	Unreasonable disclosure of personal information	Yes
203	Inspection Report – VyVy Nails	30.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
204	Inspection Report – VyVy Nails	17.02.16	Part Release S41	Unreasonable disclosure of personal information	Yes
205	Inspection Report – Star Nails	20.07.17	Part Release S41	Unreasonable disclosure of personal information	Yes
206-207	Inspection Report – Star Nails	18.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
208	Inspection Report – Star Nails	17.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
209-210	Revocation Certificate - Star Nails	30.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
211-212	Inspection Report – Star Nails	09.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
213-216	Improvement Notice – Star Nails	04.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
217	Inspection Report – Professional Woden	03.01.17	Part Release S41	Unreasonable disclosure of personal information	Yes

218	Inspection Report – Professional Woden	14.06.16	Part Release S41	Unreasonable disclosure of personal information	Yes
219	Inspection Report – Professional Woden	29.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
220	Inspection Report – Shiny Nails	22.02.17	Part Release S41	Unreasonable disclosure of personal information	Yes
221	Inspection Report – Shiny Nails	27.06.16	Part Release S41	Unreasonable disclosure of personal information	Yes
222	Inspection Report – Shiny Nails	15.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
223	Inspection Report – Shiny Nails	29.01.15	Part Release S41	Unreasonable disclosure of personal information	Yes
224	Inspection Report – Sun Nails	15.06.17	Part Release S41	Unreasonable disclosure of personal information	Yes
225	Inspection Report – Vivid Nails	28.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
226	Inspection Report – Vivid Nails	10.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
227	Inspection Report – Vivid Nails	17.11.15	Part Release S41	Unreasonable disclosure of personal information	Yes
228	Inspection Report - Love Nails Kingston	10.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
229	Inspection Report - Love Nails Kingston	24.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
230	Inspection Report - Love Nails Kingston	13.10.15	Part Release S41	Unreasonable disclosure of personal information	Yes
231-232	Inspection Report - Love Nails Kingston	03.08.15	Part Release S41	Unreasonable disclosure of personal information	Yes

233	Inspection Report – New York Spas & Nails - Civic	15.11.16	Part Release S41	Unreasonable disclosure of personal information	Yes
234	Inspection Report – New York Spas & Nails - Civic	19.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
235	Complaint Form - New York Spas & Nails - Civic	19.05.16	Part Release S41	Unreasonable disclosure of personal information	Yes
236	Inspection Report – New York Spas & Nails - Civic	14.10.15	Part Release S41	Unreasonable disclosure of personal information	Yes
237	Inspection Report – New York Spas & Nails - Civic	10.06.15	Part Release S41	Unreasonable disclosure of personal information	Yes
238	Inspection Report – New York Spas & Nails – Civic #2	09.12.16	Part Release S41	Unreasonable disclosure of personal information	Yes
239	Inspection Report – New York Spas & Nails – Civic #2	06.06.16	Part Release S41	Unreasonable disclosure of personal information	Yes
240	Inspection Report – New York Spas & Nails – Civic #2	25.09.15	Part Release S41	Unreasonable disclosure of personal information	Yes
241	Inspection Report – New York Spas & Nails – Civic #2	11.06.15	Part Release S41	Unreasonable disclosure of personal information	Yes

emailed + posted 11/3/17  
COPY

Australian Capital Territory

## **Public Health Act 1997 ~ Revocation Certificate**

*Public Health Act 1997, s 60 (Improvement Notice - Revocation)*

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### **Improvement Notice served**

This Revocation Certificate is in relation to the Improvement Notice served under section 58 of the *Public Health Act 1997* upon [REDACTED] as proprietor of Woden Spa Nails & Beauty with registration number 3926/12, located at Shop 078 Westfield Woden Keltie Street Phillip ACT 2606.

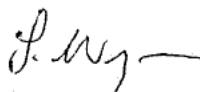
### **Compliance with Improvement Notice**

To determine compliance with the Improvement Notice, the Health Protection Service has considered the results of a premises inspection conducted 28 February 2017.

The Health Protection Service is satisfied that the proprietor has complied with the requirements of the Improvement Notice.

### **Revocation Certificate is issued**

The Improvement Notice served on 19 December 2016 is revoked.



Sandy Wynn  
Public Health Officer  
Health Protection Service

1 March 2017

ENGLISH  
ARABIC  
CHINESE  
CROATIAN  
GREEK  
ITALIAN  
PERSIAN  
PORTUGUESE  
SERBIAN  
SPANISH  
TURKISH  
VIETNAMESE

If you need interpreting help, telephone:  
إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :  
如果你需要传译员的帮助，请打电话：  
Ako trebate pomoć tumača telefonirajte:  
Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο  
Se avete bisogno di un interprete, telefonate al numero:  
اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:  
Se você precisar da ajuda de um intérprete, telefone:  
Ако вам је потребна помоћ преводиоца телефонирајте:  
Si necesita la asistencia de un intérprete, llame al:  
Tercümana ihtiyacınız varsa lütfen telefon ediniz:  
Nếu bạn cần một người thông-ngôn-hãy gọi điện-thoại:

**TRANSLATING AND INTERPRETING SERVICE**

**131 450**

Canberra and District - 24 hours a day, 7 days a week

Issued 4:30pm 19/12/16. = [REDACTED]



Australian Capital Territory

## **Public Health Act 1997 ~ Improvement Notice**

*Public Health Act 1997, s 58 (Improvement notice - issue)*  
*Infection Control for office practices and other community based services Code of Practice 2005*

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### **1 Name of instrument**

This instrument is an Improvement Notice made under section 58 of the *Public Health Act 1997*.

### **2 Person upon whom the Notice is served**

This Improvement Notice is served upon [REDACTED] being the proprietor of Woden Spa Nails & Beauty located at Shop 078 Westfield Woden Keltie Street Phillip ACT 2606, carrying on a licensable public health risk activity with Registration Number 3926/12.

### **3 Grounds for Improvement Notice**

As an authorised officer under the *Public Health Act 1997* I have formed a belief that in the course of performing a licensed public health risk activity/procedure you are contravening, or are likely to contravene, the *Public Health Act 1997*. You are reminded that failure to comply with an approved Code of Practice in relation to a licensable public health risk activity/procedure constitutes a contravention of section 20 of the *Public Health Act 1997*.

Following an inspection on 19 December 2016 contraventions of the *Public Health Act 1997* and public health issues were identified such that I have, as an authorised officer, formulated a belief, on reasonable grounds, that an improvement notice is required.

The matters constituting non-compliance with the *Public Health Act 1997* and any applicable Code of Practice are set out in the Table below, together with the actions required to rectify the issues identified in order to comply with this notice. A period, or periods, for compliance for each issues identified is also specified in the Table.

Brief explanation of non compliance	Contravention on Specific provision(s) breached)	Requirement (what is required by this section)	Action to rectify Specified works (optional for PHO to include)	Due date Date to comply
1. Inappropriate cleaning of foot baths.	<i>Infection Control for office practices and other community based services Code of Practice 2005 Part 2: 1.1;1.12.</i>	1.1 Any procedure performed by a practitioner or person engaged by the business, is completed in such a way so as to prevent the transmission of blood borne and other infections.  1.12 All appliances used in, or associated with, skin penetration and infection risk procedures are kept in a clean, hygienic and appropriately maintained and serviced state.	After each customer the foot spa must be cleaned, dried and disinfected as per the method in the ACT Health <i>Infection Control for Shopping Centre Nail Salons</i> instructions: <ul style="list-style-type: none"> <li>• Put on clean gloves;</li> <li>• Place plug in spa and fill with warm water to a depth of 4cm;</li> <li>• Add detergent to the water;</li> <li>• Scrub with a brush;</li> <li>• Drain the water;</li> <li>• Rinse with hot water and <b>dry with paper towel or a fresh clean cloth towel</b>;</li> <li>• Disinfect with 70% alcohol</li> <li>• Remove gloves and wash hands.</li> </ul>	Immediately
2. Premises requires cleaning and additional storage to enable stock to be removed from the floor.	<i>Infection Control for office practices and other community based services Code of Practice 2005 Part 2: 1.2; 1.19</i>	1.2 The premises and the layout of all fixtures and fittings installed in the premises in which the skin penetration and infection risk procedures are performed are suitable for that purpose and are maintained accordingly.  1.19 All appliances are stored in such a way as to prevent contamination prior to use.	<p><b>Nail table</b> surfaces must be wiped over with a damp cloth or a detergent based wipe after each customer use. The hand rest must be cleaned with a detergent based cleaner after each customer or alternatively cover the hand rest with a fresh cloth towel or paper towel and replace after each customer. Wipe out drawers of manicure tables daily.</p> <p><b>General cleaning:</b></p> <ul style="list-style-type: none"> <li>• Clean the premises, both the shop front and rooms at the back of the shop;</li> <li>• Remove all clutter and unused items from the premises;</li> <li>• Remove stock and other items from the floor;</li> </ul>	<p>Immediately</p> <p>3pm 20/12/16</p> <p>3pm 20/12/16</p> <p>3pm 20/12/16</p>

			<ul style="list-style-type: none"> <li>Provide sufficient storage space above floor level for stock and other items to enable adjacent floors, walls, and other surfaces to be easily cleaned and not provide harbourage for pests.</li> </ul>	9am 6/01/17 ✓
3. Wax cartridge heating chamber requires repairing and cleaning. ✓	<i>Infection Control for office practices and other community based services Code of Practice 2005 Part 2: 1.12.</i>	1.12 All appliances used in, or associated with, skin penetration and infection risk procedures are kept in a clean, hygienic and appropriately maintained and serviced state.	Repair or replace wax cartridge heating chamber door. Clean the wax cartridge chamber – remove all wax drips and wax from the chamber.	3pm 20/12/16
4. Autoclave record management requires improvement. ✓	<i>Infection Control for office practices and other community based services Code of Practice 2005 Part 2: 1.17</i>	1.17 Appliances used in cleaning, disinfection and sterilisation of contaminated appliances are monitored according to nationally accepted standards, protocols, procedures and guidelines where appropriate.	Autoclave printouts must be checked and signed, and the Class 6 indicator recorded as pass or fail. These records must be kept in a display folder or exercise book and be easily accessible if required.	3pm 20/12/16
5. Chairs require repairing or replacing.	<i>Infection Control for office practices and other community based services Code of Practice 2005 Part 2: 1.2</i>	1.2 The premises and the layout of all fixtures and fittings installed in the premises in which the skin penetration and infection risk procedures are performed are suitable for that purpose and are maintained accordingly.	Replace or repair all chairs that have worn vinyl to facilitate cleaning.	9am 17/2/17 ↕

#### 4 Period for compliance

This notice must be complied with by the dates specified in the table above.

If you believe a time period imposed is unreasonable or due to unforeseen circumstances you cannot complete works to comply with the Improvement Notice within the time stated you may apply to the Public Health Officer to extend the time period. You must apply for the extension before the time specified expires.

It is an offence not to comply with this notice within the specified timeframe. Failure to comply with the Improvement Notice is an offence carrying a maximum penalty of \$14 000 for an individual, or \$70 000 for a corporation. Failure to comply with this notice may also result in the issue of a Prohibition Order under section 61 of the *Public Health Act 1997*.

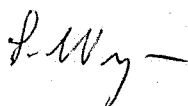
#### 5 Compliance with the Improvement Notice

An Improvement Notice continues in force until such time as a written revocation notice has been issued by a Public Health Officer. A revocation notice will only be issued if the Public Health Officer is satisfied that this improvement notice has been complied with in full. In order for a Public Health Officer to be satisfied as to these matters an inspection of the premises must occur.

A public health officer will conduct an inspection on or around the due date to determine compliance, and if there is compliance, the public health officer may issue a revocation at that time.

Section 60 of the *Public Health Act 1997* also allows for you to make an application to have an authorised public health officer conduct an inspection for the purposes of revoking this improvement notice. The legislation requires an application be made to me in writing, and must specify the actions taken to comply with this notice. In your application you must also nominate a date on or after which an inspection may be made.

A request to revoke the Improvement Notice may be made in writing to, the Health Protection Service, Locked Bag 5005, Weston Creek ACT 2611.



Sandy Wynn  
Public Health Officer

19 December 2016

Received by: \_\_\_\_\_

(Sign)



Date: 19.12.16

(Print)



\_\_\_\_\_  
(Position)



**ACT**  
Government  
Health

ENGLISH	If you need interpreting help, telephone:
ARABIC	إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefoniрајте:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

**TRANSLATING AND INTERPRETING SERVICE**

**131 450**

Canberra and District - 24 hours a day, 7 days a week



**ACT**  
Government  
Health

COPY

File No: 12/611

[REDACTED]  
Woden Spa Nails & Beauty  
Shop 078 Westfield Woden  
Woden ACT 2606

Dear [REDACTED]

### **Infection control inspection conducted 7 June 2016**

Infection control practices at Woden Spa Nails & Beauty will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Wipe over the surface of the handpiece with a **detergent based cleaner** (such as a baby wipe) after each customer.
- Ensure the autoclave printouts are signed and the Class 6 indicator result recorded on the printout.
- Ensure the tint bowls are washed in detergent and water after each use.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in cursive script that reads 'R Huggett'.

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

14 June 2016



COPY

[Redacted]  
Woden Spa Nails & Beauty  
Shop 078 Westfield Woden  
Woden ACT 2606

File No: 12/611

Dear [Redacted]

**Infection control inspection conducted 3 November 2015**

Infection control practices at Woden Spa Nails & Beauty will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Wipe over the handpiece, table top and hand rest with a detergent based cleaner after each customer.
  - Hand rests must be cleaned after each customer; alternatively a new disposable liner or a fresh cloth towel may be placed over hand rest for each new customer.
- All re-useable pedicure equipment that is not autoclaved (files and buffers etc) should be washed in detergent and warm water, rinsed and dried and then sprayed with 70% alcohol before reuse.
- After cleaning the foot spa with a detergent based cleaner, the surface of the foot spa must be thoroughly dried with a clean towel before spraying with 70% alcohol.
- Used wax cartridges must be disposed of after each customer, even if there is wax remaining in the cartridge.
- Clean all surfaces of the wax pot in waxing room 2.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer | Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

3 November 2015



Health Protection Service  
COMPLAINT FORM

Complaint # 158777889  
File # 12/611

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [Redacted]  (CN) Refused

Mailing Address [Redacted]  (MA) Refused

Phone Contact (PC) Click here to enter [Redacted]  (PC)

Alleged Premises/Person (AP) Woden Spa & Nails  (AP) N/A

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)

Complainant attended that above around 2pm on Saturday for a manicure. She was shocked to see a lot of acrylic dust "over everything". She told me that the individual packets of instruments were being passed from customer to customer. When I asked her if she meant that the premises were reusing equipment without cleaning, she replied "yes". She spent 2 hours in the shop on Saturday as they had to redo her polish several times as it was not applied correctly.

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date. (where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Alleged Infection Control complaint

Source of complaint Phone

Received by Romaine Huggett Date & Time 18/05/2015 11:20 AM

Referred to Choose from or add a name if unlisted Date 18/5/15 Time 3.06 am/pm

Acknowledgement letter sent to complainant: Date 18/5/15

**Investigation Actions**

Inspection at Woden Spa & Nails conducted 9am 21/5/15.

All nail tables were clear of acrylic dust and hand rests were covered with clean cloth towels. There was no evidence of equipment being reused without first being cleaned. Instruments are placed in 'packs' prior to use. Used equipment is not put back into the packs.

Responded Date 21/5/15 Time 9:00 am/pm

Responded by (Select one only): Email  Letter  Phone  in Person

Complaint Type\* 101 Food Type\* Issue\* 35/42 Result\* 2

\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Letter type BSS to send ~ → F.A.  N.F.A.  N/A  ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: Sandy Wynn (Print) [Signature] (Signature) 21.5.15 (Date) [Time]

Data entry completed  Letter sent (if applicable)  BSS Member (Print): L. Kelly

ENTERED  
26 MAY 2015  
[Signature]

Woden Spa Nails + Beauty  
N/A letter - f.38



**ACT**  
Government  
Health

*Spoke to [redacted] said she has contacted [redacted] wasn't at work @ the time of call & couldn't remember date that David coming. Said she will call me when done.*

File No: 12/611

[redacted]  
Woden Spa Nails & Beauty  
Shop 078 Westfield Woden  
Woden ACT 2606

Dear [redacted]

*8/11 spoke to [redacted] was there Friday NO report as yet Lisa will call when the report comes in.*

**Infection control inspection conducted 16 January 2015**

Infection control practices at Woden Spa Nails & Beauty will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Autoclave:
  - The cominox autoclave is overdue for its Calibration and Validation (due in October 2014)
    - Arrange for this to be done immediately.
  - The Class 6 chemical indicator strips have expired
    - Purchase new Class 6 indicators.
  - Record the Class 6 indicator result as pass or fail on the printout.
- Nail tables:
  - All tables and drawers require cleaning with a detergent based product.
  - Hand rests must be cleaned with detergent and water after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
  - Wipe over the surface of the handpiece attachment with detergent and dry after each client.
  - Remove emery burr after each customer and place a new burr head on the handpiece in front of the customer.
- Foot Spas:
  - After cleaning the spa with a detergent based product, the surface of the spa must be thoroughly dried with a clean towel before spraying with 70% alcohol.
- Waxing:
  - Clean the external surface of the wax pots and the wax cartridge heating block.
  - The bed cover underneath the plastic cover requires cleaning
    - This should be done at least weekly.

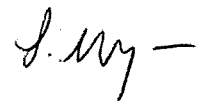
COPY

- Spray tan:
  - Cease leaving used towels on the floor of the spray tan room
    - Towels must be removed from the spray tan room after each spray tan and laundered as below.
- Laundry:
  - Linen and towels must be washed in either a hot wash (>65°C) or a cooler wash with a sanitiser (such as Napisan™) added to the wash water.
    - The sanitiser should be located beside the washing powder so that its use does not get overlooked.

The autoclave must have its Calibration and Validation performed as soon as possible. Please let me know when you have booked this in as a further inspection is required.

Please contact me during business hours on 6207 6501 if you have any questions regarding the inspection or this letter.

Yours sincerely



Sandy Wynn  
Infection Control Coordinator

Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

19 January 2015

Australian Capital Territory

# Public Health Act 1997 ~ Revocation Certificate

Public Health Act 1997, s 60 (Improvement Notice - Revocation)

### Improvement Notice served

This Revocation Certificate is in relation to the Improvement Notice served under section 58 of the *Public Health Act 1997* upon [REDACTED] as proprietors of Gentle Nails with registration number 0823/03, located at Shop 17, 70 Bunda Street, Canberra City ACT 2601.

### Compliance with Improvement Notice

To determine compliance with the Improvement Notice, the Health Protection Service has considered the results of a premises inspection conducted 15 December 2016.

The Health Protection Service is satisfied that the proprietor has complied with the requirements of the Improvement Notice.

### Revocation Certificate is issued

The Improvement Notice served on 13 December 2016 is revoked.

COPY

Romaine Huggett  
Public Health Officer  
Health Protection Service  
15 December 2016

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
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GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
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PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ако вам је потребна помоћ преводиоца телефонирајте:
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TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
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### TRANSLATING AND INTERPRETING SERVICE

**131 450**

Canberra and District - 24 hours a day, 7 days a week

COPY



Australian Capital Territory

# Public Health Act 1997 ~ Improvement Notice

Public Health Act 1997, s 58 (Improvement notice - issue)  
Infection Control for office practices and other community based services Code of Practice 2005

---

**1 Name of instrument**

This instrument is an Improvement Notice made under section 58 of the *Public Health Act 1997*.

**2 Person upon whom the Notice is served**

This Improvement Notice is served upon [REDACTED] [REDACTED] being the proprietors of Gentle Nails located at Shop 17 70 Bunda Street, Canberra City ACT 2601, carrying on a licensable public health risk activity with Registration Number 0823/03.

**3 Grounds for Improvement Notice**

As an authorised officer under the *Public Health Act 1997* I have formed a belief that in the course of performing a licensed public health risk activity/procedure you are contravening, or are likely to contravene, the *Public Health Act 1997*. You are reminded that failure to comply with an approved Code of Practice in relation to a licensable public health risk activity/procedure constitutes a contravention of section 20 of the *Public Health Act 1997*.

Following an inspection on 12 December 2016 contraventions of the *Public Health Act 1997* and public health issues were identified such that I have, as an authorised officer, formulated a belief, on reasonable grounds, that an improvement notice is required.

The matters constituting non-compliance with the *Public Health Act 1997* and any applicable Code of Practice are set out in the Table below, together with the actions required to rectify the issues identified in order to comply with this notice. A period, or periods, for compliance for each issues identified is also specified in the Table.

Brief explanation of non compliance	Contravention on Specific provision(s) breached)	Requirement (what is required by this section)	Action to rectify Specified works (optional for PHO to include)	Due date Date to comply
<p>1. Inappropriate practices in place for managing used equipment.</p>	<p><i>Infection Control for office practices and other community based services</i> Code of Practice 2005 Part 2: 1.1;1.4;1.12; 1.16, 1.19.</p>	<p>1.1 Any procedure performed by a practitioner or person engaged by the business, is completed in such a way so as to prevent the transmission of blood borne and other infections.</p> <p>1.4 Effective systems are in place to prevent cross contamination of appliances used by practitioners engaged by the business.</p> <p>1.12 All appliances used in, or associated with, skin penetration and infection risk procedures are kept in a clean, hygienic and appropriately maintained and serviced state.</p> <p>1.16 Reusable appliances are processed prior to reuse, according to ACT Health <i>Infection Control Guidelines for office practices and other community based services</i>, and in a manner appropriate to their intended use.</p> <p>1.19 All appliances are stored in such a way as to prevent contamination prior to use.</p>	<p>All equipment used on a customer must be either cleaned after each use or disposed of into the rubbish;</p> <p><b>Used equipment (including files, clippers and burrs) MUST NOT be put back into manicure/acrylic table drawers;</b></p> <p><b>Develop a system to ensure that used equipment is placed into a dedicated container for used equipment and that only clean equipment is in the drawers;</b></p> <p>Disposable (emery) burrs must be single use and disposed of after each customer.</p>	<p>Immediately</p>

2. Inappropriate management of the wax cartridge equipment	<i>Infection Control for office practices and other community based services</i> Code of Practice 2005 Part 2: 1.1; 1.4, 1.12.	1.1 Any procedure performed by a practitioner or person engaged by the business, is completed in such a way so as to prevent the transmission of blood borne and other infections.  1.4 Effective systems are in place to prevent cross contamination of appliances used by practitioners engaged by the business  1.12 All appliances used in, or associated with, skin penetration and infection risk procedures are kept in a clean, hygienic and appropriately maintained and serviced state.	<b>Wax cartridge must be disposed of immediately after each customer even if there is wax remaining in the cartridge.</b>  The cartridge must not be used on another customer as the wax becomes contaminated during use.  <b>Clean the outside of the casings and base of the wax cartridges. Consider storing these above floor level to avoid collecting dust.</b>  <b>Ensure all staff are aware of and comply with this</b>	Immediately
2 Premises requires cleaning	<i>Infection Control for office practices and other community based services</i> Code of Practice 2005 Part 2: 1.2	The premises and the layout of all fixtures and fittings installed in the premises in which the skin penetration and infection risk procedures are performed are suitable for that purpose and are maintained accordingly.	<b>1.NAIL TABLES</b> Nail tables must be wiped over with a damp cloth or a detergent based wipe after each customer use. The hand rest must be cleaned with a detergent based cleaner after each customer or alternatively cover the hand rest with a fresh cloth towel or paper towel and replace after each customer. Wipe out drawers of manicure tables daily.  <b>2. GENERAL CLEANING</b> Remove all clutter and unused items from the premises. Clean hand basins, bench tops, and the cover of the wax pot.	9.00am 15/12/2016

**4 Period for compliance**

This notice must be complied with by the dates specified in the table above.

If you believe a time period imposed is unreasonable or due to unforeseen circumstances you cannot complete works to comply with the Improvement Notice within the time stated you may apply to the Public Health Officer to extend the time period. You must apply for the extension before the time specified expires.

It is an offence not to comply with this notice within the specified timeframe. Failure to comply with the Improvement Notice is an offence carrying a maximum penalty of \$14 000 for an individual, or \$70 000 for a corporation. Failure to comply with this notice may also result in the issue of a Prohibition Order under section 61 of the *Public Health Act 1997*.

**5 Compliance with the Improvement Notice**

An Improvement Notice continues in force until such time as a written revocation notice has been issued by a Public Health Officer. A revocation notice will only be issued if the Public Health Officer is satisfied that this improvement notice has been complied with in full. In order for a Public Health Officer to be satisfied as to these matters an inspection of the premises must occur.

A public health officer will conduct an inspection on or around the due date to determine compliance, and if there is compliance, the public health officer may issue a revocation at that time.

Section 60 of the *Public Health Act 1997* also allows for you to make an application to have an authorised public health officer conduct an inspection for the purposes of revoking this improvement notice. The legislation requires an application be made to me in writing, and must specify the actions taken to comply with this notice. In your application you must also nominate a date on or after which an inspection may be made.

A request to revoke the Improvement Notice may be made in writing to, the Health Protection Service, Locked Bag 5005, Weston Creek ACT 2611.

R Huggett

Romaine Huggett  
Public Health Officer

13 December 2016

Received by: \_\_\_\_\_  
(Sign)

Date: \_\_\_\_\_

\_\_\_\_\_  
(Print)

\_\_\_\_\_  
(Position)



**ACT**  
Government  
Health

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
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VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

**TRANSLATING AND INTERPRETING SERVICE**  
**131 450**

Canberra and District - 24 hours a day, 7 days a week



Health Protection Service  
COMPLAINT FORM

Complaint # 160792  
File # 03/766

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

- (CN) Refused
- (MA) Refused
- (AP) N/A

Complainant's Name (CN) Anonnyous

Mailing Address (MA) [Redacted]

Phone Contact (PC) Click here to enter

Alleged Premises/Person Gentle Nails

File Name Gentle Nails File Number 03/766

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)  
 Complainant believes Gentle Nails is operating in Canberra with no knowledge of its health responsibilities to clients. They visited the business for a manicure and noticed the tools used during their treatment (nail file, buffer, cuticle scissors) were unclean. They asked staff whether they clean these tools between customers and the Gentle Nails staff member said no. They mentioned the risk this poses to spreading certain diseases to which Gentle Nails staff member shyly replied "I don't know".

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date.  
 (where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Alleged Infection Control complaint  
Source of complaint Email ( direct from complainant)  
Received by Romaine Huggett Date & Time 12/12/2016 9am

Referred to Romaine Huggett Date 12 / 12 / 2016 Time 9 am / pm

Acknowledgement letter sent to complainant: Date  / /

Investigation Actions

Conducted announced inspection. Used equipment found in manicure tables. Used wax cartridges found in casings which are dusty. Wax pot dusty on external surface. All items from report issued on 17/11/2016 were not actioned.

Investigation Commenced Date 12/12/16 Time 3: am / pm  
Responded by (Select one only): Email  Letter  Phone  in Person

<u>Complaint Type*</u>	<u>101</u>	<u>Food Type*</u>		<u>Issue*</u>	<u>35</u>	<u>Result*</u>	<u>1</u>
------------------------	------------	-------------------	--	---------------	-----------	----------------	----------

\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Complaint Advised Date  / / Time  am / pm

Letter type BSS to send ~ → F.A.  N.F.A  N/A  ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: Romaine Huggett R. Huggett 12/12/16 2:20pm  
 (Print) (Signature) (Date) (Time)

Data entry completed  Letter sent (if applicable)  BSS Member (Print): TASH

**ENTERED**  
14 DEC 2016



[Redacted]

File No: 03/0766

Gentle Nails  
Shop 17 Garema Centre  
70 Bunda Street  
Canberra City ACT 2601

Dear [Redacted]

**Infection control inspection conducted 17 November 2016**

Infection control practices at Gentle Nails, Civic will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following have been implemented:

- Hand hygiene is very important. Staff must wash their hands in the dedicated hand wash basin (not in the equipment sink)
  - Prior to commencing treatment on **each customer**;
  - After **finishing a customer's treatment**;
  - After contact with used equipment;
  - After cleaning equipment, including foot spas;
  - After touching blood or blood contaminated items;
  - After removing gloves. **Wearing gloves does not replace the need to wash your hands.**
- Consider the use of hand sanitiser (containing 60-80% v/v ethanol or equivalent) to the treatment room and use in conjunction with routine hand washing. For example hand sanitiser may be used to quickly perform hand hygiene after removing gloves prior to commencing a new treatment.
- Clean the outside of the wax cartridges. All appliances are to be kept in a clean hygienic and appropriately maintained and serviced state.
- Dispose or store (**for single client use only**) used wax cartridges immediately after use.
- Consider replacing the combined bleach-cleaner cleaning solution used for the foot spas with a mild detergent product. Bleach is corrosive to metal parts.
- Disinfect all equipment with 70% alcohol solution as per the provided equipment cleaning instructions.
- Consideration should be given to replacing the carpet with a hard floor surface to facilitate cleaning.

Monitor the surface of the foot spas as fine cracks have appeared in the top layer of the resin/acrylic and the foot spas may not be able to be cleaned properly.

- If the cracking becomes worse the foot spas will need to be replaced or resurfaced.

Please call me on 6205 5430 if you have any questions regarding this inspection or any infection control issues.

Yours sincerely



Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

17 November 2016



**ACT**  
Government  
Health

COPY

[Redacted]

File No: 03/0766

Gentle Nails  
Shop 17 Garema Centre  
70 Bunda Street  
Canberra City ACT 2601

Dear [Redacted]

**Infection control inspection conducted 19 May 2016**

Infection control practices at Gentle Nails, Civic will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following recommendations have been implemented:

Several of these items (in **bold print**) have been raised in prior reports and must be implemented.

- **Wipe over the handpiece, table top and hand rest with a detergent based cleaner after each customer.**
- **Display ACT Health equipment cleaning instructions at equipment washing sink and foot spa bath.**
  - Follow the cleaning instructions provided
- **A smooth impervious mat should surround the treatment bed.**
- **Metal burr heads must be cleaned after every customer; wash in detergent and water then disinfect using 70% alcohol.**
  - Soaking these in alcohol before cleaning may make the bur heads harder to clean.

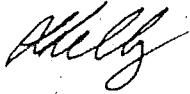
Monitor the surface of the foot spas as fine cracks have appeared in the top layer of the resin/acrylic and the foot spas may not be able to be cleaned properly.

- If the cracking becomes worse the foot spas will need to be replaced or resurfaced.

Please call me on 6205 1376 if you have any questions regarding this inspection or any infection control issues.

COPY

Yours sincerely



Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
19 May 2016



**ACT**  
Government  
Health

File No: 03/0766

[REDACTED]  
Gentle Nails  
Shop 17 Garema Centre  
70 Bunda Street  
Canberra City ACT 2601

Dear [REDACTED]

### **Infection control inspection conducted 22 September 2015**

Infection control practices at Gentle Nails, Civic will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following recommendations have been implemented:

- **Used equipment must not be put back into the manicure/acrylic nail table drawers unless it has been cleaned.**
- Install a wall mounted paper towel holder at the hand washing sink. This will keep the paper towel dry.
- Wipe over the handpiece, table top and hand rest with a detergent based cleaner after each customer.
- Roll-on wax cartridges must be discarded after each use, even if there is wax remaining in the cartridge.
- Display ACT Health equipment cleaning instructions at equipment washing sink and foot spa bath.
  - Follow the cleaning instructions provided
- A smooth impervious mat should surround the treatment bed.
- Monitor the surface of the foot spas as fine cracks have appeared in the top layer of the resin/acrylic and the foot spas may not be able to be cleaned properly.
  - If the cracking becomes worse the foot spas will need to be replaced or resurfaced.

Several of these items have been raised in prior reports. Your salon will be visited by a public health officer at regular intervals to check for compliance with this report.

Please call me on 6205 1376 if you have any questions regarding this inspection or any infection control issues.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Sam Kelly'.

Sam Kelly  
Public Health Officer | Infection Control | Health Protection Service  
September 2015

**COPY**

Australian Capital Territory

# **Public Health Act 1997 ~ Revocation Certificate**

*Public Health Act 1997, s 60 (Improvement Notice - Revocation)*

### **Improvement Notice served**

This Revocation Certificate is in relation to the Improvement Notice served under section 58 of the *Public Health Act 1997* upon [REDACTED] as proprietors of Gentle Nails with registration number 0823/03, located at Shop 17, 70 Bunda Street, Canberra City ACT 2601.

### **Compliance with Improvement Notice**

To determine compliance with the Improvement Notice, the Health Protection Service has considered the results of a premises inspection conducted 9 April 2015. The Health Protection Service is satisfied that the proprietor has complied with the requirements of the Improvement Notice.

### **Revocation Certificate is issued**

The Improvement Notice served on 24 March 2015 is revoked.



Sam Kelly  
Public Health Officer  
Health Protection Service

9 April  
2015

ENGLISH  
ARABIC  
CHINESE  
CROATIAN  
GREEK  
ITALIAN  
PERSIAN  
PORTUGUESE  
SERBIAN  
SPANISH  
TURKISH  
VIETNAMESE

If you need interpreting help, telephone:

إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :

如果你需要传译员的帮助，请打电话：

Ako trebate pomoć tumača telefonirajte:

Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο

Se avete bisogno di un interprete, telefonate al numero:

اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:

Se você precisar da ajuda de um intérprete, telefone:

Ako vam je potrebna pomoć prevodioca telefoniрајте:

Si necesita la asistencia de un intérprete, llame al:

Tercümana ihtiyacınız varsa lütfen telefon ediniz:

Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

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**TRANSLATING AND INTERPRETING SERVICE**

**131 450**

Canberra and District - 24 hours a day, 7 days a week



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Australian Capital Territory

# Public Health Act 1997 ~ Improvement Notice

Public Health Act 1997, s 58 (Improvement notice - issue)  
Infection Control for office practices and other community based services Code of Practice 2005

**1 Name of instrument**

This instrument is an Improvement Notice made under section 58 of the *Public Health Act 1997*.

**2 Person upon whom the Notice is served**

This Improvement Notice is served upon [REDACTED] [REDACTED] being the proprietors of Gentle Nails located at Shop 17 70 Bunda Street, Canberra City ACT 2601, carrying on a licensable public health risk activity with Registration Number 0823/03.

**3 Grounds for Improvement Notice**

As an authorised officer under the *Public Health Act 1997* I have formed a belief that in the course of performing a licensed public health risk activity/procedure you are contravening, or are likely to contravene, the *Public Health Act 1997*. You are reminded that failure to comply with an approved Code of Practice in relation to a licensable public health risk activity/procedure constitutes a contravention of section 20 of the *Public Health Act 1997*.

Following an inspection on 23 March 2015 contraventions of the *Public Health Act 1997* and public health issues were identified such that I have, as an authorised officer, formulated a belief, on reasonable grounds, that an improvement notice is required.

The matters constituting non-compliance with the *Public Health Act 1997* and any applicable Code of Practice are set out in the Table below, together with the actions required to rectify the issues identified in order to comply with this notice. A period, or periods, for compliance for each issues identified is also specified in the Table.

COPY

Brief explanation of non compliance	Contravention Specific provision(s) breached	Requirement (what is required by this section)	Action to rectify Specified works (optional for PHO to include)	Due date Date to comply
1. Inappropriate use of wax cartridge equipment	Infection Control for office practices and other community based services Code of Practice 2005 Part 2: 1.1; 1.4.	1.1 Any procedure performed by a practitioner or person engaged by the business, is completed in such a way so as to prevent the transmission of blood borne and other infections.  1.4 Effective systems are in place to prevent cross contamination of appliances used by practitioners engaged by the business.	Wax cartridge must be disposed of after each customer even if there is wax remaining in the cartridge. <b>The cartridge must not be used on another customer</b> as the wax becomes contaminated during use.  <b>Ensure all staff are aware of and comply with this</b>	Immediately

**4 Period for compliance**

This notice must be complied with by the dates specified in the table above.

If you believe a time period imposed is unreasonable or due to unforeseen circumstances you cannot complete works to comply with the Improvement Notice within the time stated you may apply to the Public Health Officer to extend the time period. You must apply for the extension before the time specified expires.

It is an offence not to comply with this notice within the specified timeframe. Failure to comply with the Improvement Notice is an offence carrying a maximum penalty of \$14 000 for an individual, or \$70 000 for a corporation. Failure to comply with this notice may also result in the issue of a Prohibition Order under section 61 of the *Public Health Act 1997*.

**5 Compliance with the Improvement Notice**

An Improvement Notice continues in force until such time as a written revocation notice has been issued by a Public Health Officer. A revocation notice will only be issued if the Public Health Officer is satisfied that this improvement notice has been complied with in full. In order for a Public Health Officer to be satisfied as to these matters an inspection of the premises must occur.

A public health officer will conduct an inspection on or around the due date to determine compliance, and if there is compliance, the public health officer may issue a revocation at that time.

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Section 60 of the *Public Health Act 1997* also allows for you to make an application to have an authorised public health officer conduct an inspection for the purposes of revoking this improvement notice. The legislation requires an application be made to me in writing, and must specify the actions taken to comply with this notice. In your application you must also nominate a date on or after which an inspection may be made.

A request to revoke the Improvement Notice may be made in writing to, the Health Protection Service, Locked Bag 5005, Weston Creek ACT 2611.



Sam Kelly  
Public Health Officer

24 March 2015

Received by: \_\_\_\_\_  
(Sign)

Date: \_\_\_\_\_

\_\_\_\_\_  
(Print)

\_\_\_\_\_  
(Position)

COPY



**ACT**  
Government  
Health

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefonirajte:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

**TRANSLATING AND INTERPRETING SERVICE**

**131 450**

Canberra and District - 24 hours a day, 7 days a week



**ACT**  
Government  
Health

**COPY**

File No: 03/0766

[REDACTED]  
Gentle Nails  
Shop 17 Garema Centre  
70 Bunda St  
Canberra City ACT 2601

Dear [REDACTED]

### **Infection control inspections conducted 10 March & 23 March 2015**

Infection control practices at Gentle Nails will be in accordance with ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following recommendations have been implemented:

- **Roll-on wax cartridges must be discarded after each use, even if there is wax remaining in the cartridge.**
  - An Improvement Notice has been issued to you addressing this.
  - A further inspection will be conducted to check for compliance with the Improvement Notice.
- Install a wall mounted paper towel holder at the hand washing sink. This will keep the paper towel dry.
- Display ACT Health equipment cleaning instructions at equipment washing sink and foot spa bath.
  - Follow the cleaning instructions.
- A smooth impervious mat should surround the treatment bed.

Please call me on 6205 1376 if you have any questions regarding this inspection or any infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer, Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
26 March 2015



**ACT**  
Government  
Health

COPY

File No: 03/0766

[Redacted]

Gentle Nails  
Shop 17 Garema Centre  
70 Bunda St  
Canberra City ACT 2601

Dear [Redacted]

**Infection control inspection conducted 14 January 2015**

Infection control practices at your beauty salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following recommendations have been implemented:

- Install wall mounted paper towel dispenser near the hand washing sink. This will stop the paper towel from getting wet.
- Hand rests must be cleaned with detergent and water after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
- Wipe over surface of manicure table with baby wipe or detergent and water and dry after each client.
- All nail buffers are to be kept in a clean and serviceable state.
  - Replace buffers when red foam shows through black file surface.
- Wipe over surface of handpiece attachment with detergent based cleaner (e.g. spray & wipe) and dry after each client.
- Display ACT Health equipment cleaning instructions at equipment washing sink and foot spa bath.
  - Follow the cleaning instructions provided
- A smooth impervious mat should surround the treatment bed.

Please call me on 6205 1376 if you If you have any questions regarding this inspection or any infection control issues.

**COPY**

Yours sincerely



Sam Kelly  
Public Health Officer, Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
20 January 2013



[Redacted]

File No: 10/608

Beauty Central/Love Nails

[Redacted]

Dear [Redacted]

**Infection control inspection 14 November 2016**

Infection control practices at Beauty Central/Love Nails Belconnen nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Regularly clean all surfaces in the salon to reduce the level of environmental contamination such as dust.
- The carpet is to be vacuumed at least daily and as required. Consideration should be given to replacing the carpet with a hard floor surface to facilitate cleaning.
- Remove unused appliances from the premises.
- If equipment becomes blood stained, only the re-usable metal equipment can be placed aside for cleaning. All other items should be disposed of into the rubbish.
- Gloves must be placed in a **drawer of each nail table** for use if a customer starts to bleed.
- Change the towel on the hand rest after each client.
- Ensure all stock eyelashes are stored in covered containers to protect from environmental contamination.
- After completing an eyelash extension procedure, discard the next few lashes on the strip to reduce the likelihood of cross contamination.

Please ensure all staff working at Love Nails Belconnen are informed of the above procedures. All staff should also follow the procedures outlined in the ACT Health document *Infection Control for Shopping Centre Nail Salons*, Sept 2015.

The salon will be inspected at regular intervals to check for compliance with the above and the procedures outlined in the ACT Health document.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*R Huggett*

Romaine Huggett

Public Health Officer

Infection Control

Health Protection Service

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

14 November 2016



**ACT**  
Government  
Health

File No: 10/608

[REDACTED]  
Beauty Central/Love Nails  
[REDACTED]

Dear [REDACTED]

**Infection control inspection 28 June and 30 June 2016**

Infection control practices at Beauty Central/Love Nails Belconnen nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- All appliances are to be kept in a clean hygienic and appropriately maintained and serviced state
  - Ensure the hand washing sinks in the salon are clean at all times.
  - Ensure the wax cartridge heating blocks and covers are clean at all times.
- Ensure used wax cartridges are disposed of after each customer even if there is wax remaining in the cartridge.
- Wipe over the surface of the handpiece with a detergent based cleaner after each customer. A baby wipe is suitable for this purpose.

Please ensure all staff working at Love Nails Belconnen are informed of the above procedures. All staff should also follow the procedures outlined in the ACT Health document *Infection Control for Shopping Centre Nail Salons*, Sept 2015.

The salon will be inspected at regular intervals to check for compliance with the above and the procedures outlined in the ACT Health document.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*R. Huggett*

Romaine Huggett

Public Health Officer, Infection Control, Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
30 June 2016



**ACT**  
Government  
Health

[Redacted]  
Beauty Central/Love Nails

File No: 10/608

Dear [Redacted]

**Infection control inspection 3 December 2015**

Infection control practices at Beauty Central/Love Nails Belconnen nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Metal burr heads must be cleaned after every customer. After the metal burr heads have been soaked in acetone, they must be cleaned in **detergent and water**, dried and a 70% alcohol solution applied before re-use, as per the equipment cleaning instructions.
- Gloves must be placed in a drawer of the manicure table and the acrylic nail table for use if a customer starts to bleed.
- Display the ACT Health *Equipment Cleaning and Foot Spa Cleaning* instructions within the salon.

Please ensure all staff working at Love Nails Belconnen are informed of the above procedures. All staff should also follow the procedures outlined in the ACT Health document *Infection Control for Shopping Centre Nail Salons*, Sept 2015.

The salon will be inspected at regular intervals to check for compliance with the above and the procedures outlined in the ACT Health document.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Romaine Huggett  
Public Health Officer, Infection Control, Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
3 December 2015



**ACT**  
Government  
Health

File No: 10/608

[REDACTED]  
Beauty Central/Love Nails  
[REDACTED]

Dear [REDACTED]

### **Infection control inspection conducted 30 July 2015**

Infection control practices at Beauty Central/Love Nails nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Cuticles should only be softened and pushed back. **Cuticles can only be cut if the equipment has been sterilised in an autoclave.**
- All equipment used on a client must be cleaned after each use or disposed of into the rubbish. This also includes any equipment used on re-filling of acrylic nails. **Used equipment must not be placed back into the manicure drawer.**
- Wipe over surface of handpiece attachment with detergent and dry after each client. Baby wipes may also be used for this purpose.
- Metal burr heads must be cleaned after every customer.
- When cleaning the foot spa, the plug should be pushed down to allow a 4cm depth of water for effective cleaning.
- Clean the waxing pots and wax cartridge unit. All appliances are to be kept in a clean hygienic and appropriately maintained and serviced state.
- Roll on wax cartridges are single client use only. Any wax remaining in the cartridge after a treatment is to be discarded or the cartridge labelled with your client's name and stored for later re-use.
- If using disposable liners, a new liner must be used for each customer and be discarded after use.
- Eyelashes used in eyelash extension procedures should be stored in a container to reduce environmental contamination.

Enclosed are the ACT Health equipment cleaning and foot spa cleaning instructions for display in the salon. Also enclosed is the ACT Health Infection Control for nail salons document. Please all staff have access to this document.

If you decide to proceed with purchasing autoclaves for any of your ACT salons, please contact the Health Protection Service for assistance.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely



Romaine Huggett  
Public Health Officer  
Infection Control

Health Protection Service

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

3 August 2015



**ACT**  
Government  
Health

File No: 16/663

[REDACTED]  
Beauty Central Gungahlin  
[REDACTED]

Dear [REDACTED]

**Infection control inspection 5 January 2017**

Infection control practices at Beauty Central Gungahlin will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Wipe over the surface of the handpiece with a detergent based cleaner (such as a baby wipe) after each customer.
- Metal bur heads must be cleaned after every customer: After soaking in acetone clean the bur heads as per the provided equipment cleaning instructions.
- Before applying alcohol to the foot spa, ensure the spa is dried with paper towel or a fresh clean cloth towel.
- Ensure surfaces such as the treatment bed and floors are cleaned with a detergent based cleaner.
- Replace or repair all chairs that have worn vinyl to facilitate cleaning.

Please display the ACT Health Equipment Cleaning and Spa Cleaning Procedures in the salon.

Please ensure all staff working at Beauty Central Gungahlin are informed of the above procedures. All staff should also follow the procedures outlined in the ACT Health document *Infection Control for Shopping Centre Nail Salons*, Sept 2015.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*R. Huggett*

Romaine Huggett

Public Health Officer, Infection Control, Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

5 January 2017



**ACT**  
Government  
Health

File No 14/232

██████████  
Canberra Nails and Spa  
Unit 1/39-47 Bowman St  
Macquarie ACT 2614

Dear ██████████

### Infection control inspection conducted 25 January 2017

Infection control practices at Canberra Nails & Spa will be in accordance with ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following recommendation is implemented:

- To ensure an adequate clean of all equipment, the **plug should be pushed down** in the equipment washing sink so that the equipment is fully immersed in water and detergent.

I have enclosed the Vietnamese and English versions of the nail salon information sheets. Please read these and follow the infection control information provided, including the autoclave information.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sam Kelly'.

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

27 January 2017



COPY

File No 14/232

██████████  
Canberra Nail and Spa  
Unit 1/39-47 Bowman St  
Macquarie ACT 2614

Dear ██████████

**Infection control inspection conducted 24 May 2016**

Infection control practices at your nail salon are in accordance with ACT Health Infection Control guidelines for office practices and other community based services 2006.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Handwritten signature of Romaine Huggett in black ink.

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

24 May 2016



**ACT**  
Government  
Health

49

██████████  
Canberra Nail and Spa  
Unit 1/39-47 Bowman St  
Macquarie ACT 2614

File No 14/232

Dear ██████████

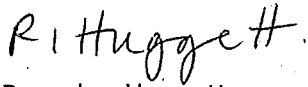
### Infection control inspection conducted 15 December 2015

Infection control practices at your beauty salon will be in accordance with ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following recommendations have been implemented:

- If using cloth towels to dry hands, a single use towel must be used each time.
- All used equipment should be placed in a plastic container for transfer to the cleaning area. Used equipment must not be placed back into the manicure table drawers without being cleaned.
- Disposable bur heads must be discarded into the bin after being used on a customer:
  - Place the new bur head on the handpiece in front of the next customer.
- To ensure an adequate clean of the foot spas, the **plug should be pushed down** to fill the spa with water to a depth of 4cm.
- To ensure an adequate clean of all equipment, the **plug should be pushed down** in the equipment washing sink so that the equipment is fully immersed in water and detergent.
- Roll-on wax cartridges must be discarded after each use, even if there is wax remaining in the cartridge. Alternatively they can be labelled with your client's name and stored for later use **on that client only** after the applicator head has been wiped over with a detergent based wipe.
- Ensure tweezers are washed in detergent and water and dried before the application of 70% alcohol.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely



Romaine Huggett

Public Health Officer

Infection Control

Health Protection Service

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

21 December 2015



**ACT**  
Government  
Health

49

File No 14/232

[REDACTED]  
Canberra Nail and Spa  
Unit 1/39-47 Bowman St  
Macquarie ACT 2614

Dear [REDACTED]

**Infection control inspection conducted 21 May 2015**

Infection control practices at your beauty salon will be in accordance with ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following recommendations have been implemented:

- All equipment, including files and buffers, used on a client must be cleaned after each use or disposed of into the rubbish.
- Ensure tweezers are washed in detergent and water after each use and dried before the application of 70% alcohol.
- The undersides of the wax pot lids need to be cleaned to prevent wax contamination.
- Roll-on wax cartridges must be discarded after each use, even if there is wax remaining in the cartridge.
- Ensure a laundry sanitiser is added to each wash, such as Napisan™, Canesten Hygiene Rinse™ or Dettol Sanitising Laundry Rinse™ (available in supermarkets).

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Sam Kelly'.

Sam Kelly  
Public Health Officer, Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

21 May 2015



**ACT**  
Government  
Health

File No: 10/655

██████████  
Capital Star Nails & Beauty  
Shop 3 Manuka Village  
18-26 Furneaux St  
Manuka ACT 2603

Dear ██████████

**COPY**

**Infection control inspection conducted 16 November 2016**

Infection control practices at Capital Star Nails & Beauty will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following has been implemented:

- Wipe over the surface of the handpiece with a detergent based cleaner (such as a baby wipe) after each customer.
- Disposable bur heads must be discarded into the bin after being used on a customer:
  - Place the new bur head on the handpiece in front of the next customer
- Soak the coloured towels in Napisan™ prior to washing or add a liquid sanitiser such as Canesten Hygiene Rinse™ or Dettol Sanitising Laundry Rinse™ (available in supermarkets) to each coloured towel wash.
- After completing an eyelash extension procedure, discard the next few lashes on the strip or discard the lashes that have been removed from the pot to reduce the likelihood of cross contamination of the stock lashes.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*R Huggett*

Romaine Huggett  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

21 November 2016



**ACT**  
Government  
Health

Ms [REDACTED]  
Capital Star Nails & Beauty  
Shop 3 Manuka Village  
18-26 Furneaux St  
Manuka ACT 2603

File No: 10/655

Dear [REDACTED]

### **Infection control inspection conducted 16 May 2016**

Infection control practices at Capital Star Nails & Beauty will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following recommendation has been implemented:

- The outsides of the wax pots need to be cleaned.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sam Kelly'.

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

16 May 2016



**ACT**  
Government  
Health

[Redacted]

File No: 10/655

Capital Star Nails & Beauty  
Shop 3 Manuka Village  
18-26 Furneaux St  
Manuka ACT 2603

Dear [Redacted]

**Infection control inspection conducted 30 September 2105**

Infection control practices at Capital Star Nails & Beauty will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following recommendation has been implemented:

- Metal burr heads must be cleaned after every customer; wash in detergent and water then disinfect using 70% alcohol.
  - Soaking these in alcohol before cleaning may make the bur heads harder to clean.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control

Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

30 September 2015



**ACT**  
Government  
Health

File No: 10/655

██████████  
Capital Star Nails & Beauty  
Shop 3 Manuka Village  
18-26 Furneaux St  
Manuka ACT 2603

Dear ██████████

**Infection control inspection conducted 17 February 2015**

Infection control practices at your beauty salon will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following recommendations have been implemented:

At the time of inspection half full wax cartridges were observed in the beauty room. The inspectors were advised that these cartridges are only used for training purposes only.

- Ensure these cartridges are clearly marked 'for training' or similar, so that they cannot be used on a customer.
- The outside of the wax pots need to be cleaned.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control

Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

18 February 2015



Health Protection Service  
**COMPLAINT FORM**

Complaint # .. 158,7779,59

File # .. 07,16,75

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [Redacted]

(CN) Refused

Mailing Address (MA) N/A

(MA) Refused

Phone Contact (PC) [Redacted]

(PC)

Alleged Premises/Person (AP) Modern Nails Canberra Centre

(AP) N/A

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)

Complainant alleging that conditions in salon are dirty and that hand hygiene practices are not appropriate e.g. handling other items without washing hands, touching exfoliating scrub dispensing spatula with dirty hands then returning spatula to scrub and rinsing hands without using soap. Also has concerns about water coming from spa chair - black residue was coming from water outlets. Concerns about reuse of equipment especially pedicure equipment.

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date. (where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Alleged Infection Control complaint

Source of complaint Phone

Received by Sam Kelly

Date & Time 25/06/2015 4:15 PM

Referred to Sam Kelly

Date \_\_\_ / \_\_\_ / \_\_\_ Time \_\_\_ am / pm

Acknowledgement letter sent to complainant: Date \_\_\_ / \_\_\_ / \_\_\_

Investigation Actions

Salon complaint inspection conducted 26 June 2015. Discussion with proprietor about spa & equipment cleaning and hand washing practices. All these practices are in accordance with the IC guidelines. Also requested proprietor to run the (all) spa chairs to check water quality - no issues observed at time. Some exfoliating gel dispensing practices to be changed slightly. Proprietor willing to co-operate and instigate change.

Responded Date 26 / 06 / 2015 Time 10.30 AM

Responded by (Select one only): Email  Letter  Phone  in Person  X

Complaint Type*	101	Food Type*		Issue*	43	Result*	1
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\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  X In Person  N/A

Letter type BSS to send ~ → F.A.  N.F.A  N/A  X ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: SAM KELLY (Print) Kelly (Signature) 26.6.15. (Date) 12:30pm (Time)

Data entry completed  Letter sent (if applicable)  BSS Member (Print): \_\_\_\_\_

**ENTERED**  
26 JUN 2015  
*Kelly*

N/A



**ACT**  
Government  
Health

[Redacted]  
Modern Nails  
[Redacted]

COPY

File No: 07/01675

Dear [Redacted]

**Infection control re-inspection conducted 7 January 2015**

Infection control practices at your nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 once the following have been implemented:

- All used blades must be disposed of directly into an approved sharps container. **BLADES MUST NEVER BE CLEANED AND RE-USED.**
- Sinks used for washing equipment should not be used for hand washing or washing eating and drinking utensils. Ensure all staff wash their hands at the hand basin in the pedicure area and **NOT** in the back room.
- Wipe over surface of handpiece attachment with detergent and dry after each client. Alternatively a baby wipe may be used.
- Use a fresh disposable liner or a fresh cloth towel over the hand rest for each new customer.

An unannounced inspection will occur to check for compliance with the above and also to inspect the beauty services offered at Modern Nails.

Please contact me on 6205 5430 if you have any questions regarding the inspection or if you have any other infection control issues.

Yours sincerely

Romaine Huggett  
Public Health Officer,  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
7 January 2015



**ACT**  
Government  
Health

[Redacted]

Civic Nails

[Redacted]

File No: 15/000410

Dear [Redacted]

COPY

**Infection control inspection conducted 18 July 2017**

Infection control practices at Civic Nails will be in accordance with *ACT Health Infection Control Guidelines for office practices and other community based services 2006* when the following are in place:

- Cease using and dispose of all used foot graters. Due to the presence of a re-usable sharp, these items can only be reused if they have been cleaned, disinfected and then **sterilised in an autoclave**.
- Used equipment must not be put back into the pedicure trolley unless it has been cleaned.
  - All used equipment should be placed in a plastic container for transfer to the cleaning area.

Please contact me on 6205 5430 if you have any questions regarding the inspection, the translations or any other infection control issues.

Yours sincerely

Romaine Huggett  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
21 July 2017



**ACT**  
Government  
Health

[Redacted]

File No: 15/000410

Civic Nails

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 7 December 2016**

Infection control practices at Civic Nails will be in accordance with *ACT Health Infection Control Guidelines for office practices and other community based services 2006* when the following recommendations are in place. The items in the **bold print** were mentioned in the previous report and must be undertaken.

- **Used equipment must not be put back into the pedicure trolley unless it has been cleaned.**
  - All equipment used on a client must be cleaned after each use or disposed of into the rubbish.
- **Do not clean equipment in running water.**
  - To wash all reusable equipment, ensure that the plug is placed in the sink and filled with warm water and detergent.
- **Display ACT Health equipment cleaning instructions at equipment washing sink and foot spa bath.**
  - Follow the cleaning instructions provided.
- Wash all reusable equipment in a durable container (such as a lunch box or small bucket) within the kitchen sink, leaving the sink for kitchen items only.
- Use paper towel in the kitchen area to dry hands.
  - Cloth towels are to be washed after each use. Do not hang cloth towels so they can be used many times before being washed.
- Wipe over the handpiece, table top and hand rest with a detergent based cleaner after each customer.
  - A lot of dust was found on the manicure bench tops and in the manicure table drawers.

Please contact me on 6205 1376 if you have any questions regarding the inspection, the translations or any other infection control issues.

Yours sincerely



Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

19 December 2016



Health Protection Service  
**COMPLAINT FORM**

Complaint # 160781  
File # 15/000410

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [Redacted]

(CN) Refused

Mailing Address (MA) [Redacted]

(MA) Refused

Phone Contact (PC) [Redacted]

(AP) N/A

Alleged Premises/Person Civic Nails

File Name Civic Nails File Number 15/000410

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)

*Had a leg wax done 30 November 2016, alleging burns to her legs as a result. Burns on both legs in random places.*

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date.  
(where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Alleged Infection Control complaint

Source of complaint Canberra Connect

Received by Sam Kelly Date & Time 05/12/2016 8:45 AM

Referred to Sam Kelly

Date \_\_\_/\_\_\_/\_\_\_ Time \_\_\_ am / pm

Acknowledgement letter sent to complainant: Date \_\_\_/\_\_\_/\_\_\_

**Investigation Actions**

.Discussion with [Redacted] the proprietor of Civic Nails regarding complaint - she believes that the waxing injuries are due to technique rather than temperature. The wax rollers are set to 5 on a scale of minimum to maximum (> #6) and [Redacted] advised that she has taught staff to set on this temperature only. She further advised that she tests the wax on a strip (to determine if roller flowing freely), then temperature checks on her own hand and then on first application of the wax asks the client if the wax is too hot. She believes she knows which staff member conducted the waxing and she will speak with this staff member about technique.

Issue\* type does not fit any given category

Investigation Commenced Date 5 / 12 / 2016 Time 4.15 pm am / pm

Responded by (Select one only): Phone

Complaint Type*	108	Food Type*		Issue*	N/A	Result*	3
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\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Complaint Advised Date 09 / 12 2016 Time 2PM

Letter type BSS to send ~ → F.A.  N.F.A  N/A  ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: Sam Kelly  
(Print)

M Kelly  
(Signature)

07/12/2016  
(Date)

2.20pm  
(Time)

Data entry completed  Letter sent (if applicable)  BSS Member (Print):

M Kelly 12/12/16



**ACT**  
Government  
Health

[Redacted]

File No: 15/000410

Civic Nails

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 31 May 2016**

Infection control practices at Civic Nails will be in accordance with *ACT Health Infection Control Guidelines for office practices and other community based services 2006* when the following recommendations are in place.

- To wash all reusable equipment, ensure that the plug is placed in the sink and filled with warm water and detergent. Do not clean equipment in running water.
- All equipment used on a client must be cleaned after each use or disposed of into the rubbish.
  - Used equipment must not be put back into the manicure/acrylic nail table drawers unless it has been cleaned.
  - Used equipment must not be put back into the pedicure trolley unless it has been cleaned.

**A copy of the Vietnamese translations of *ACT Health Infection Control information for Nail Salons* has been left at the salon; please tell your staff to read these.**

Please contact me on 6205 1376 if you have any questions regarding the inspection, the translations or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

1 June 2016



**ACT**  
Government  
Health

[Redacted]

File No: 15/000410

Civic Nails

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 14 October 2015**

Infection control practices at Civic Nails are in accordance with *ACT Health Infection Control Guidelines for office practices and other community based services 2006*.

As discussed at the inspection you should:

- Obtain a sharps container that can be properly sealed when full.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

14 October 2015



**ACT**  
Government  
Health

File No: 15/000410

[REDACTED]  
Civic Nails  
[REDACTED]

Dear [REDACTED]

**Infection control licensing inspection conducted 2 September 2015**

The Infection Control Licence Application for Civic Nails to operate at CG10 Canberra Centre 148 Bunda Street Canberra City has been approved. Please find enclosed the licence certificate and a copy of the plans submitted as part of the application. The plans were assessed as meeting the requirements of the Public Health Act 1997 and have been annotated accordingly.

As discussed at the inspection you should:

- Label all spray bottles with the name of the chemical contained inside.
- Provide a laundry basket to the hand wash basin area.
- Obtain a sharps container that can be properly sealed when full.

Feel free to contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Sam Kelly'.

Sam Kelly  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

3 September 2015

File No: 15/330

[REDACTED]  
CNT Nails and Spa  
[REDACTED]

Dear [REDACTED]

### **Infection Control inspection conducted 19 July 2017**

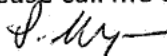
Infection control practices at CNT Nails and Spa Tuggeranong will be in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following procedures are in place:

- Hands must be washed before touching the customer, this includes before removing shellac.
- The manicure table, the hand rest and the handpiece should be wiped over with a soap based cleaner after each customer.
- Gloves must be placed in a drawer of each nail table for use if a customer starts to bleed.
- Ensure the foot spa is **dried before spraying with 70% alcohol**. If the spa is wet the 70% alcohol is diluted and will not kill germs.

Foot spa cleaning method:

- Put on clean gloves;
- Place plug in spa and fill with warm water to a depth of 4cm;
- Add DETERGENT to the water or use a heavy duty cleaning product;
- Scrub with a brush;
- Drain the water and then rinse with hot water;
- **Dry with paper towel or a fresh clean cloth towel;**
- Disinfect with 70% alcohol.

If you have any questions regarding the inspection or other infection control issues please call me on 6207 6501.

  
Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
21 July 2017



**ACT**  
Government  
Health

**COPY**

[Redacted]  
CNT Nails and Spa

File No: 15/330

[Redacted]

Dear [Redacted]

**Infection Control inspection conducted 15 November 2016**

Infection control practices at CNT Nails and Spa Tuggeranong will be in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following procedures are in place:

- The manicure table, the customer hand rest and the handpiece should be wiped over with a soap based cleaner after each customer.
- Gloves must be placed in a drawer of each nail table for use if a customer starts to bleed.

If you have any questions regarding the inspection or other infection control issues please call me on 6207 6501.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

18 November 2016



# Health Protection Service COMPLAINT FORM

Complaint # 160521  
File # 15/000330

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [Redacted]  (CN) Refused

Mailing Address (MA) [Redacted]  (MA) Refused

Phone Contact (PC) [Redacted]  (AP) N/A

Alleged Premises/Person CNT Nails & Spa

File Name CNT ails & Spa File Number 15/000330

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)

Complainant had a manicure on 28/5/16 and is concerned that the equipment used on her was not clean as the equipment used to remove her Shellac and push back her cuticles had another colour nail polish on. Her cuticles were trimmed using a cuticle cutter. She also noted the autoclave bags that the manicure kit in, had not changed colour. When she queried this with the staff in addition to the other colour nail polish being present on the equipment, the staff member replied "no understand". The complainant also noted other staff started talking in Vietnamese and started cleaning up after she spoke to the staff member.

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date. (where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Only choose an item from the list

Source of complaint Only choose an item from the list

Received by Romaine Huggett Date & Time 30/05/2016 10:36 AM

Referred to Sandy Wynn Date 30/05/16 Time 12:55 am/pm

Acknowledgement letter sent to complainant: Date 1/1/16

NOT REQUIRED

**Investigation Actions**

CNT Nails & Spa visited by Sandy Wynn on 1.6.16. All items used to remove shellac are cleaned after each use. Some pushers & other equipment are marked with maroon nail polish to indicate to staff they are a sharp implement and to take care. Manager - [Redacted] states that they do not cut cuticles.

Investigation Commenced Date 1/6/16 Time 9 am/pm

Responded by (Select one only): Email  Letter  Phone  in Person

Complaint Type*	<u>108</u>	Food Type*		Issue*	<u>35</u>	Result*	<u>A1</u>
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\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Complaint Advised Date 1/6/16 Time 3:30 am/pm

Letter type BSS to send ~ → F.A.  N.F.A  N/A  ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: Sandy Wynn (Print) [Signature] (Signature) 1.6.16 (Date) 4:30pm (Time)

Data entry completed  Letter sent (if applicable)  BSS Member (Print): \_\_\_\_\_



**ACT**  
Government  
Health

66  
**COPY**

File No: 15/330

[REDACTED]  
CNT Nails and Spa  
[REDACTED]

Dear [REDACTED]

### **Infection Control inspection conducted 17 May 2016**

Infection control practices at CNT Nails and Spa Tuggeranong will be in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following procedures are in place:

- Used equipment (including files and buffers) **MUST NOT** be put back into the nail table drawer.
- Used equipment must not be allowed to come into contact with clean equipment:
  - Cease placing used equipment into the mesh basket on the nail table;
  - Use a separate container (that has no perforations) for equipment that requires cleaning.
- The handpiece should be wiped over with a detergent based cleaner after each customer.
- Gloves must be placed in a drawer of each nail table for use if a customer starts to bleed.

If you have any questions regarding the inspection or other infection control issues please call me on 6207 6501.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

19 May 2016



COPY

[Redacted]  
CNT Nails and Spa  
[Redacted]

File No: 15/330

Dear [Redacted]

**Infection Control inspection conducted 20 November 2015**

Infection control practices at CNT Nails and Spa Tuggeranong will be in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following procedures are in place:

- The nail table surface should be wiped over with a detergent based cleaner after each customer.
- Hand rests must be cleaned with a detergent based cleaner after each customer. Alternatively, a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
- After cleaning the foot spa with detergent and water, the foot spa must be dried thoroughly with a clean cloth towel or paper towel, before applying 70% alcohol.
- Place a plug in the sink when washing equipment; scrub the equipment below the surface of the water.

If you have any questions regarding the inspection or other infection control issues please call me on 6207 6501.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

26 November 2015



COPY

[Redacted]  
CNT Nails and Spa

File No: 15/330

[Redacted]

Dear [Redacted]

**Infection Control licensing inspection conducted 1 July 2015**

Infection control practices at CNT Nails and Spa Tuggeranong are in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005*. Your Infection Control Activity Licence has been approved and a licence certificate is enclosed.

Thank you for submitting plans as part of your licence application. The plans have been assessed as meeting the requirements of the *Public Health Act 1997*. Please find enclosed a copy of your submitted plans that have been annotated accordingly.

If you have any questions regarding the inspection or other infection control issues please call me on 6205 1376.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

3 July 2015



**ACT**  
Government  
Health

[Redacted]

File No: 15/000757

Glamorous Nails & Spa – Canberra Outlet Centre

[Redacted]

Dear [Redacted]

**Infection Control inspection conducted 21 November 2016**

Infection control practices at Glamorous Nails & Spa, Canberra Outlet Centre will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following procedures are in place:

- **Used equipment must not be put back into the manicure/acrylic nail table drawers unless it has been cleaned.**
- Hand rests must be cleaned with detergent and water after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer,

You should know that the salon cleanliness was brought to an acceptable standard at the time of the inspection proving that your staff have a sound understanding of cleaning requirements.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer,  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

21 November 2016



[Redacted]

File No: 15/757

Glamorous Nails & Spa – Canberra Outlet Centre

[Redacted]

Dear [Redacted]

**Infection Control inspection conducted 24 May 2016**

Infection control practices at Glamorous Nails & Spa, Canberra Outlet Centre will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following procedures are in place:

- Wipe over surface of handpiece with a detergent based product and dry after each client.
- Display ACT Health equipment cleaning instructions at equipment washing sink and foot spa bath.
  - Follow the cleaning instructions provided

A copy of the Vietnamese translations of *ACT Health Infection Control Information for Nail Salons* was left at the salon at the time of inspection; please ensure your staff read these.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer,  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

24 May 2016



**ACT**  
Government  
Health

COPY

File No: 15/757

[REDACTED]  
Glamorous Nails & Spa – Canberra Outlet Centre  
[REDACTED]

Dear [REDACTED]

**Infection Control inspection conducted 29 September 2015**

Infection control practices at Glamorous Nails & Spa, Canberra Outlet Centre will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following procedures are in place:

- Place a pair of gloves in a drawer of each nail table for use if a customer is accidentally cut and starts to bleed during a treatment.
- Hand rests must be cleaned with a detergent based cleaner after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
- Wipe over the handpiece and table top with a detergent based cleaner after each customer.
- Wash all reusable equipment in a durable container (such as a lunch box or small bucket) within the kitchen sink, leaving the sink for kitchen items only.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer,  
Infection Control | Health Protection Service

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

29 September 2015

File No: 15/757 and 15/756

[REDACTED]  
Glamorous Nails & Spa

Dear [REDACTED]

**Infection Control licensing inspection conducted 12 and 13 January 2015 at Erindale Shopping Centre and Canberra Outlet Centre**

Infection control practices at Glamorous Nails & Spa will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Purchase sharps containers for each of the premises.
- Blades must be removed from the holder after each treatment and disposed of into the sharps container.
  - Blades must never be washed and/or reused.
- Place a pair of gloves in a drawer of each nail table for use if a customer is accidentally cut and starts to bleed during a treatment.
- Wipe over the handpiece, table top and hand rest with a detergent based cleaner after each customer.
- Ensure all alcohol used for disinfecting is 70% alcohol.
- Transport cleaned equipment to and from Queanbeyan in rigid, plastic airtight containers.
- Roll-on wax cartridges must be discarded after each use, even if there is wax remaining in the cartridge.

**Autoclave (located at Queanbeyan Glamorous Nails & Spa):**

- Packs must be placed in the autoclave with the plastic side up or on their side using a rack (toast style)
  - If packs are lying flat on the autoclave tray they must not overlap each other, they need to be in a single layer
  - Contact the autoclave supplier to see if they sell a suitable rack for use in the Runyes 8L autoclave.
- The printout must be checked and signed before the load is released.
- It is recommended that a Class 6 emulating indicator be placed in each autoclave load:
  - Record the indicator result as pass or fail on the autoclave printout.

COPY

Your licence application for both sites has been approved and the licence certificate is enclosed.

Please contact me during business hours on 6207 6501 if you have any questions regarding the inspection or if you have any infection control issues.

Yours sincerely



Sandy Wynn  
Infection Control Coordinator

Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

16 January 2015



**ACT**  
Government  
Health

74

File No: 15/756

[REDACTED]  
Glamorous Nails & Spa  
[REDACTED]

**COPY**

Dear [REDACTED]

**Infection control inspection conducted 5 January 2017**

Infection control practices at your salon will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Hands must be dried with paper towel or a single use towel
  - Towels should not be left draped over the cupboard doors.
- Used equipment must not be placed back in the drawers of the manicure table unless it has been cleaned.
- Wipe over the handpiece, table top and hand rest with a detergent based cleaner after each customer
  - Cease using 70% alcohol for this.
- Files and buffers used during a pedicure must be:
  - cleaned in detergent and water, and then
  - wiped/sprayed with 70% alcohol.
- Wax cartridges must be disposed of immediately after they have been used on the customer.

Please ensure all staff are aware of these requirements.

If you have any questions regarding the inspection or if you have any infection control issues please contact me during business hours on 6207 6501.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
6 January 2017



Vietnamese info provided @ inspection

File No: 15/756

[Redacted]  
Glamorous Nails & Spa  
[Redacted]

COPY

Dear [Redacted]

**Infection control inspection conducted 19 April 2016**

This inspection was conducted in response to a complaint received at the Health Protection Service regarding infection control practices at Glamorous Nails & Spa Erindale.

When the following procedures are in place, infection control practices at your salon will be in accordance with ACT Health *Infection Control Guidelines 2006*.

- **Used equipment must not be placed back in the drawers of the manicure table or the pedicure trolley unless it has been cleaned.**
- Wipe over the handpiece, table top and hand rest with a detergent based cleaner after each customer.
- Wax cartridges must be disposed of immediately after they have been used on the customer.

Please ensure all staff are aware of these requirements.

If you have any questions regarding the inspection or if you have any infection control issues please contact me during business hours on 6207 6501.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
28 April 2016



# Health Protection Service COMPLAINT FORM

Complaint # ..... 160468

File # 15/756 .....

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [REDACTED]

(CN) Refused

Mailing Address (MA) [REDACTED]

(MA) Refused

Phone Contact (PC) [REDACTED]

(AP) N/A

Alleged Premises/Person Glamorous Nails Erindale

File Name Click here to enter text. File Number Click here to enter text.

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)

Complainant had a pedicure performed at the above premises in January 2016 and has now developed a fungal infection in both of her big toe nails. The complainant stated the foot spa was cleaned with Spray and Wipe and was not disinfected after use. She also stated that the buffers, exfoliation blocks etc were cleaned in the foot spa and then put back on the trolley after use; she did not observe them take them away from the trolley for further cleaning. Complainant stated that the equipment was then used on the next customer.

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date. (where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Alleged Infection Control complaint

Source of complaint Phone

Received by Sandy Wynn Date & Time 18/04/2016 1:30 PM

Referred to Sandy Wynn

Date 18 / 4 / 16 Time 1:30 pm

Acknowledgement letter sent to complainant: Date \_\_\_\_\_

DO NOT SEND

### Investigation Actions

Glamorous Nails Erindale inspected @ 9am 19/4/16. The manager, [REDACTED] stated that it was policy to use 70% ETOH on foot spas after each use. There was 70% ETOH @ each foot spa. [REDACTED] stated that they may hold the exfoliation block over the jet to clear it but then it (and the buffers, files & other equipment) are taken out the back for cleaning.

Investigation Commenced Date 19/4/16 Time 9 am/pm

Responded by (Select one only): Email  Letter  Phone  in Person

Complaint Type\* 108 Food Type\* Issue\* 40 Result\* 3

\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Complaint Advised Date 22/4/16 Time 12:00 am/pm

Letter type BSS to send ~> F.A.  N.F.A.  N/A  ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: Sandy Wynn (Print) J. Wynn (Signature) 22/4/16 (Date) 12:00 (Time)

Data entry completed  Letter sent (if applicable)  BSS Member (Print): L. Kelly

ENTERED

26 APR 2016



**ACT**  
Government  
Health

COPY

File No: 15/756

[Redacted]  
Glamorous Nails & Spa  
[Redacted]

Dear [Redacted]

**Infection Control inspection conducted 1 October 2015**

Infection control practices at Glamorous Nails & Spa Erindale will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Used equipment must not be placed back in the drawers of the manicure table unless it has been cleaned.
- Wipe over the handpiece, table top and hand rest with a detergent based cleaner after each customer.
- After cleaning the foot spa with detergent and water ensure the spa is thoroughly dried with a clean towel before applying 70% alcohol
  - If 70% alcohol is sprayed onto a wet surface the concentration of the alcohol becomes less than 70% and it is ineffective as a disinfectant.
- All files and buffers used in a pedicure treatment must be disinfected with 70% alcohol after cleaning.
- Transport cleaned equipment to and from Queanbeyan in rigid, plastic airtight containers.

I have enclosed updated information on Infection Control for Nail Salons and Equipment and Foot Spa cleaning procedures. It is recommended that you hold a meeting with your staff to discuss these documents.

Please contact me during business hours on 6207 6501 if you have any questions regarding the inspection or if you have any infection control issues.

Yours sincerely

*S. Wynn*  
Sandy Wynn

Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
2 October 2015



**ACT**  
Government  
Health

78  
COPY

File No: 15/757 and 15/756

[REDACTED]  
Glamorous Nails & Spa

Dear [REDACTED]

**Infection Control licensing inspection conducted 12 and 13 January 2015 at Erindale Shopping Centre and Canberra Outlet Centre**

Infection control practices at Glamorous Nails & Spa will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Purchase sharps containers for each of the premises.
- Blades must be removed from the holder after each treatment and disposed of into the sharps container.
  - Blades must never be washed and/or reused.
- Place a pair of gloves in a drawer of each nail table for use if a customer is accidentally cut and starts to bleed during a treatment.
- Wipe over the handpiece, table top and hand rest with a detergent based cleaner after each customer.
- Ensure all alcohol used for disinfecting is 70% alcohol.
- Transport cleaned equipment to and from Queanbeyan in rigid, plastic airtight containers.
- Roll-on wax cartridges must be discarded after each use, even if there is wax remaining in the cartridge.

**Autoclave (located at Queanbeyan Glamorous Nails & Spa):**

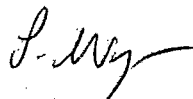
- Packs must be placed in the autoclave with the plastic side up or on their side using a rack (toast style)
  - If packs are lying flat on the autoclave tray they must not overlap each other, they need to be in a single layer
  - Contact the autoclave supplier to see if they sell a suitable rack for use in the Runyes 8L autoclave.
- The printout must be checked and signed before the load is released.
- It is recommended that a Class 6 emulating indicator be placed in each autoclave load:
  - Record the indicator result as pass or fail on the autoclave printout.

dr

Your licence application for both sites has been approved and the licence certificate is enclosed.

Please contact me during business hours on 6207 6501 if you have any questions regarding the inspection or if you have any infection control issues.

Yours sincerely



Sandy Wynn  
Infection Control Coordinator

Health Protection Service.  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

16 January 2015



Health, Protection Service  
COMPLAINT FORM

Complaint # .....170947.....

File # 09/2133.....

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [Redacted]

(CN) Refused

Mailing Address (MA) [Redacted]

(MA) Refused

Phone Contact (PC) [Redacted]

(AP) N/A

Alleged Premises/Person Crystal Nail & Beauty

File Name Crystal Nail & Beauty File Number 09/2133

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)

The complainant had acrylic nails put on at Crystal Nail & Beauty on 29/3/17. 16hrs later the complainant stated that the skin around her nails is now red and inflamed and has a tight feeling. Complainant stated that her skin was cut with the nail file (file placed back in the drawer afterwards); the drill (both the emery and the metal) went over the top of her cuticles; the acrylic brushes were not washed; the operator went from the previous client to work on the complainant without washing her hands. Operator's name = [Redacted] Proprietor not willing to discuss.

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date.  
(where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Alleged Infection Control complaint

Source of complaint Phone

Received by Sandy Wynn Date & Time 30/03/2017 12:15 PM

Referred to Sandy Wynn

Date 30/3/17 Time 12.15 pm

Acknowledgement letter sent to complainant: Date 30/3/17

Investigation Actions

Crystal Nails inspected 31-3-17. Spoke to the proprietor - [Redacted] - who stated they don't put used equipment back into drawers. The only issue that could be substantiated was the lack of handwashing. They said they push back the cuticles prior to going over the area with the metal & emery bur - ok technique

Investigation Commenced Date \_\_\_/\_\_\_/\_\_\_ Time \_\_\_ am/pm

Responded by (Select one only): Email  Letter  Phone  in Person

Complaint Type\* 108 Food Type\* Issue\* 43 Result\* 1

\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Complaint Advised Date 31/3/17 Time 2:30 am/pm

Letter type BSS to send ~> F.A.  N.F.A.  N/A  ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: Sandy Wynn (Print)

[Signature]

31-3-17 4pm (Date) (Time)

Data entry completed  Letter sent (if applicable)  BSS Member (Print):



**ACT**  
Government  
Health

File No: 09/02133

[REDACTED]  
Crystal Nail & Beauty  
Shop 25A  
The Marketplace Gungahlin  
Hibberson Street  
Gungahlin ACT 2912

COPY

Dear [REDACTED]

**Infection control inspection conducted 21 November 2016**

Infection control practices at your beauty salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following is in place:

- Ensure the waxing mat is cleaned with a detergent based cleaner (such as a baby wipe) after using wax solvent and before the application of 70% alcohol.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*R. Huggett*

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

21 November 2016

SCANNED



**ACT**  
Government  
Health

File No: 09/02133

[Redacted]

Crystal Nail & Beauty  
Shop 25A  
The Marketplace Gungahlin  
Hibberson Street  
Gungahlin ACT 2912

COPY

Dear [Redacted]

**Infection control inspection conducted 22 June 2016**

Infection control practices at your beauty salon are in accordance with ACT Health Infection Control Guidelines 2006.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

27 June 2016



**ACT**  
Government  
Health

File No: 09/02133

[Redacted]

Crystal Nail & Beauty  
Shop 25A  
The Marketplace Gungahlin  
Hibberson Street  
Gungahlin ACT 2912

**COPY**

Dear [Redacted]

**Infection control inspection conducted 26 October 2015**

Infection control practices at your beauty salon are in accordance with ACT Health Infection Control Guidelines 2006. An additional recommendation made during the inspection is as follows:

- When cleaning the foot spa, **ensure the plug is down, and the spa is filled with warm water to a depth of 4cm.** This will ensure the spa is cleaned correctly, prior to being rinsed with warm water, dried and disinfected with 70% alcohol.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
26 October 2015



**ACT**  
Government  
Health

Gilded Nail Designs  
[Redacted]

File No: 17/000231

Dear [Redacted]

**Infection control licensing inspection conducted 11 April 2017**

Infection control practices at Gilded Nail Designs will be in accordance with ACT Health Infection Control Guidelines 2006 when the following procedures are in place:

- Hand basins must be solely used for hand washing and not for purposes such as cleaning appliances, washing food and drink utensils or disposing of liquids. Purchase a durable container for washing the re-useable equipment in. Clean sink each time after disposing of equipment waste water to prevent cross contamination to hands during hand washing.
- Used equipment should not be placed back into the clean equipment container as this potentially contaminates the clean equipment:
  - Place used equipment into a plastic container to await cleaning.
- Wipe over the drill handpiece after each customer using a detergent based product (a baby wipe is suitable for this purpose).
- If using Viraclean™ for cleaning, use diluted 1 in 10 with water. Viraclean™ used undiluted is a disinfectant. If using Viraclean™ for disinfection of equipment, ensure 10 minutes contact time, then rinse and dry equipment.

A recommendation made during the inspection:

- Consider purchasing 70% alcohol for disinfection of equipment, as it is non-corrosive, fast drying and does not require rinsing.

Enclosed is your infection control activity licence.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely



Romaine Huggett  
Public Health Officer  
Infection Control

Health Protection Service

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

13 April 2017



**ACT**  
Government  
Health

**COPY**

File No: 07/1520

Fancy Nails

[Redacted address line]

Shop 12A Hibberson Street  
Gungahlin  
ACT 2912

Dear [Redacted name]

**Infection control inspection conducted 31 January 2017**

Infection control practices at your beauty salon are in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006*.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely,

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

31 January 2017



**ACT**  
Government  
Health

File No: 07/1520

Fancy Nails  
[REDACTED]

Shop 12A Hibberson Street  
Gungahlin  
ACT 2912

**COPY**

Dear [REDACTED]

**Infection control inspection conducted 29 June 2016**

Infection control practices at your beauty salon will be in accordance with ACT Health Infection Control Guidelines 2006, once the following have been implemented:

- **Used equipment (including nail clippers, cuticle pushers, files, buffers) MUST NOT be put back into the pedicure trolley or nail table drawer.**
- Replace the wax pot. All appliances are to be kept in a clean hygienic and appropriately maintained and serviced state.
- All cleaning products should be labelled correctly.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely,

*R. Huggett*

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

29 June 2016



**ACT**  
Government  
Health

File No: 07/1520

Fancy Nails

[Redacted]

Shop 12A Hibberson Street  
Gungahlin  
ACT 2912

**COPY**

Dear [Redacted]

**Infection control inspection conducted 17 November 2015**

Your salon was inspected following a complaint from a member of the public. It is important that all staff working at Fancy Nails comply with the items below:

- Ensure the foot spas are cleaned and disinfected between uses, following the method provided in *Infection Control for Shopping Centre Nail Salons*. It is important the plug of the spa is pushed down, so that enough water is present for effective cleaning. The whole inside of the spa, including the bottom, should be dried with paper towel prior to the application of alcohol for effective disinfection.
- Ensure all staff use the equipment cleaning bowl for effective cleaning of equipment. Fill the bowl with detergent and water and immerse the equipment within the bowl for cleaning. Equipment should never be cleaned in the foot spa or in running water.
- Used wax cartridges must be disposed of into the bin straight after each customer even if there is wax remaining in the cartridge.
- Replace the wax pot. All appliances are to be kept in a clean hygienic and appropriately maintained and serviced state.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely,

Romaine Huggett  
Public Health Officer, Infection Control, Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
17 November 2015



Health Protection Service  
**COMPLAINT FORM**

Complaint # 158 778 176

File # 07/001520

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [Redacted]

(CN) Refused

Mailing Address (MA) Click here to enter, email or postal address

(MA) Refused

Phone Contact (PC) [Redacted]

(PC)

Alleged Premises/Person (AP) Fancy Nails

(AP) N/A

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)

The complainant attended the above on Saturday 14/11/15 for a pedicure. At the time she though the footspa had not been cleaned properly, "old looking" utensils were used, and the salon "looked dirty". Her cuticles were cut with a cuticle cutter that had just been rinsed and toenail clippers were used to remove the Shellac on her toes, ruining her toenails. She felt their practices were poor and requested a discount when it was time to pay. She spoke with the manager who refused. She later phoned the salon to request a refund which was also denied.

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date.  
(where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Alleged Infection Control complaint

Source of complaint Phone

Received by Romaine Huggett Date & Time 16/11/2015 3:00 PM

Referred to Romaine Huggett Date 16 / 11 / 15 Time 3:00 / pm

Acknowledgement letter sent to complainant: Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Investigation Actions

I dropped into Fancy nails unannounced. I spoke with [Redacted] initially; however her English was limited, so she called both [Redacted] (the owners). I completed the compliant inspection with them. No used equipment in drawers or trolleys. Foot spa cleaning method requires a slight improvement, but is cleaned and disinfected between uses. Equipment cleaned in laundry tub. The managers claim the clippers were used to place a cut in the shellac, which was then pulled off using fingers. The managers deny that cuticles are cut, but simply softened and pushed back only.

Responded Date 17 / 11 / 2015 Time 1:30 am/pm left message  
Responded by (Select one only): Email  Letter  Phone  in Person  called back 2 pm.

Complaint Type\* 101 Food Type\*      Issue\* 42 Result\* 3

\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Letter type BSS to send ~ → F.A.  N.F.A  N/A  \*Letter type must be selected, select N/A if mailing address is unavailable

Officer: Romaine Huggett R. Huggett 17/11/2015 1:35pm  
(Print) (Signature) (Date) (Time)

Data entry completed  Letter sent (if applicable)  BSS Member (Print): L. Kelly

**ENTERED**  
17 NOV 2015



Health Protection Service  
**COMPLAINT FORM**

Complaint # 158778116

File # 07/1520

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [Redacted]

(CN) Refused

Mailing Address (MA) Click here to enter, email or postal address

(MA) Refused

Phone Contact (PC) [Redacted]

(PC) Refused

Alleged Premises/Person (AP) Fancy Nails

(AP) N/A

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)

Complainant had a pedicure performed at Fancy Nails 3 weeks ago. Complainant stated that they cut her cuticles and the skin down the side of her toes and that they did not use sterilised equipment. She also stated that used equipment was placed back into the trolley and that the foot spas had cracks in them.

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date.  
(where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Alleged Infection Control complaint

Source of complaint Phone

Received by Sandy Wynn Date & Time 06/10/2015 4:00 PM

Referred to Romaine Huggett

Date 8/10/15 Time 10 am

Acknowledgement letter sent to complainant: Date      /      /     

Investigation Actions

I dropped into Fancy Nails unannounced at approximately 3pm on 07/10/2015. I informed [Redacted] of the complaint. I inspected the foot spas. Some of them do have fine cracks, on the top of the spa that does not affect the functionality of the spa (i.e the treatment area is intact). There was no used equipment in the pedicure trolleys. The staff claim to only soften and push back cuticles, only trimming hang nails. [Redacted] informed me Fancy Nails would purchase new spas as part of a new fitout when the lease renews in July 2016.

Responded Date 7 / 10 / 2015 Time 4:55 / pm

Responded by (Select one only): Email  Letter  Phone  in Person

Complaint Type*	101	Food Type*		Issue*	42	Result*	2
-----------------	-----	------------	--	--------	----	---------	---

\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Letter type BSS to send ~ -> F.A.  N.F.A  N/A  ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: Romaine Huggett R. Huggett 08/10/2015 1:25pm  
(Print) (Signature) (Date) (Time)

Data entry completed  Letter sent (if applicable)  BSS Member (Print): M. Kelly

**ENTERED**  
14 OCT 2015



**ACT**  
Government  
Health

File No: 07/1520

Fancy Nails  
[REDACTED]

Shop 12A Hibberson Street  
Gungahlin  
ACT 2912

**COPY**

Dear Ms [REDACTED]

### Infection control inspection conducted 2 September 2015

Infection control practices at your beauty salon will be in accordance with ACT Health Infection Control Guidelines 2006, once the following have been implemented:

- Replace the ACT Health instructions on the wall with the new ones provided. Clean the wall and spray the area with insect spray. Ensure a regular pest control program is employed to ensure the control of vermin.
- Ensure the surface of the manicure handpiece attachment is wiped over with detergent and water (**or a baby wipe**) and dried after each client.
- Cease the practice of storing the metal burr heads in alcohol. After each use, wash in detergent and water, rinse, dry, disinfect with 70% alcohol and **store dry**.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely,

*R. Huggett*

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

2 September 2015



**ACT**  
Government  
Health

[Redacted]

Glamorous Nails & Spa

File No: 15/497

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 2 February 2017**

Infection control practices at Glamorous Nails & Spa, Manuka will be in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following recommendations are implemented:

- Re-useable soap containers must be intact.
  - Cracked soap containers cannot be properly cleaned and dried before re-filling.
  - Single use containers are recommended wherever possible.
- Do not clean equipment in running water.
  - To wash all reusable equipment, ensure that the plug is placed in the sink and the sink is filled with warm water and detergent.
  - Wash all cups and crockery in a durable container within the kitchen area, leaving the sink for equipment washing only.
- Hand rests must be cleaned with detergent and water after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
- Roll-on wax cartridges must be discarded after each use, even if there is wax remaining in the cartridge.

A copy of the Vietnamese translations of *ACT Health Infection Control Information for Nail Salons* was left at the salon at the time of inspection; please ensure that these are displayed and your staff read these.

If you have any questions regarding the inspection or other infection control issues please call me on 6205 1376.

Yours sincerely



Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

2 February 2017



**ACT**  
Government  
Health

[REDACTED]  
Glamorous Nails & Spa  
[REDACTED]

File No: 15/497

Dear [REDACTED]

### **Infection control licensing inspection conducted 16 May 2016**

Infection control practices at Glamorous Nails & Spa, Manuka will be in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following recommendations are implemented:

- Cease washing equipment in the hand wash basin.
  - Wash hands in the hand wash basin provided.
  - Wash all cups and crockery in a durable container within the kitchen area, leaving the sink for equipment washing only.
  
- Ensure all linen and towels are washed using hot (>65°C) wash or in a cooler wash with a sanitiser added to each wash load. Examples of sanitisers include Napisan™, Canesten Hygiene Rinse™ or Dettol Sanitising Laundry Rinse™ (available in supermarkets).

If you have any questions regarding the inspection or other infection control issues please call me on 6205 1376.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Sam Kelly'.

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

17 May 2016



**ACT**  
Government  
Health

IC info & cleaning info sent out  
with letter.

**COPY**

[Redacted]

Glamorous Nails & Spa

File No: 15/497

[Redacted]

Dear [Redacted]

**Infection control licensing inspection conducted 29 September 2015**

Proposed infection control practices at Glamorous Nails & Spa Manuka are in accordance with ACT Health *Infection Control Guidelines 2006*. Your Infection Control Activity Licence has been approved and the licence certificate is enclosed.

The plans you submitted as part of your licence application were assessed as meeting the requirements of the Public Health Act 1997. Please find enclosed a copy of your submitted plans that have been annotated accordingly.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
1 October 2015



**ACT**  
Government  
Health

[REDACTED]  
Golden Nails & Spas  
[REDACTED]

File No: 09/02205

COPY

Dear [REDACTED]

### **Infection control inspection conducted 16 November 2016**

Infection control practices at your nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Cease the practice of staff washing their hands in the equipment washing sink. To prevent cross-contamination, staff should wash their hands in the dedicated hand basin with liquid soap and water, and then dry hands with paper towel or a single use towel.
- Label the green bottle that contains 70% alcohol.

Prior to commencing any micro-blading procedures, please contact the Health Protection Service.

Please contact me on 6205 5430 if you have any questions regarding the requirements.

Yours sincerely,

*R Huggett*

Romaine Huggett  
Public Health Officer

Infection Control, Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

21 November 2016



**ACT**  
Government  
Health

File No: 09/02205

[Redacted]  
Golden Nails & Spas  
[Redacted]

Dear [Redacted]

COPY

**Infection control inspection conducted 13 July 2016**

Infection control practices at your nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Cease the practice of staff washing their hands in the equipment washing sink. To prevent cross-contamination, staff should wash their hands in the dedicated hand basin with liquid soap and water, and then dry hands with paper towel or a single use towel.
- Wipe over the surface of the manicure handpiece with a detergent based cleaner after each customer. A baby wipe may be used for this purpose.
- Clean the waxing bed after each customer with a detergent based cleaner. A baby wipe may be used for this purpose.
- Remove the wax from the wall behind wax pot in the waxing room.
- Label the green bottle that contains 70% alcohol.
- Linen and towels must be washed in either a hot wash (>65°C) or a cooler wash with a sanitiser added. Examples of sanitisers include Napisan™, Canesten Hygiene Rinse™ or Dettol Sanitising Laundry Rinse™ (available in supermarkets).

Please contact me on 6205 5430 if you have any questions regarding the requirements.

Yours sincerely,

Romaine Huggett  
Public Health Officer  
Infection Control, Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
14 July 2016



**ACT**  
Government  
Health

File No: 09/02205

[REDACTED]  
Golden Nails & Spas  
[REDACTED]

Dear [REDACTED]

COPY

**Infection control inspection conducted 18 November 2015**

Infection control practices at your beauty salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Use **70% alcohol solution** for the disinfection of equipment and the foot spas. The stock alcohol solution is 99% alcohol and is not an effective disinfectant. The recommended concentration of alcohol in a disinfectant is 60-80%, the reason being that alcohol-water mixtures have a lower surface tension which increases its wetting ability and they penetrate well into the crevices of skin or inanimate objects.
- **If using the current alcohol solution, dilute 7 parts of alcohol to 3 parts of water (i.e 700mL alcohol plus 300mL water) to create an approximate 70% alcohol solution. Alternatively purchase 70% stock alcohol solution.**
- Sharps containers should not be filled above the line indicated on the container.

Please contact me on 6205 5430 if you have any questions regarding the requirements.

Yours sincerely,

*R. Huggett*

Romaine Huggett

Public Health Officer

Infection Control, Health Protection Service

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

23 November 2015



**ACT**  
Government  
Health

99

[REDACTED]  
Golden Nails & Spas

File No: 09/02205

Dear [REDACTED]

COPY

### Infection control inspection conducted 3 February 2015

Infection control practices at your beauty salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Wipe over surface of handpiece attachment with detergent and water and dry **after each client**. Alternatively a baby wipe may be used.
- Use 70% alcohol solution for the disinfection of equipment and the foot spas. The alcohol currently in use is 99% alcohol and is not an effective disinfectant. The recommended concentration of alcohol in a disinfectant is 60-80%, the reason being that alcohol-water mixtures have a lower surface tension which increases its wetting ability and they penetrate well into the crevices of skin or inanimate objects.
- If using the current alcohol solution, dilute 7 parts of alcohol to 3 parts of water, to create an approximate 70% alcohol solution.
- Raise the sharps containers off the floor, so they are out of reach of children.
- Organise the service and validation of the autoclave, or remove the autoclave from the premises.

Please contact me on 6205 5430 if you have any questions regarding the requirements.

Yours sincerely,

Romaine Huggett  
Public Health Officer  
Infection Control, Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
16 February 2015



[Redacted]  
Golden Nails & Spa Jamison Plaza  
[Redacted]

File No: 17/000156

Dear [Redacted]

**Infection control licensing inspection conducted 27 April 2017**

Infection control practices at your Jamison Plaza nail salon are in accordance with ACT Health Infection Control Guidelines 2006.

Please find enclosed your infection control activity licence and a copy of your approved plans.

Please contact me on 6205 5430 if you have any questions regarding the requirements.

Yours sincerely,

*R Huggett*  
Romaine Huggett  
Public Health Officer  
Infection Control, Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

COPY

1 May 2017



**ACT**  
Government  
Health

101  
**COPY**

File No: 09/2107

[REDACTED]  
New York Spas & Nails Tuggeranong  
[REDACTED]

Dear [REDACTED]

**Infection control inspection conducted 19 July 2017**

Infection control practices at New York Spas & Nails Tuggeranong will be in accordance with *ACT Health Infection Control Guidelines 2006* when the following procedures are in place:

- Install a paper towel dispenser on the wall next to the hand basin.
- Staff must always dry their hands with paper towel.
- Hands must be washed after taking off gloves.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S. Wynn'.

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
21 July 2017



COPY

File No: 09/2107

[Redacted]  
New York Spas & Nails Tuggeranong

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 9 November 2016**

Infection control practices at New York Spas & Nails Tuggeranong will be in accordance with *ACT Health Infection Control Guidelines 2006* when the following procedures are in place:

- Paper towel at hand basin:
  - Rip into individual sheets to avoid contamination;
  - Install a paper towel dispenser on the wall.
- Staff must wash their hands in the hand basin in the shop front before starting a treatment on a customer and at the completion of a treatment.
- Hands must be dried with paper towel:
  - Cease using a cloth towel for drying hands in the back room.
- Hands must be washed after taking off gloves.
- Gloves must be placed in a drawer of each nail table for use if a customer starts to bleed.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
18 November 2016



**COPY**

File No: 09/2107

[REDACTED]  
New York Spas & Nails Tuggeranong  
[REDACTED]

Dear [REDACTED]

**Infection control inspection conducted 18 May 2016**

Infection control practices at New York Spas & Nails Tuggeranong will be in accordance with *ACT Health Infection Control Guidelines 2006* when the following procedures are in place:

- Paper towel at hand basin:
  - locate away from the splash zone
  - rip into individual sheets to avoid contamination
  - consider installing a paper towel dispenser.
- Gloves must be placed in a drawer of each nail table for use if a customer starts to bleed.
- After cleaning the foot spa:
  - Rinse with hot water and dry with paper towel or a fresh clean cloth towel;
  - Disinfect with 70% alcohol
    - spray it onto the surface of the spa and wipe over with paper towel, there is no need to rinse.
- Wipe the waxing bed with detergent (soap) after each customer.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in black ink, appearing to read "S. Wynn".

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
20 May 2016



**ACT**  
Government  
Health

**COPY**

File No: 09/2107

[Redacted]  
New York Spas & Nails Tuggeranong

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 16 October 2015**

Infection control practices at New York Spas & Nails Tuggeranong are in accordance with *ACT Health Infection Control Guidelines 2006*.

Please remind staff that the drill handpiece must be wiped over with a detergent based cleaner after each use.

I have enclosed copies of the updated Equipment Cleaning, Foot Spa Cleaning and Infection Control for Shopping Centre Nail Salons information. It is recommended that you hold a meeting with your staff to ensure they understand and comply with these documents.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005 Weston Creek ACT 2611

16 October 2015



COPY

File No: 09/2107

[Redacted]  
New York Spas & Nails Tuggeranong

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 22 and 23 January 2015**

Infection control practices at New York Spas & Nails Tuggeranong will be in accordance with *ACT Health Infection Control Guidelines 2006* when the following procedures are in place:

- The drill handpiece must be wiped over with a detergent based cleaner after each use.
- Used files and buffers must be taken out the back room for cleaning after being used on a customer OR discarded into the rubbish bin after being used on a customer
  - Never put used files/buffers in the drawer of the nail table unless they have been cleaned.
- Foot spa cleaning and disinfecting requires improvement:
  - After cleaning the foot spa with detergent and water, use a clean, **unused towel to dry the foot spa**
    - **Do not use the towel that was used on the customer.**
  - After cleaning and drying the foot spa, spray with 70% alcohol and wipe over with clean paper towel
    - **Do not rinse off the 70% alcohol.**

Please remind all staff of the following method for cleaning foot spas:

- Put on clean gloves;
- Place a plug in the spa and fill with warm water to a depth of 4cm;
- Add detergent to the water or use a heavy duty cleaning product;
- Scrub with a brush;
- Drain out the water;
- Rinse with hot water and dry with paper towel or a fresh clean cloth towel;
- Disinfect with 70% alcohol by spraying the alcohol onto the surface of the spa and then wipe over with paper towel
  - Do not rinse.
- Remove gloves and wash hands.

1



Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S. Wynn'.

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005 Weston Creek ACT 2611

27 January 2015



**ACT**  
Government  
Health

[REDACTED]  
NB Bar  
[REDACTED]

File No: 14/546

Dear [REDACTED]

**Infection control inspection conducted 1 February 2017**

Infection control practices at NB Bar are in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006*.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Romaine Huggett'.

Romaine Huggett  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

01 February 2017.



**ACT**  
Government  
Health

File No: 14/546

[REDACTED]  
NB Bar  
[REDACTED]

COPY

Dear [REDACTED]

### Infection control inspection conducted 28 June 2016

Infection control practices at NB Bar will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Place a pair of gloves in a drawer of each nail table for use if a customer starts to bleed.
- Cease the practice of placing used metal burr heads in alcohol for cleaning. Metal bur heads must be cleaned after every customer in **detergent and water** and dried before the application of alcohol as per the provided equipment cleaning instructions.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in cursive script that reads 'R Huggett'.

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

29 June 2016



**ACT**  
Government  
Health

[Redacted]

File No: 14/546

NB Bar

[Redacted]

Dear [Redacted]

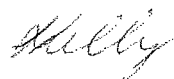
**Infection control inspection conducted 22 March 2016**

Infection control practices at NB Bar will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Hand washing is very important. Staff **must** wash hands:
  - Prior to commencing treatment on each customer;
  - After finishing a customer's treatment;
  - After contact with used equipment; and
  - After removal of gloves.
- A fresh disposable liner or a fresh cloth towel should be placed over the hand rest for each new customer.
- Wipe over surface of handpiece attachment with detergent and dry **after each client**. Detergent based wipes may also be used for this purpose.
- All equipment used on a client must be cleaned after each use or disposed of into the rubbish. **This also includes any equipment used on re-filling of acrylic nails.**
- Disposable burr heads must be discarded into the bin after being used on a customer.
  - Place a new burr head on the handpiece in front of the customer.
- All tinting equipment must be cleaned in detergent and water and dried thoroughly after each client.
- Wax pots must be covered with a lid when not in use to prevent wax contamination from environmental dust etc.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Kelly'.

Sam Kelly

Public Health Officer | Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
22 March 2016



**ACT**  
Government  
Health

File No: 14/546

[REDACTED]  
NB Bar  
[REDACTED]

COPY

Dear [REDACTED]

### **Infection control inspection conducted 29 September 2015**

Infection control practices at your NB Bar will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- If staff are using cloth towels to dry hands, a single use towel should be used each time. Alternatively use paper towelling to dry hands.
- Cease the practice of cutting cuticles. Cuticles should only be softened and pushed back. **Cuticles can only be cut if the equipment has been sterilised in an autoclave. All equipment used to cut cuticles, including clippers and scissors, must be cleaned and then sterilised in an autoclave before being used on the next customer.**
- All equipment used on a client must be cleaned after each use or disposed of into the rubbish. **This also includes any equipment used on re-filling of acrylic nails.**
- Wipe over surface of handpiece attachment with detergent and dry **after each client.** Baby wipes may also be used for this purpose.
- A fresh disposable liner or a fresh cloth towel should be placed over the hand rest for each new customer.
- Ensure the foot spas are dried with a paper towel or fresh cloth towel before the application of 70% alcohol. This will prevent diluting the alcohol and ensure the foot spas are effectively disinfected.
- Cease the practice of using 70% alcohol to clean the tweezers. Tweezers should be cleaned after each use in detergent and water and dried before the application of 70% alcohol.
- After de-waxing the treatment bed with wax solvent, clean the bed with a detergent based cleaner.
- Wash tint bowls in the stainless steel sink to prevent further damage to the porcelain hand basin in the waxing room.

If you decide to purchase an autoclave, contact me on 6205 5430 for information on autoclave operation requirements in the ACT or if you have any questions regarding the inspection or any other infection control issues.

Please provide the enclosed copy of *Infection Control for Shopping Centre Nail salons* to NB Bar, in addition to a copy of this report. An additional copy of this report has been enclosed for this purpose.

Yours sincerely



Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

29 September 2015



Australian Capital Territory

## **Public Health Act 1997 ~ Improvement Notice**

*Public Health Act 1997, s 58 (Improvement notice - issue)*  
*Infection Control for office practices and other community based services Code of Practice 2005*

---

### **1 Name of instrument**

This instrument is an Improvement Notice made under section 58 of the *Public Health Act 1997*.

### **2 Person upon whom the Notice is served**

This Improvement Notice is served upon [REDACTED] being in charge of Love Nails Woden located at Shop 42B Keltie St Phillip City ACT 2606, carrying on a licensable public health risk activity with Registration Number 1358/07

### **3 Grounds for Improvement Notice**

As an authorised officer under the *Public Health Act 1997* I have formed a belief that in the course of performing a licensed public health risk activity/procedure you are contravening, or are likely to contravene, the *Public Health Act 1997*. You are reminded that failure to comply with an approved Code of Practice in relation to a licensable public health risk activity/procedure constitutes a contravention of section 20 of the *Public Health Act 1997*.

Following an inspection on 31 July 2017 contraventions of the *Public Health Act 1997* and public health issues were identified such that I have, as an authorised officer, formulated a belief, on reasonable grounds, that an improvement notice is required.

The matters constituting non-compliance with the *Public Health Act 1997* and any applicable Code of Practice are set out in the Table below, together with the actions required to rectify the issues identified in order to comply with this notice. A period, or periods, for compliance for each issues identified is also specified in the Table.

Brief explanation of non compliance	Contravention on Specific provision(s) breached	Requirement (what is required by this section)	Action to rectify Specified works (optional for PHO to include)	Due date Date to comply
1. Inappropriate practices in place for managing used equipment.	Infection Control for office practices and other community based services Code of Practice 2005 Part 2: 1.1;1.4;1.12; 1.16, 1.19.	<p>1.1 Any procedure performed by a practitioner or person engaged by the business, is completed in such a way so as to prevent the transmission of blood borne and other infections.</p> <p>1.4 Effective systems are in place to prevent cross contamination of appliances used by practitioners engaged by the business.</p> <p>1.12 All appliances used in, or associated with, skin penetration and infection risk procedures are kept in a clean, hygienic and appropriately maintained and serviced state.</p> <p>1.16 Reusable appliances are processed prior to reuse, according to ACT Health <i>Infection Control Guidelines for office practices and other community based services</i>, and in a manner appropriate to their intended use.</p>	<p>All equipment used on a customer must be either cleaned after each use or disposed of into the rubbish;</p> <p><b>Used equipment (including burrs) MUST NOT be put back into drill stand and burr block on the manicure/acrylic tables</b></p> <p>Disposable (emery) burrs must be single use and disposed of after each customer.</p> <p><b>Ensure all staff are aware of and comply with this</b></p>	Immediately

<p>2. Inappropriate management of the wax cartridge equipment</p>	<p><i>Infection Control for office practices and other community based services</i> Code of Practice 2005 Part 2: 1.1; 1.4, 1.12</p>	<p>1.1 Any procedure performed by a practitioner or person engaged by the business, is completed in such a way so as to prevent the transmission of blood borne and other infections.</p> <p>1.4 Effective systems are in place to prevent cross contamination of appliances used by practitioners engaged by the business</p> <p>1.12 All appliances used in, or associated with, skin penetration and infection risk procedures are kept in a clean, hygienic and appropriately maintained and serviced state.</p>	<p><b>Wax cartridge must be disposed of immediately after each customer even if there is wax remaining in the cartridge.</b></p> <p>The cartridge must not be used on another customer as the wax becomes contaminated during use.</p> <p><b>Clean the outside of the casings and base of the wax cartridges.</b></p> <p><b>Clean the wax pot.</b></p> <p><b>Ensure all staff are aware of and comply with this</b></p>	<p>Immediately</p>
<p>3. Premises requires cleaning</p> <p>Premises floor not cleaned before close of business – nail clippings left on floor overnight.</p>	<p><i>Infection Control for office practices and other community based services</i> Code of Practice 2005 Part 2: 1.2</p>	<p>The premises and the layout of all fixtures and fittings installed in the premises in which the skin penetration and infection risk procedures are performed are suitable for that purpose and are maintained accordingly.</p>	<p><b>Clean the floors (including the carpeted areas) and the walls of the waxing room.</b></p> <p>The floor of the salon must be cleaned at the end of each day of trading.</p> <p><b>Clean both hand basins and the manicure and acrylic nail tables.</b></p> <p><b>Ensure all staff are aware of and comply with this procedure.</b></p>	<p>9.00am 2/8/17</p>

**4 Period for compliance**

This notice must be complied with by the dates specified in the table above.

If you believe a time period imposed is unreasonable or due to unforeseen circumstances you cannot complete works to comply with the Improvement Notice within the time stated you may apply to the Public Health Officer to extend the time period. You must apply for the extension before the time specified expires.

It is an offence not to comply with this notice within the specified timeframe. Failure to comply with the Improvement Notice is an offence carrying a maximum penalty of \$14 000 for an individual, or \$70 000 for a corporation. Failure to comply with this notice may also result in the issue of a Prohibition Order under section 61 of the *Public Health Act 1997*.

**5 Compliance with the Improvement Notice**

An Improvement Notice continues in force until such time as a written revocation notice has been issued by a Public Health Officer. A revocation notice will only be issued if the Public Health Officer is satisfied that this improvement notice has been complied with in full. In order for a Public Health Officer to be satisfied as to these matters an inspection of the premises must occur.

A public health officer will conduct an inspection on or around the due date to determine compliance, and if there is compliance, the public health officer may issue a revocation at that time.

Section 60 of the *Public Health Act 1997* also allows for you to make an application to have an authorised public health officer conduct an inspection for the purposes of revoking this improvement notice. The legislation requires an application be made to me in writing, and must specify the actions taken to comply with this notice. In your application you must also nominate a date on or after which an inspection may be made.

A request to revoke the Improvement Notice may be made in writing to, the Health Protection Service, Locked Bag 5005, Weston Creek ACT 2611.

Romaine Huggett  
Public Health Officer

31 July 2017

Received by: \_\_\_\_\_  
(Sign)

Date: \_\_\_\_\_

\_\_\_\_\_  
(Print)

\_\_\_\_\_  
(Position)



**ACT**  
Government  
Health

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefoniрајте:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

**TRANSLATING AND INTERPRETING SERVICE**

**131 450**

Canberra and District - 24 hours a day, 7 days a week



Health Protection Service  
**COMPLAINT FORM**

Complaint # 17/1065  
File # 07/1699

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [Redacted]  (CN) Refused

Mailing Address (MA) Click here to enter, email or postal address  (MA) Refused

Phone Contact (PC) [Redacted]  (AP) N/A

Alleged Premises/Person Love Nails Woden

File Name File Number 07/001694

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)

The complainant had infills at Love Nails in Woden on Friday 28<sup>th</sup> July and was cut 5 times in between the nail and skin from the drill. She claims the staff member kept going with the drill, even though she was bleeding and she had to ask them to stop. She expressed concern about blood being on the burr and not being cleaned properly.

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date. (where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Only choose an item from the list

Source of complaint Email

Received by Health Protection Service Date & Time 27/07/2017 3:07pm

Referred to Romaine Huggett Date 27 / 07 / 2017 Time 5:01/pm

Acknowledgement letter sent to complainant: Date / /

Investigation Actions

I performed an unannounced inspection at the premises. Several issues were present at the inspection and the premises have been issued with an improvement notice.

Investigation Commenced Date 31 / 07 / 2017 Time 10:15 am

Responded by (Select one only): Email  Letter  Phone  in Person

Complaint Type\* 101 Food Type\* Issue\* 42 Result\* 1

\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Complaint Advised Date 31/7/17 Time 4:37 am  pm

Letter type BSS to send ~ → F.A.  N.F.A.  N/A  ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: Romaine Huggett (Print) (Signature) R. Huggett (Date) 1/8/17 (Time) 10:15 am

Data entry completed  Letter sent (if applicable)  BSS Member (Print):



**ACT**  
Government  
Health

**COPY**

[Redacted]  
Love Nails Belconnen  
[Redacted]

File No: 07/1694

Dear [Redacted]

**Infection control inspection conducted 19 December 2016.**

Infection control practices at Love Nails, Woden are in accordance with ACT Health Infection Control Guidelines 2006.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

3 January 2017



Australian Capital Territory

## ***Public Health Act 1997 ~ Revocation Certificate***

*Public Health Act 1997, s 60 (Improvement Notice - Revocation)*

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### **Improvement Notice served**

This Revocation Certificate is in relation to the Improvement Notice served under section 58 of the *Public Health Act 1997* upon [REDACTED] Pty Ltd as proprietor of Love Nails Woden with registration number 1358/07, located at Shop 42 B Westfield Woden Keltie Street Phillip ACT 2606.

### **Compliance with Improvement Notice**

To determine compliance with the Improvement Notice, the Health Protection Service has considered the results of a premises inspection and the sighting of an invoice requesting payment for pest control services at the above location.

The Health Protection Service is satisfied that the proprietor has complied with the requirements of the Improvement Notice.

### **Revocation Certificate is issued**

The Improvement Notice served on 2 March 2016 is revoked.

A handwritten signature in black ink, appearing to read "S. Kelly".

Sam Kelly  
Public Health Officer  
Health Protection Service

16 March 2016



**ACT**  
Government  
Health

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
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SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn-hãy gọi điện-thoại:

**TRANSLATING AND INTERPRETING SERVICE**

**131 450**

Canberra and District - 24 hours a day, 7 days a week



**ACT**  
Government  
Health

[Redacted]  
Love Nails Belconnen

File No: 07/1694

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 2 March 2016.**

Infection control practices at Love Nails, Woden will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- **Engage a pest controller to rid salon of cockroaches.**
  - An Improvement Notice has been issued regarding this issue.
- Hand rests must be cleaned with detergent and water after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
- Metal bur heads must be cleaned after every customer as per equipment cleaning instructions.
- Wipe over the surface of the handpiece with a detergent based cleaner after each customer.
- Wax pots should be covered with a lid while not in use for a treatment.
- Wax cartridges systems:
  - **Used wax cartridges must be disposed of after each customer even if there is wax remaining in the cartridge; Do not refill or re-use.**
- Ensure tweezers are washed in detergent and water after each use and dried before the application of 70% alcohol.
- Display the ACT Health *Equipment Cleaning* and *Foot Spa Cleaning* instructions within the salon.

Please ensure all staff working at Love Nails Woden are informed of the above procedures. All staff should also follow the procedures outlined in the ACT Health document *Infection Control for Shopping Centre Nail Salons, Sept 2015*. Copies of ACT Health cleaning instructions written in Vietnamese were left at the salon at the time of inspection.

The salon will be inspected at regular intervals to check for compliance with the above and the procedures outlined in the ACT Health document.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely



Sam Kelly  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

2 March 2016



Health Protection Service  
COMPLAINT FORM

Complaint # <sup>125</sup> 168778369

File # 07/1694

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [Redacted]  
Mailing Address (MA) [Redacted]  
Phone Contact (PC) Click here to enter

- (CN) Refused
- (MA) Refused
- (PC) Refused
- (AP) N/A

Alleged Premises/Person (AP) Love Nails Woden

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)

On 1/3/16 around midday the complainant visited Love Nails in Woden plaza. As she sat waiting for her turn, she noticed the filthy counters, floors, and areas next to and behind the spa chairs. The complainant saw cockroaches of various sizes indicating that they were breeding. Towels did not appear to be changed between customers in the fingernail or pedicure areas.

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date. (where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Alleged Infection Control complaint

Source of complaint Email (direct from complainant)

Received by Sandy Wynn Date & Time 02/03/2016 9:00 AM

Referred to Sam Kelly

Date 2/3/16 Time 9.30am

Acknowledgement letter sent to complainant: Date 2/3/16

ENTERED  
- 2 MAR 2016  
S. Kelly

Investigation Actions

OK attended salon, conducted a full inspection and as result issued an Improvement Notice on the premises as cockroaches were present. Inspection conducted 10.30am 2/3/16 Kelly.

Responded Date 02 / 03 / 2016 Time 10.30 am / pm

Responded by (Select one only): Email  Letter  Phone  in Person

Complaint Type*	103	Food Type*	N/A.	Issue*	35	Result*	1.
-----------------	-----	------------	------	--------	----	---------	----

\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Letter type BSS to send ~ → F.A.  N.F.A  N/A  ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: Sam Kelly (Print) Kelly (Signature) 3.3.16 (Date) 11.53am (Time)

ENTERED  
- 7 MAR 2016  
S. Kelly

Data entry completed  Letter sent (if applicable)  BSS Member (Print):



Australian Capital Territory

# Public Health Act 1997 ~ Improvement Notice

Public Health Act 1997, s 58 (Improvement notice - issue)  
Infection Control for office practices and other community based services Code of Practice 2005

---

**1 Name of instrument**

This instrument is an Improvement Notice made under section 58 of the *Public Health Act 1997*.

**2 Person upon whom the Notice is served**

This Improvement Notice is served upon [REDACTED], being a person in charge of a business Love Nails located at Shop 42 B Westfield Woden Keltie Street Phillip ACT 2606, carrying on a licensable public health risk activity with Registration Number 1358/07.

**3 Grounds for Improvement Notice**

As an authorised officer under the *Public Health Act 1997* I have formed a belief that in the course of performing a licensed public health risk activity/procedure you are contravening, or are likely to contravene, the *Public Health Act 1997*. You are reminded that failure to comply with an approved Code of Practice in relation to a licensable public health risk activity/procedure constitutes a contravention of section 20 of the *Public Health Act 1997*.

Following an inspection on 2 March 2016 contraventions of the *Public Health Act 1997* and public health issues were identified such that I have, as an authorised officer, formulated a belief, on reasonable grounds, that an improvement notice is required.

The matters constituting non-compliance with the *Public Health Act 1997* and any applicable Code of Practice are set out in the Table below, together with the actions required to rectify the issues identified in order to comply with this notice. A period, or periods, for compliance for each issues identified is also specified in the Table.

Brief explanation of non compliance	Contravention Specific provision(s) breached)	Requirement (what is required by this section)	Action to rectify Specified works (optional for PHO to include)	Due date Date to comply
1. Cockroaches in salon at time of inspection	<i>Infection Control for office practices and other community based services</i> Code of Practice 2005 Part 2 1.2.	1.2 The premises and layout of all fixtures and fittings installed in the premises in which skin penetration and infection risk procedures are performed are suitable for that purpose and are maintained accordingly.	A regular pest control program should be employed to ensure the control of vermin.  <b>Engage a pest controller to rid salon of cockroaches.</b>	15 March 2016

#### 4 Period for compliance

This notice must be complied with by the dates specified in the table above.

If you believe a time period imposed is unreasonable or due to unforeseen circumstances you cannot complete works to comply with the Improvement Notice within the time stated you may apply to the Public Health Officer to extend the time period. You must apply for the extension before the time specified expires.

It is an offence not to comply with this notice within the specified timeframe. Failure to comply with the Improvement Notice is an offence carrying a maximum penalty of \$14 000 for an individual, or \$70 000 for a corporation. Failure to comply with this notice may also result in the issue of a Prohibition Order under section 61 of the *Public Health Act 1997*.

#### 5 Compliance with the Improvement Notice

An Improvement Notice continues in force until such time as a written revocation notice has been issued by a Public Health Officer. A revocation notice will only be issued if the Public Health Officer is satisfied that this improvement notice has been complied with in full. In order for a Public Health Officer to be satisfied as to these matters an inspection of the premises must occur.

A public health officer will conduct an inspection on or around the due date to determine compliance, and if there is compliance, the public health officer may issue a revocation at that time.

Section 60 of the *Public Health Act 1997* also allows for you to make an application to have an authorised public health officer conduct an inspection for the purposes of revoking this improvement notice. The legislation requires an application be made to me in writing, and must specify the actions taken to comply with this notice. In your application you must also nominate a date on or after which an inspection may be made.

A request to revoke the Improvement Notice may be made in writing to, the Health Protection Service, Locked Bag 5005, Weston Creek ACT 2611.



Sam Kelly  
Public Health Officer

2 March 2016

Received by: \_\_\_\_\_  
(Sign)

Date: \_\_\_\_\_

\_\_\_\_\_  
(Print)

\_\_\_\_\_  
(Position)



**ACT**  
Government  
Health

- ENGLISH If you need interpreting help, telephone:
- ARABIC إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
- CHINESE 如果你需要传译员的帮助，请打电话：
- CROATIAN Ako trebate pomoć tumača telefonirajte:
- GREEK Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο
- ITALIAN Se avete bisogno di un interprete, telefonate al numero:
- PERSIAN اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
- PORTUGUESE Se você precisar da ajuda de um intérprete, telefone:
- SERBIAN Ako vam je potrebna pomoć prevodioca telefoniрајте:
- SPANISH Si necesita la asistencia de un intérprete, llame al:
- TURKISH Tercümana ihtiyacınız varsa lütfen telefon ediniz:
- VIETNAMESE Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

**TRANSLATING AND INTERPRETING SERVICE**  
**131 450**

Canberra and District - 24 hours a day, 7 days a week



**ACT**  
Government  
Health

[Redacted]

File No: 07/1694

Love Nails Woden

[Redacted]

Dear [Redacted]

**Infection Control inspection conducted at Love Nails Woden on 3 November 2015**

Infection control practices at Love Nails Woden will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* once the following procedures are in place:

- Wax pots must be covered with a lid when not in use to prevent wax contamination from dust etc.
- Wipe over the handpiece and table top with a detergent based cleaner after each customer.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer Infection Control Unit  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

3 November 2015



Australian Capital Territory

# Public Health Act 1997 ~ Revocation Certificate

Public Health Act 1997, s 60 (Improvement Notice - Revocation)

### Improvement Notice served

This Revocation Certificate is in relation to the Improvement Notice served under section 58 of the *Public Health Act 1997* upon [REDACTED] as proprietor of Love Nails Woden with registration number 1358/07, located at Shop 42 B Westfield Woden Keltie Street Phillip ACT 2606.

### Compliance with Improvement Notice

To determine compliance with the Improvement Notice, the Health Protection Service has considered the results of a premises inspection and the provision of an invoice requesting payment for pest control services at the above location.

The Health Protection Service is satisfied that the proprietor has complied with the requirements of the Improvement Notice.

### Revocation Certificate is issued

The Improvement Notice served on 19 January 2015 is revoked.

Sam Kelly  
Public Health Officer  
Health Protection Service

18 February 2015



**ACT**  
Government  
Health

- ENGLISH If you need interpreting help, telephone:
- ARABIC : إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
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- ITALIAN Se avete bisogno di un interprete, telefonate al numero:
- PERSIAN اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
- PORTUGUESE Se você precisar da ajuda de um intérprete, telefone:
- SERBIAN Ако вам је потребна помоћ преводиоца телефонирајте:
- SPANISH Si necesita la asistencia de un intérprete, llame al:
- TURKISH Tercümana ihtiyacımız varsa lütfen telefon ediniz:
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**TRANSLATING AND INTERPRETING SERVICE**

**131 450**

Canberra and District - 24 hours a day, 7 days a week



**ACT**  
Government  
Health

[Redacted]

File No: 07/1694

Love Nails Woden

[Redacted]

Dear [Redacted]

**Infection Control inspection conducted at Love Nails Woden on 19 January 2015**

Infection control practices at Love Nails Woden will be in accordance with ACT Health *Infection Control Guidelines 2006* once the following procedures are in place:

- Cease cutting cuticles. Soften and push back cuticles only.
- Cease practice of emptying contents of small sharps container into larger sharps containers.
- Engage a pest controller to rid salon of cockroaches.
- Beauty & waxing room:
  - The outsides of the wax pot needs to be cleaned.
  - Wax pots must be covered with a lid when not in use to prevent wax contamination from dust etc.
  - Hands should be washed in the beauty waxing room hand basin before treating customers in this room.
    - Provide liquid soap to beauty room basin.
- Place a pair of gloves in a drawer of each nail table for use if a customer is accidentally cut and starts to bleed during a treatment.
- Sharp containers should be disposed of in an appropriate Sharp Bin.
  - Do not dispose of sharp containers in the general recycling bin.
- Live cockroaches were seen in the salon at the time of inspection.
  - Engage a pest controller to rid salon of cockroaches.
- Ensure all staff understand the information as written in the ACT Health document *Infection Control for Nail Salons*. A copy of this document has been provided to Love Nails Woden previously, and a further copy was provided at the above inspection.

An Improvement Notice has been issued addressing the first three dot points above.

If you have any questions regarding inspection please call me on 6205 1376.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Kelly'.

Sam Kelly  
Public Health Officer Infection Control Unit  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
19 January 2015



Australian Capital Territory

# Public Health Act 1997 ~ Improvement Notice

Public Health Act 1997, s 58 (Improvement notice - issue)  
Infection Control for office practices and other community based services Code of Practice 2005

---

**1 Name of instrument**

This instrument is an Improvement Notice made under section 58 of the *Public Health Act 1997*.

**2 Person upon whom the Notice is served**

This Improvement Notice is served upon [REDACTED], being the proprietor of Love Nails located at Shop 42 B Westfield Woden Keltie Street Phillip ACT 2606, carrying on a licensable public health risk activity with Registration Number 1358/07.

**3 Grounds for Improvement Notice**

As an authorised officer under the *Public Health Act 1997* I have formed a belief that in the course of performing a licensed public health risk activity/procedure you are contravening, or are likely to contravene, the *Public Health Act 1997*. You are reminded that failure to comply with an approved Code of Practice in relation to a licensable public health risk activity/procedure constitutes a contravention of section 20 of the *Public Health Act 1997*.

Following an inspection on 19 January 2015 contraventions of the *Public Health Act 1997* and public health issues were identified such that I have, as an authorised officer, formulated a belief, on reasonable grounds, that an improvement notice is required.

The matters constituting non-compliance with the *Public Health Act 1997* and any applicable Code of Practice are set out in the Table below, together with the actions required to rectify the issues identified in order to comply with this notice. A period, or periods, for compliance for each issues identified is also specified in the Table.

Brief explanation of non compliance	Contravention Specific provision(s) breached).	Requirement (what is required by this section)	Action to rectify Specified works (optional for PHO to include)	Due date Date to comply
1. Cutting cuticles without sterilised equipment	<i>Infection Control for office practices and other community based services</i> Code of Practice 2005 Part 2: 1.1;	1.1 Any procedure performed by a practitioner or person engaged by the business, is completed in such a way so as to prevent the transmission of blood borne and other infections.	<b>Cease cutting cuticles. Soften and push back cuticles only.</b> Cuticles can only be cut if the cutters have been <b>sterilised in an autoclave</b> prior to use.  <b>Ensure all staff are aware of and comply with this procedure.</b>	Immediately
2. Handling and disposal of sharps.	<i>Infection Control for office practices and other community based services</i> Code of Practice 2005 Part 2: 1.5, 1.6 & 1.7	1.5 Practitioners are appropriately trained in infection control principles and procedures appropriate with the duties undertaken.  1.6 Practitioners are supplied with appropriate facilities and appliances, including clinical waste disposal facilities and personal protective equipment, to enable them to safely perform procedures disposal facilities  1.7 Sharps and other items (including waste and used linen) contaminated, or potentially contaminated with blood or body fluids, are handled in such a way as to prevent exposure to staff, clients or patients.	Sharps should not be handled from one container to another. <b>Do not empty contents of small sharps container into larger sharps containers.</b> When the small sharps containers are full, secure the lid.  Purchase a supply of smaller sized sharps containers.  Dispose of full sharps containers by taking sharps container to an ACT Sharp Bin or organise for a licensed clinical waste contractor to collect the container.	Immediately
3. Cockroaches in salon at time of inspection	<i>Infection Control for office practices and other community based services</i> Code of Practice 2005 Part 2 1.2.	1.2 The premises and layout of all fixtures and fittings installed in the premises in which skin penetration and infection risk procedures are performed are suitable for that purpose and are maintained accordingly.	A regular pest control program should be employed to ensure the control of vermin.  <b>Engage a pest controller to rid salon of cockroaches.</b>	2 February 2015

**4 Period for compliance**

This notice must be complied with by the dates specified in the table above.

If you believe a time period imposed is unreasonable or due to unforeseen circumstances you cannot complete works to comply with the Improvement Notice within the time stated you may apply to the Public Health Officer to extend the time period. You must apply for the extension before the time specified expires.

It is an offence not to comply with this notice within the specified timeframe. Failure to comply with the Improvement Notice is an offence carrying a maximum penalty of \$14 000 for an individual, or \$70 000 for a corporation. Failure to comply with this notice may also result in the issue of a Prohibition Order under section 61 of the *Public Health Act 1997*.

**5 Compliance with the Improvement Notice**

An Improvement Notice continues in force until such time as a written revocation notice has been issued by a Public Health Officer. A revocation notice will only be issued if the Public Health Officer is satisfied that this improvement notice has been complied with in full. In order for a Public Health Officer to be satisfied as to these matters an inspection of the premises must occur.

A public health officer will conduct an inspection on or around the due date to determine compliance, and if there is compliance, the public health officer may issue a revocation at that time.

Section 60 of the *Public Health Act 1997* also allows for you to make an application to have an authorised public health officer conduct an inspection for the purposes of revoking this improvement notice. The legislation requires an application be made to me in writing, and must specify the actions taken to comply with this notice. In your application you must also nominate a date on or after which an inspection may be made.

A request to revoke the Improvement Notice may be made in writing to, the Health Protection Service, Locked Bag 5005, Weston Creek ACT 2611.



Sam Kelly  
Public Health Officer

19 January 2015

Received by: \_\_\_\_\_  
(Sign)

Date: \_\_\_\_\_

\_\_\_\_\_  
(Print)

\_\_\_\_\_  
(Position)



**ACT**  
Government  
Health

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
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VIETNAMESE	Nếu bạn cần một người thông-ngôn-hãy gọi điện-thoại:

### TRANSLATING AND INTERPRETING SERVICE

**131 450**

Canberra and District - 24 hours a day, 7 days a week



**ACT**  
Government  
Health

**COPY**

[Redacted]

File No: 15/240

Love Nails Tuggeranong

[Redacted]

Dear [Redacted]

**Infection Control licensing inspection conducted 21 November 2016**

Infection control practices at Love Nails Tuggeranong will be in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following recommendation is implemented:

- Wash the towels in hot water - 65°C or hotter OR add a sanitiser, e.g. Napysan, to the wash water/detergent

If you have any questions regarding the inspection or other infection control issues please call me on 6207 6501.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

7 December 2016



**ACT**  
Government  
Health

[Redacted]  
Love Nails Tuggeranong

File No: 15/240

[Redacted]

Dear [Redacted]

**Infection Control licensing inspection conducted 17 May 2016**

Infection control practices at Love Nails Tuggeranong will be in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following recommendation is implemented:

- Wax pots must be covered with a lid when not in use to prevent wax contamination from environmental dust etc.

If you have any questions regarding the inspection or other infection control issues please call me on 6205 1376.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

17 May 2016



**ACT**  
Government  
Health

[Redacted]

File No: 15/240

Love Nails Tuggeranong

[Redacted]

Dear [Redacted]

**Infection Control licensing inspection conducted 22 May 2015**

Infection control practices at Love Nails Tuggeranong are in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005*. Your Infection Control Activity Licence has been approved and a licence certificate has been sent to you at the above address.

Thank you for submitting plans as part of your licence application. The plans have been assessed as meeting the requirements of the *Public Health Act 1997*. Please find enclosed a copy of your submitted plans that have been annotated accordingly.

If you have any questions regarding the inspection or other infection control issues please call me on 6205 1376.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

25 May 2015



**ACT**  
Government  
Health

[Redacted]  
Love Nails Kippax Fair  
[Redacted]

File No: 14/387

COPY

Dear [Redacted]

**Infection control inspection conducted 16 November 2016**

Infection control practices at your Kippax nail salon are in accordance with ACT Health Infection Control Guidelines 2006.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*R Huggett*

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

21 November 2016



**ACT**  
Government  
Health

[Redacted]  
Love Nails Kippax Fair

File No: 14/387

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 27 July 2016**

Infection control practices at your Kippax nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- A lid should cover the wax pots when not in use for a treatment.

A recommendation made at the time of the inspection:

- Wash equipment using dishwashing liquid rather than the cream cleanser which is more abrasive.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

1 August 2016



[Redacted]  
Love Nails Kippax Fair  
[Redacted]

File No: 14/387

Dear [Redacted]

**Infection control inspection conducted 17 December 2015**

Infection control practices at your Kippax nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Cease wiping over the handpiece attachments with 70% alcohol.
  - Wipe over surface of handpiece attachment with **detergent** and dry after each client. Baby wipes may also be used for this purpose.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*R Huggett*

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

17 December 2015



**ACT**  
Government  
Health

[Redacted]  
Love Nails Kippax Fair  
[Redacted]

File No: 14/387

Dear [Redacted]

**Infection control inspection conducted 22 July 2015**

Infection control practices at your Kippax nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

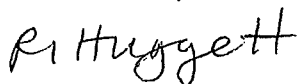
- Wash hands at the dedicated hand wash basin rather than the equipment/kitchen sink to prevent possible cross contamination during hand washing.
- If using cloth towels to dry hands, a single use towel should be used each time. Alternatively use paper towelling to dry hands.
- Cuticles should only be softened and pushed back. **Cuticles can only be cut if the equipment has been sterilised in an autoclave.**
- Gloves must be placed in a drawer of each nail table for use if a customer starts to bleed.
- All equipment used on a client must be cleaned after each use or disposed of into the rubbish. This also includes any equipment used on re-filling of acrylic nails. Used equipment must not be placed back into the manicure drawer.
- Wipe over surface of handpiece attachment with detergent and dry after each client. Baby wipes may also be used for this purpose.
- Follow the correct method for cleaning the foot spas (non- compliance in bold):
  - Put on clean gloves;
  - **Place plug in spa and fill with warm water to a depth of 4cm;**
  - Add DETERGENT to the water or use a heavy duty cleaning product;
  - Scrub with a brush;
  - Drain out the water;
  - Rinse with hot water and **dry with paper towel or a fresh clean cloth towel;**
  - Disinfect with 70% alcohol. Spray it onto the surface of the spa and wipe over with paper towel, there is no need to rinse;
  - Remove gloves and wash hands.

- Roll on wax cartridges are single client use only. Any wax remaining in the cartridge after a treatment is to be discarded or the cartridge labelled with your client's name and stored for later re-use.

If you decide to proceed with purchasing autoclaves for any of your ACT salons, please contact the Health Protection Service for assistance.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely



Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
22 July 2015



**ACT**  
Government  
Health

[REDACTED]  
Love Nails Belconnen  
[REDACTED]

File No: 03/0606

Dear [REDACTED]

### **Infection control inspection conducted 14 November 2016.**

Infection control practices at Love Nails, Belconnen will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Ensure the floor of the premises is swept and cleaned at the close of business every day.
- Supply paper towel to the back area for staff to use to dry their hands. The paper towel dispenser in the beauty/laundry room can be re-located to the staff area. If cloth towels are used for drying hands a single use towel must be used each time.
- Gloves must be placed in a drawer of each nail table for use if a customer starts to bleed.
- Hand rests must be cleaned with detergent and water after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
- Metal bur heads must be cleaned after every customer as per equipment cleaning instructions.
- Wipe over the surface of the handpiece with a detergent based cleaner after each customer.
- Cease the practice of drying the foot spas with the towel used on the client during a pedicure procedure. A clean towel or dedicated towel for drying the foot spas must be used each time.
- Supply a laundry sanitiser to the laundry room for use in all washing loads.
- Clean the wax pot, covering with a lid when not in use for a treatment.
- Scissors and tweezers used during the waxing procedure must be washed in detergent and water after each use.
- Use a disposable head liner on the waxing bed and discard after each client. The underlying pillow slip should be changed daily.

Please ensure all staff working at Love Nails Belconnen are informed of the above procedures. All staff should also follow the procedures outlined in the ACT Health document *Infection Control for Shopping Centre Nail Salons*, Sept 2015.

The salon will be inspected at regular intervals to check for compliance with the above and the procedures outlined in the ACT Health document.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely



Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

14 November 2016

1<sup>o</sup> copy left at the Shopfront in [redacted] envelope addressed to [redacted]



COPY

Australian Capital Territory

# Public Health Act 1997 ~ Revocation Certificate

Public Health Act 1997, s 60 (Improvement Notice - Revocation)

### Improvement Notice served

This Revocation Certificate is in relation to the Improvement Notice served under section 58 of the *Public Health Act 1997* upon [redacted] as proprietor of Love Nails Belconnen with registration number 0653/03, located at Shop 178 Westfield Belconnen, Benjamin Way Belconnen ACT 2617.

### Compliance with Improvement Notice

To determine compliance with the Improvement Notice, the Health Protection Service has considered the results of a premises inspection.

The Health Protection Service is satisfied that the proprietor has complied with the requirements of the Improvement Notice.

### Revocation Certificate is issued

The Improvement Notice served on 26 February 2016 is revoked.

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service

10 March 2016



Australian Capital Territory

# Public Health Act 1997 ~ Improvement Notice

Public Health Act 1997, s 58 (Improvement notice - issue)  
Infection Control for office practices and other community based services Code of Practice 2005

---

**1 Name of instrument**

This instrument is an Improvement Notice made under section 58 of the *Public Health Act 1997*.

**2 Person upon whom the Notice is served**

This Improvement Notice is served upon [REDACTED] being a person in charge of a business Love Nails located at Shop 178 Westfield Belconnen Benjamin Way Belconnen ACT 2617, carrying on a licensable public health risk activity with Registration Number 0653/03.

**3 Grounds for Improvement Notice**

As an authorised officer under the *Public Health Act 1997* I have formed a belief that in the course of performing a licensed public health risk activity/procedure you are contravening, or are likely to contravene, the *Public Health Act 1997*. You are reminded that failure to comply with an approved Code of Practice in relation to a licensable public health risk activity/procedure constitutes a contravention of section 20 of the *Public Health Act 1997*.

Following an inspection on 26 February 2016 contraventions of the *Public Health Act 1997* and public health issues were identified such that I have, as an authorised officer, formulated a belief, on reasonable grounds, that an improvement notice is required.

The matters constituting non-compliance with the *Public Health Act 1997* and any applicable Code of Practice are set out in the Table below, together with the actions required to rectify the issues identified in order to comply with this notice. A period, or periods, for compliance for each issues identified is also specified in the Table.

Brief explanation of non compliance	Contravention Specific provision(s) breached)	Requirement (what is required by this section)	Action to rectify Specified works (optional for PHO to include)	Due date Date to comply
1. Premises floor not cleaned before close of business - skin shavings left on floor overnight.	<i>Infection Control for office practices and other community based services</i> Code of Practice 2005 Part 2.1.2	1.2 The premises and the layout of all fixtures and fittings installed in the premises in which skin penetration and infection risk procedures are performed are suitable for that purpose and are maintained accordingly.	<b>Cease leaving skin shavings on the floor overnight.</b>  The floor of the salon must be cleaned at the end of each day of trading.  <b>Ensure all staff are aware of and comply with this procedure.</b>	Immediately

#### 4 Period for compliance

This notice must be complied with by the dates specified in the table above.

If you believe a time period imposed is unreasonable or due to unforeseen circumstances you cannot complete works to comply with the Improvement Notice within the time stated you may apply to the Public Health Officer to extend the time period. You must apply for the extension before the time specified expires.

It is an offence not to comply with this notice within the specified timeframe. Failure to comply with the Improvement Notice is an offence carrying a maximum penalty of \$14 000 for an individual, or \$70 000 for a corporation. Failure to comply with this notice may also result in the issue of a Prohibition Order under section 61 of the *Public Health Act 1997*.

#### 5 Compliance with the Improvement Notice

An Improvement Notice continues in force until such time as a written revocation notice has been issued by a Public Health Officer. A revocation notice will only be issued if the Public Health Officer is satisfied that this improvement notice has been complied with in full. In order for a Public Health Officer to be satisfied as to these matters an inspection of the premises must occur.

A public health officer will conduct an inspection on or around the due date to determine compliance, and if there is compliance, the public health officer may issue a revocation at that time.

Section 60 of the *Public Health Act 1997* also allows for you to make an application to have an authorised public health officer conduct an inspection for

the purposes of revoking this improvement notice. The legislation requires an application be made to me in writing, and must specify the actions taken to comply with this notice. In your application you must also nominate a date on or after which an inspection may be made.

A request to revoke the Improvement Notice may be made in writing to, the Health Protection Service, Locked Bag 5005, Weston Creek ACT 2611.



Sam Kelly  
Public Health Officer

26 February 2016

Received by: \_\_\_\_\_  
(Sign)

Date: \_\_\_\_\_

\_\_\_\_\_  
(Print)

\_\_\_\_\_  
(Position)



**ACT**  
Government  
Health

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefonirajte:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

**TRANSLATING AND INTERPRETING SERVICE**  
**131 450**

Canberra and District - 24 hours a day, 7 days a week



[REDACTED]  
Love Nails Belconnen  
[REDACTED]

File No: 03/0605

Dear [REDACTED]

### **Infection control inspection conducted 26 February 2016.**

Infection control practices at Love Nails, Belconnen will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- The floor of the premises must be swept and cleaned at the close of business every day.
  - Leaving skin shavings on the floor overnight will encourage rodents and cockroaches into the salon.
  - An Improvement Notice has been issued regarding this issue.
- Hand rests must be cleaned with detergent and water after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
- Used equipment must not be put back into the manicure/acrylic nail table drawers unless it has been cleaned.
- Metal bur heads must be cleaned after every customer as per equipment cleaning instructions.
- Wipe over the surface of the handpiece with a detergent based cleaner after each customer.
- The foot spas must be cleaned as per the foot spa cleaning instructions.
- Wax pots should be covered with a lid while not in use for a treatment.
- Display the ACT Health *Equipment Cleaning* and *Foot Spa Cleaning* instructions within the salon.

Please ensure all staff working at Love Nails Belconnen are informed of the above procedures. All staff should also follow the procedures outlined in the ACT Health document *Infection Control for Shopping Centre Nail Salons*, Sept 2015. Copies of ACT Health cleaning instructions written in Vietnamese were left at the salon at the time of inspection.

The salon will be inspected at regular intervals to check for compliance with the above and the procedures outlined in the ACT Health document.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely



Sam Kelly  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

26 February 2016

1 -> admin 22/2/16

157



**ACT**  
Government  
Health

### Health Protection Service COMPLAINT FORM

**COPY**

Complaint # 168778352

File # 03/606

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [REDACTED]  (CN) Refused

Mailing Address (MA) [REDACTED]  (MA) Refused

Phone Contact (PC) [REDACTED]  (PC) Refused

Alleged Premises/Person (AP) Love Nails Belconnen  (AP) N/A

**Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)**  
 At the last 2 visits to this salon (which have been a closing time) the complainant noticed that the staff are not cleaning the floor but are leaving the skin shavings (from pedicures) on the floor and closing up and going home. On the last visit she noted that they placed towel drying racks on the floor over the top of the skin shavings, some of the towels were touching the floor (and the skin shavings).

**Product/Sample details:** Choose an item or add if unlisted Date Click here to enter a date. (where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Alleged Infection Control complaint

Source of complaint Phone

Received by Sandy Wynn Date & Time 19/02/2016 2:45 PM

Referred to Choose from or add a name if unlisted Date 22/2/16 Time 12 am / pm  
 sam Kelly Acknowledgement letter sent to complainant: Date \_\_\_/\_\_\_/\_\_\_

**Investigation Actions**  
 10:30 - Rang & spoke to proprietor - [REDACTED] She said it was policy to cleanup before the girls go home. She will speak to them.

Plan is to attend early Friday 26/2 and check on state of floor.

Responded Date 23 / 2 / 15 Time 10:30 am / pm by Sandy.

Responded by (Select one only): Email  Letter  Phone  in Person

Complaint Type*	108	Food Type*		Issue*	35	Result*	1
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\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Letter type BSS to send ~> F.A.  N.F.A  N/A  ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: Sam Kelly (Print) Kelly (Signature) 26.02.16 (Date) 9am. (Time)

Data entry completed  Letter sent (if applicable)  BSS Member (Print): L. Kelly

**ENTERED**  
- 1 MAR 2016  
f-134



**ACT**  
Government  
Health

[REDACTED]  
Love Nails Belconnen  
[REDACTED]

File No: 03/0605

Dear [REDACTED]

### **Infection control inspection conducted 3 December 2015.**

Infection control practices at Love Nails, Belconnen will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:


- Gloves must be placed in a **drawer of each nail table** for use if a customer starts to bleed.
- Metal bur heads must be cleaned after every customer as per equipment cleaning instructions.
- Wipe over the surface of the handpiece with a detergent based cleaner after each customer.
- To ensure effective cleaning of the foot spa, push the foot spa plug down during cleaning, so that the spa fills with water to a depth of at least 4cm.
- Wax pots should be covered with a lid while not in use for a treatment.
- **Used wax cartridges must be disposed of after each customer even if there is wax remaining in the cartridge. Do not refill or re-use.**
- After de-waxing the treatment bed, clean the bed with a **detergent based cleaner** before applying alcohol.
- Ensure a liquid laundry sanitiser is added to each wash, such Canesten Hygiene Rinse™ or Dettol Sanitising Laundry Rinse™ (available in supermarkets).
- Display the ACT Health *Equipment Cleaning* and *Foot Spa Cleaning* instructions within the salon.

Please ensure all staff working at Love Nails Belconnen are informed of the above procedures. All staff should also follow the procedures outlined in the ACT Health document *Infection Control for Shopping Centre Nail Salons, Sept 2015*.

The salon will be inspected at regular intervals to check for compliance with the above and the procedures outlined in the ACT Health document.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely



Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

3 December 2015



**ACT**  
Government  
Health

[Redacted]  
Love Nails Belconnen

File No: 03/0605

[Redacted]

COPY

Dear [Redacted]

**Infection control inspection conducted 18 November 2015.**

Infection control practices at Love Nails, Belconnen will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- If staff are washing their hands at the kitchen sink rather than at the dedicated hand basin, supply the area with liquid soap and paper towels. If using cloth towels to dry hands, a single use towel should be used each time.
- Gloves must be placed in a **drawer of each nail table** for use if a customer starts to bleed.
- Disposable bur heads must be discarded into the bin after being used on a customer:
  - Place the new bur head on the handpiece in front of the next customer.
- Metal bur heads must be cleaned after every customer as per equipment cleaning instructions.
- **All equipment used on a client must be cleaned after each use or disposed of into the rubbish:**
  - **This includes any equipment that has touched the customer's nails and/or their acrylic/gel nails and any equipment used to assist in the removal of shellac or acrylic/gel nails;**
  - **Used equipment must not be put back into the nail table drawers unless it has been cleaned.**
- Wipe over the surface of the handpiece with a detergent based cleaner after each customer.
- The nail table surface should be wiped over with a detergent based cleaner after each customer.
- Hand rests must be cleaned with a detergent based cleaner after each customer. Alternatively, a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
- Clean (wipe out) drawers daily with a clean damp cloth to remove acrylic dust.

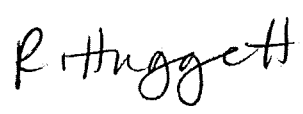
- Clean the waxing pots. All appliances are to be kept in a clean hygienic and appropriately maintained and serviced state.
- A lid should cover the wax pots when not in use for a treatment.
- Ensure a liquid laundry sanitiser is added to each wash, such as Canesten Hygiene Rinse™ or Dettol Sanitising Laundry Rinse™ (available in supermarkets).
- Clean the walls, shelves and trolleys and tables regularly so that they are free of dust to reduce the level of environmental contamination present.

Please ensure all staff working at Love Nails Belconnen are informed of the above procedures. All staff should also follow the procedures outlined in the ACT Health document *Infection Control for Shopping Centre Nail Salons*, Sept 2015. The salon will be inspected within two weeks to check for compliance with the above and the procedures outlined in the ACT Health document.

Enclosed are copies of Equipment Cleaning and Foot Spa Cleaning for display in the salon.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely



Romaine Huggett  
 Public Health Officer  
 Infection Control  
 Health Protection Service  
 Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
 Locked Bag 5005, Weston Creek ACT 2611

19 November 2015



# Health Protection Service COMPLAINT FORM

Complaint # 158777999  
File # 03/606

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [Redacted]

(CN) Refused

Mailing Address (MA) [Redacted]

(MA) Refused

Phone Contact (PC) [Redacted]

(PC) Refused

Alleged Premises/Person (AP) Love Nails Belconnen

(AP) N/A

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)

Complainant had a manicure (removal of shellac, manicure, application of shellac) on 3/7/15. 3 days later she developed an infection in 3 nails (paronychia) which required treatment with antibiotics. The complainant stated that all equipment used during her initial treatment came out of the table drawer and went back into the drawer afterwards. The complainant returned to the shop to have the shellac removed and again all equipment used came out of the drawer and went back into the drawer afterwards, even though she told them she had an infection.

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date.  
(where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Alleged Infection Control complaint

Source of complaint Email (direct from complainant)

Received by Sandy Wynn Date & Time 16/07/2015 5:06 PM

Referred to Sandy Wynn

Date 17/07/2015 Time 9am

Acknowledgement letter sent to complainant: Non applicable

### Investigation Actions

At 10:45am 17/7/15 I visited Love Nails Belconnen and spoke with [Redacted]. The manager [Redacted] was not there. [Redacted] stated that equipment used in the actual "manicure" was clean equipment and would have been returned for cleaning after the procedure. The equipment used to remove the shellac may have been <sup>kept</sup> in the drawer. Recommended to clean all equipment.

Responded Date 17 / 7 / 15 Time 10:45 am / pm

Responded by (Select one only): Email  Letter  Phone  in Person

Complaint Type\* 101 Food Type\*  Issue\* 35 Result\* 1  
40

\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Letter type BSS to send ~ → F.A.  N.F.A  N/A  ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: Sandy Wynn (Print) S. Wynn (Signature) 17/7/15 (Date) 5pm (Time)

Data entry completed  Letter sent (if applicable)  BSS Member (Print): L. Kelly

by email



# Health Protection Service COMPLAINT FORM

Complaint # 158777827  
File # 03/606

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [Redacted]  (CN) Refused

Mailing Address (MA) [Redacted]  (MA) Refused

Phone Contact (PC) *not given-private number*  (PC) Refused

Alleged Premises/Person (AP) *Love Nails Belconnen Mall*  (AP) N/A

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)  
*26/3/15 the complainant had shellac removed from toe nails and fingernails and had a pedicure performed. Complainant stated that shellac was scraped off with a cuticle pusher and the cuticles were scraped and are now red. The same equipment was used both on her and her sister who attended at the same time. Her toe was cut and bled and the staff member did not wash her hands. The exfoliation block was put back into the trolley without being cleaned. They had to walk thru skin cuttings on the floor. Towel over hand rest was turned over not changed.*

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date. (where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category *Alleged Infection Control complaint*

Source of complaint *Phone*

Received by *Sandy Wynn* Date & Time *26/03/2015 3:20 PM*

Referred to *Sandy Wynn* Date *26 / 03 / 2015* Time *3.20 / pm*

*emailed* Acknowledgement letter sent to complainant: Date *26 / 3 / 15*

Investigation Actions  
*I visited Love Nails Belconnen at 1:15pm 27/3/15 I spoke with [Redacted]. There was no evidence at the premises today of equipment not being cleaner after each client or sharing equipment between clients. Floor was clean. Procedure with cuticle pusher was explained. See File note for further information.*

Responded Date *27 / 3 / 15* Time *1.15* am/pm

Responded by (Select one only): Email  Letter  Phone  in Person

<u>Complaint Type*</u>	<i>101</i>	<u>Food Type*</u>		<u>Issue*</u>	<i>42</i>	<u>Result*</u>	<i>2</i>
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\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Letter type BSS to send ~ → F.A.  N.F.A.  N/A  \*Letter type must be selected, select N/A if mailing address is unavailable

Officer: *Sandra Wynn* (Print) *[Signature]* (Signature) *27/3/15* (Date) *5:00pm* (Time)

Data entry completed  Letter sent (if applicable)  BSS Member (Print): *L. Kelly*

**ENTERED**  
01 APR 2015  
*[Signature]*

*by email f.108.*



**ACT**  
Government  
Health

[Redacted]

File No: 03/0605

Love Nails

[Redacted]

COPY

Dear [Redacted]

**Infection control inspection conducted 3 February 2015.**

Infection control practices at your nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Hand rests must be cleaned with detergent and water after each customer. Alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
- Ensure each manicure table/acrylic nail table has easy access to gloves for use if a customer starts to bleed.
- Ensure a laundry sanitiser is added to each wash, such as Napisan™, Canesten Hygiene Rinse™ or Dettol Sanitising Laundry Rinse™ (available in supermarkets).
- Used wax cartridges must be disposed of after each customer even if there is wax remaining in the cartridge. Do not refill or re-use.
- Use a detergent based cleaner for cleaning the waxing bed.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*R Huggett*

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

10 February 2015



**ACT**  
Government  
Health

**COPY**

[Redacted]  
Katylicious Nails & Spa  
[Redacted]

File No: 12/000460

Dear [Redacted]

**Infection control inspection conducted 29 November 2016**

Infection control practices at Katylicious Nails & Spa are in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005*.

**Recommendation:**

- Install a paper towel dispenser at the hand basin in the staff toilet.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

9 December 2016



**ACT**  
Government  
Health

**COPY**

File No: 12/000460

[REDACTED]  
Katylicious Nails & Spa  
[REDACTED]

Dear [REDACTED]

### **Infection control inspection conducted 20 May 2016**

Infection control practices at Katylicious Nails & Spa will be in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following procedures are in place:

- Gloves must be placed in a drawer of each nail table for use if a customer starts to bleed.
- Exfoliation blocks must be cleaned in the cleaning sink NOT in the foot spa.
- Tweezers and scissors used during a waxing procedure should be washed in warm soapy water.
- Staff must wash hands:
  - Prior to commencing treatment on each customer;
  - After finishing a customer's treatment;
  - After cleaning equipment, including foot spas;
  - After touching blood or blood contaminated items;
  - After removing gloves.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S. Wynn'.

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

23 May 2016

COPY



[Redacted]  
Katylicious Nails & Spa  
[Redacted]

File No: 12/000460

Dear [Redacted]

**Infection control inspection conducted 20 November 2015.**

Infection control practices at Katylicious Nails & Spa will be in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following procedures are in place:

- Staff must wash hands:
  - Prior to commencing treatment on each customer;
  - After finishing a customer's treatment;
  - After contact with used equipment;
  - After cleaning equipment, including foot spas;
  - After touching blood or blood contaminated items;
  - After removing gloves.
- The nail table surface should be wiped over with a detergent based cleaner after each customer.
- Hand rests must be cleaned with a detergent based cleaner after each customer. Alternatively, a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
- Cease using Disinfectant to clean the foot spas.
- The correct method for cleaning a foot spa is:
  - Put on clean gloves;
  - Place plug in spa and fill with warm water to a depth of 4cm;
  - Add DETERGENT to the water or use a heavy duty cleaning product;
  - Scrub with a brush;
  - Drain the water;
  - Rinse with hot water and dry with paper towel or a fresh clean cloth towel;
  - Disinfect with 70% alcohol;
  - Remove gloves and wash hands.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

*[Handwritten signature]*

COPY

Yours sincerely



Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

26 November 2015



**ACT**  
Government  
Health

[Redacted]  
Katylicious Nails & Spa  
[Redacted]

File No: 12/000460

Dear [Redacted]

**Infection control inspection conducted 13 April 2015.**

Infection control practices at Katylicious Nails & Spa are in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005*.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely,

Sam Kelly  
Public Health Officer  
Infection Control

Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

14 April 2015



**ACT**  
Government  
Health

File No: 16/464

[REDACTED]  
Daisy's Nails & Spa  
[REDACTED]

Dear [REDACTED]

### Infection control inspection conducted 14 December 2016

Infection control practices at your nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Record the result of the Class 6 Indicator. This should be recorded in the monitoring book as either Pass or Fail.

A recommendation made at the time of the inspection:

- Include a Class 6 indicator in **every autoclave load of equipment**
  - While AS/NZ 4815 permits a lower class chemical indicator if the autoclave has been validated, Class 6 indicators are preferable because of their ability to provide additional information on steam quality.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in black ink that reads 'R Huggett'.

Romaine Huggett  
Public Health Officer, Infection Control, Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
14 December 2016



**ACT**  
Government  
Health

171

File No: 16/464

[REDACTED]  
IDaisy's Nails & Spa  
[REDACTED]

Dear [REDACTED]

**Infection control inspection inspections conducted 14 and 20  
September 2016**

Infection control practices at your nail salon will be in accordance with  
ACT Health Infection Control Guidelines 2006 when the following have been  
implemented:

- Wipe over the surface of the handpiece with a detergent based cleaner (such as a baby wipe) after each customer.
- Place a Class 6 indicator in each autoclave cycle.
- Establish autoclave records. In an exercise book (or similar), place the signed autoclave printout along with the chemical indicator. If the chemical indicator has passed, write 'Class 6 Pass' in the exercise book under the chemical indicator.
- If using a plastic mat on the waxing bed, after using wax solvent, clean the mat using a detergent based cleaner.
- If using linen on the waxing bed, ensure the underlying linen is changed daily.

A recommendation made at the time of the inspection:

- Consider purchasing 70% stock alcohol solution rather than diluting 100% alcohol solution to make 70% alcohol solution.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*R Huggett*

Romaine Huggett

Public Health Officer, Infection Control, Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
21 September 2016



**ACT**  
Government  
Health

[Redacted]

File No: 15/908

Holy Nails, Spa & Beauty  
3/25 Dickson Place  
Dickson ACT 2602

**Infection control inspection conducted 22 November 2016**

Infection control practices at Holy Nails, Spa & Beauty at Dickson will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following are implemented:

- Gloves must be placed in a drawer of each nail table for use if a customer starts to bleed.
- Wipe over surface of handpiece with detergent and water and dry after each client. Baby wipes may be used for this purpose.
- Metal bur heads must be cleaned after every customer as per equipment cleaning instructions.
- Ensure the alcohol solution in use is 70% alcohol. Contact the supplier for product information including the Safety Data Sheet.
- Ensure linen and towels are washed in either a hot wash (>65°C) or a cooler wash with a sanitiser added. Examples of sanitisers include Napisan™, Canesten Hygiene Rinse™ or Dettol Sanitising Laundry Rinse™ (available in supermarkets).

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Romaine Huggett  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

15 December 2016



**ACT**  
Government  
Health

File No: 15/908

[REDACTED]  
Holy Nails, Spa & Beauty  
3/25 Dickson Place  
Dickson ACT 2602

### **Infection control inspection conducted 9 May 2016**

Infection control practices at Holy Nails, Spa & Beauty at Dickson will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following are implemented:

- Wipe over surface of handpiece with detergent and water and dry after each client.
- To wash all reusable equipment, ensure that the plug is placed in the sink and filled with warm water and detergent. Do not clean equipment in running water.
- Waxing bed:
  - The cover of the bed must be de-waxed then cleaned with detergent and water after each customer. Alcohol is not a detergent.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Sam Kelly'.

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

9 May 2016



**ACT**  
Government  
Health

File No: 15/908

[REDACTED]  
Holy Nails, Spa & Beauty.  
3/25 Dickson Place  
Dickson ACT 2602

**Infection control licensing inspection conducted  
17 December and 23 December 2015**

Proposed infection control practices at Holy Nails, Spa & Beauty at Dickson are in accordance with ACT Health *Infection Control Guidelines 2006*. Your Infection Control Activity Licence has been approved and was delivered to the shop 23 Dec 2015.

Please be reminded of the following:

- Hands must be washed before and after every customer.
- The soap container and pump must be washed before refilling with soap
  - Have a spare soap container filled and ready to use.
- Cutting cuticles is NOT ALLOWED, soften and push back only.
- After each customer the foot spa must be cleaned and dried, THEN WIPED OVER WITH 70% ALCOHOL.
- The nail table surface, the hand rest and the drill handpiece should be wiped over with a detergent based cleaner after each customer.
- Gloves must be present in the drawers of the nail tables for staff to use if a customer starts to bleed during a treatment.
- All containers of chemicals, including alcohol, MUST BE LABELLED WITH THEIR CONTENTS.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S. Wynn'.

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
23 December 2015



**ACT**  
Government  
Health

File No: 12/0271

[REDACTED]  
Gossip Nail Salon  
[REDACTED]

Dear [REDACTED]

### **Infection control inspection conducted 21 November 2016**

Infection control practices at Gossip Nail Salon will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following have been implemented:

- To wash all reusable equipment, ensure that the plug is placed in the sink and filled with warm water and detergent. Do not clean equipment in running water.
- The base and the walls of a foot spa need to be dried before alcohol can be applied.
- **Used equipment must not be put back into the manicure/acrylic nail table drawers unless it has been cleaned.**
- Clean (wipe out) drawers daily with a clean damp cloth to remove filing dust and nail clippings.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Sam Kelly'.

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

21 November 2016



**ACT**  
Government  
Health

176

File No: 12/0271

[REDACTED]  
Gossip Nail Salon  
Shop TN10  
Majura Park Shopping Centre  
Majura ACT 2609

Dear [REDACTED]

### **Infection control inspection conducted 24 May 2016**

Infection control practices at Gossip Nail Salon will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following have been implemented.

You should note that several of these items (noted in **bold print**) have been raised in previous inspections and must be implemented immediately.

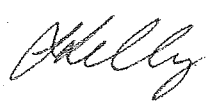
- **All equipment used on a client must be cleaned after each use or disposed of into the rubbish.**
  - Used equipment must not be put back into the manicure/acrylic nail table drawers unless it has been cleaned.
  - Used equipment must not be put back into the pedicure trolley unless it has been cleaned.
- **Hand rests must be cleaned with a detergent based cleaner after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.**
- **Wipe over the handpiece and table top with a detergent based cleaner after each customer.**
- Metal burr heads must be cleaned after every customer; as per equipment cleaning instructions.
- Clean (wipe out) drawers daily with a clean damp cloth to remove acrylic dust.
- The floor of the premises must be swept and cleaned at close of business every day.
  - Multiple nail clippings were visible on the floor of the salon.
  - Acrylic dust has accumulated on top of the in-floor power points
- Linen and towels must be washed in either a hot wash (>65°C) or a cooler wash where a sanitiser (such as Napisan™) is added to every wash.
- Calibration of the Cominox Stericlave is current (30.07.2015), however the report was not available at the time of inspection. Please provide the Health Protection

Service with a copy of the 30 July 2015 calibration and associated validation report either via fax to 6205 0711 or email to [sam.kelly@act.gov.au](mailto:sam.kelly@act.gov.au)

A copy of the Vietnamese translations of *ACT Health Infection Control information for Nail Salons* was left at the salon at the time of inspection; please ensure your staff read and understand these.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely



Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

24 May 2016



[Redacted]  
Gossip Nail Salon  
Shop TN10  
Majura Park Shopping Centre  
Majura ACT 2609

File No: 12/0271

Dear [Redacted]

**Infection control inspection conducted 29 September 2015**

Infection control practices at Gossip Nail Salon will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following have been implemented:

- Re-useable containers and plungers should be cleaned and dried prior to re-filling. Single use containers are recommended wherever possible.
- Hand rests must be cleaned with a detergent based cleaner after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
- Wipe over the handpiece and table top with a detergent based cleaner after each customer.
- No used equipment is to be put back into manicure/acrylic nail table drawers.
- When cleaning equipment, place a plug in the sink and fill with warm water and detergent or wash equipment in a durable container (such as a lunch box or small bucket) within the equipment sink.
  - Wash the equipment **submerged** in the water to ensure an adequate clean.
- Roll-on wax cartridges must be discarded after each use, even if there is wax remaining in the cartridge.
- Clean the underside of the wax pot lid to prevent contamination of stock wax.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer

Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

29 September 2015



**ACT**  
Government  
Health

**COPY**

[Redacted]

File No: 09/2206

Golden Nails & Spa Woden

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 19 December 2016**

Infection control practices at Golden Nails & Spa Woden will be in accordance with ACT Health *Infection Control Guidelines 2006* once the following procedures have been implemented:

- Staff should wash their hands before and after each customer and after removing gloves.
- Paper (emery) bur tips should be removed from the drill and discarded immediately after each customer.

Please contact me on 6207 6501 if you have any questions regarding the inspection or if you have any other infection control issues.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator, Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
3 January 2017



**ACT**  
Government  
Health

File No: 09/2206

[REDACTED]  
Golden Nails & Spa Woden  
[REDACTED]

Dear [REDACTED]

### **Infection control inspection conducted 7 June 2016**

Infection control practices at Golden Nails & Spa Woden will be in accordance with ACT Health *Infection Control Guidelines 2006* once the following procedures have been implemented:

- Supply paper towel to the back room for staff to use for drying hands. If using cloth towels to dry hands, a single use towel should be used each time hands are dried.
- Wipe over the surface of the handpiece with a **detergent based cleaner** (such as a baby wipe) after each customer.
- Cease the practice of soaking the metal burr heads in alcohol for extended periods. After each use, wash in detergent and water, rinse and dry and apply 70% alcohol solution. The metal burr heads should be stored dry.
- Ensure the tint bowls are washed in detergent and water after each use.

Please contact me on 6205 5430 if you have any questions regarding the inspection or if you have any other infection control issues.

Yours sincerely

A handwritten signature in black ink that reads 'R Huggett'.

Romaine Huggett

Public Health Officer, Infection Control, Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

14 June 2016



COPY

File No: 09/2206

[REDACTED]  
Golden Nails & Spa Woden  
[REDACTED]

Dear [REDACTED]

**Infection control inspection conducted 10 September 2015**

Infection control practices at Golden Nails & Spa Woden will be in accordance with ACT Health *Infection Control Guidelines 2006* once the following procedures have been implemented:

- Sharps containers should not be filled above the line indicated on the container.
- Waxing bed:
  - If a cover is not placed over the waxing bed, the surface of the bed must be de-waxed then cleaned with detergent and water after each customer;
  - If the customer lies on top of a towel the towel must be changed after each customer.
- Ensure all linen and towels are washed with laundry detergent using hot (>65°C) wash or in a cooler wash with a sanitiser added. Examples of sanitisers include Napisan™, Canesten Hygiene Rinse™ or Dettol Sanitising Laundry Rinse™ (available in supermarkets).

Please contact me on 6207 6501 if you have any questions regarding the inspection or if you have any other infection control issues.

Yours sincerely

A handwritten signature in black ink, appearing to read "S. Wynn".

Sandy Wynn

Infection Control Coordinator | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
24 September 2015

COPY



File No: 09/2206

[REDACTED]  
Golden Nails & Spa Woden  
[REDACTED]

Dear [REDACTED]

**Infection control inspection conducted 19 February 2015**

The above inspection was conducted in response to a complaint concerning infection control practices at Golden Nails & Spa Woden. At the inspection we discussed the following:

**Cutting cuticles**

- Cuticles can only be cut if the equipment used has been sterilised in an autoclave (steam sterilisation). Golden Nails and Spa at Woden do not have an autoclave and therefore it is very important that you and your staff do not cut the cuticles of your customers. Cuticles should only be pushed back, not cut. As the proprietor of Golden Spa and Nails you are responsible for ensuring that cuticles are not cut. Failure to comply with this requirement is an offence and could result in an associated penalty.

**Pedicures**

- Skin and nail clippings should be removed from the floor immediately after the procedure has finished. The floor should be swept and then cleaned with a detergent based cleaner.
- Foot spas must be cleaned appropriately after each customer use. Please remember that the customers are watching and it is important for them to see the cleaning being performed correctly. Remember that when you are busy there are more customers in the shop watching.

**Gloves**

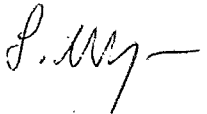
- Remember to change gloves between tasks.

It is recommended that you have a staff meeting and discuss the above with all staff. Please contact me on 6207 6501 if you have any questions regarding the information in this letter.

L...

COPY

Yours sincerely



Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
19 February 2015.



# Health Protection Service COMPLAINT FORM

Complaint # 15877750

File # 09/2206

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [Redacted]

(CN) Refused

Mailing Address (MA) [Redacted]

(MA) Refused

Phone Contact (PC) [Redacted]

(PC)

Alleged Premises/Person (AP) Golden Nails & Spa Woden

(AP) N/A

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)

On Sunday 15/2/15@1pm the complainant had a nail treatment at the above premises. The complainant stated that the premises was filthy and practices were substandard. While at the premises the following was noted: her cuticles were cut and they nicked her causing bleeding; inappropriate cleaning of foot spas and no evidence of them using 70% alcohol; toe nail clippings and foot skin is left on the floor for the next client to walk in; the same towel was used on 2 different clients; equipment was not cleaned between clients.

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date. (where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Alleged Infection Control complaint

Source of complaint Email (direct from complainant)

Received by Sandy Wynn Date & Time 18/02/2015 2:00 PM

Referred to Sandy Wynn Date 18/2/15 Time 2pm

Acknowledgement letter sent to complainant: Date 18/2/15

### Investigation Actions

Inspection conducted at above premises by Sandy Wynn and Sarah Kelly. Conducted with [Redacted] Complaint issues were discussed. Equipment cleaning, spa cleaning, towel use are in accordance with ACT Health LC Guidelines. There were some clippings on the floor near the footspas from the clients that were present. Alleged cuticle cutting could not be assessed. Letter to be sent to premises.

Responded Date 19/2/15 Time 11 am pm only action required.  
Responded by (Select one only): Email  Letter  Phone  in Person

Complaint Type\* 101 Food Type\*    Issue\* 35 Result\* 3

\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Letter type BSS to send ~ → F.A.  N.F.A  N/A  ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: Sandy Wynn S. Wynn 19/2/15 2:45pm  
(Print) (Signature) (Date) (Time)

Data entry completed  Letter sent (if applicable)  BSS Member (Print): L. Kelly

by email f. 98

ENTERED  
24 FEB 2015  
A Kelly



**ACT**  
Government  
Health

**COPY**

File No: 12/000581

██████████  
Professional Belconnen  
████████████████████

Dear ██████████

**Infection control inspection conducted 1 February 2017**

Infection control practices at Professional, Belconnen will be in accordance with the ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following are implemented:

At the time of inspection half full wax cartridges were observed in the beauty room and I was advised that these cartridges are only used for staff.

- Ensure these cartridges are clearly marked 'for training' or similar, so that they cannot be used on a customer.
- The wax roller heater needs to be cleaned of excess wax.
- Label all re-usable bottles with the name of the chemical contained inside.
  - This includes the large alcohol containers.
- Metal burr heads must be cleaned after every customer. After the metal burr heads have been soaked in acetone, they must be cleaned in **detergent and water**, dried and a 70% alcohol solution applied before re-use, as per the equipment cleaning instructions.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely,

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

1 February 2017



**ACT**  
Government  
Health

187

File No: 12/000581

██████████  
Professional Belconnen  
████████████████████

COPY

Dear ██████████

### Infection control inspection conducted 30 June 2016

Infection control practices at Professional, Belconnen will be in accordance with the ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following are implemented:

- Re-useable liquid soap containers and plungers should be cleaned and dried prior to re-filling. Single use containers are recommended wherever possible.
- Gloves must be placed in a drawer of all manicure tables and the acrylic nail tables for use if a customer starts to bleed.
- Metal burr heads must be cleaned after every customer. After the metal burr heads have been soaked in acetone, they must be cleaned in **detergent and water**, dried and a 70% alcohol solution applied before re-use, as per the equipment cleaning instructions.
- When next purchasing alcohol solution for the salon, ensure the solution is 70% alcohol.
- The washing powder in use contains Sodium Carbonate which is a weak disinfectant. To ensure effective disinfection of towels also add a sanitiser to each wash. Suitable sanitisers include Napisan™, Canesten Hygiene Rinse™ or Dettol Sanitising Laundry Rinse™ (available in supermarkets).

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely,

A handwritten signature in black ink that reads 'R. Huggett'.

Romaine Huggett  
Public Health Officer, Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
30 June 2016



**ACT**  
Government  
Health

188

File No: 12/000581

[REDACTED]

Professional  
Shop 113  
Westfield Belconnen  
Belconnen Way Belconnen ACT 2617

COPY

Dear [REDACTED]

### Infection control inspection conducted 3 December 2015

Infection control practices at Professional, Belconnen will be in accordance with the ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following are implemented:

- Gloves must be placed in a drawer of the manicure table and the acrylic nail table for use if a customer starts to bleed.
- Hand rests must be cleaned with **detergent and water** after each customer; alternatively a fresh cloth towel may be placed over the hand rest for each new customer.
- To ensure effective cleaning of the foot spa, push the foot spa plug down during cleaning, so that the spa fills with water to a depth of at least 4cm.
- Foot spas must be disinfected with 70% alcohol solution after cleaning, in accordance with the *Foot Spa Cleaning* instructions displayed the salon.
- Use **70% alcohol solution** for the disinfection of equipment and the foot spas. The stock alcohol solution is 100% alcohol and is not an effective disinfectant. The recommended concentration of alcohol in a disinfectant is 60-80%, the reason being that alcohol-water mixtures have a lower surface tension which increases its wetting ability and they penetrate well into the crevices of skin or inanimate objects.
- **If using the current alcohol solution, dilute 7 parts of alcohol to 3 parts of water (i.e 700mL alcohol plus 300mL water) to create an approximate 70% alcohol solution. Alternatively purchase 70% stock alcohol solution.**
- Ensure tweezers are washed in detergent and water after each use and dried before the application of 70% alcohol.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely,



Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

3 December 2015



**ACT**  
Government  
Health

COPIES

[Redacted]

File No: 12/000581

Professional  
Shop 113  
Westfield Belconnen  
Belconnen Way Belconnen ACT 2617

Dear [Redacted]

**Infection control inspection conducted 24 August 2015.**

Infection control practices at Professional, Belconnen will be in accordance with the ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following recommendations are implemented:

- Place a pair of gloves in a drawer of each nail table for use if a customer is accidentally cut and starts to bleed during a treatment.
- Hand rests must be cleaned with detergent and water after each customer; alternatively a fresh cloth towel may be placed over the hand rest for each new customer.
- Metal burr heads must be cleaned after every customer; wash in detergent and water, dry and then apply 70% alcohol.
- To wash all reusable equipment, ensure that the plug is placed in drain hole and the sink is filled with warm water and detergent.
  - Do not clean equipment in running water.

At the time of inspection half full wax cartridges were observed in the beauty room. The inspector was advised that these cartridges are only for staff use.

- Ensure these cartridges are clearly marked with staff names so that they cannot be used on a customer.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely,

Sam Kelly  
Public Health Officer | Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

24 August 2015



**ACT**  
Government  
Health

**COPY**

[Redacted]

File No: 10/596

Passionails

[Redacted]

Dear [Redacted]

**Infection Control inspection conducted 14 July 2017**

Infection control practices at Passionails Tuggeranong will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Sharps containers must not be filled over the line indicated on the container.
- Always have a new empty sharps container on the premises.
- Clean the external surface of the wax pot.

Please contact me on 6207 6501 if you have any questions regarding this letter.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

18 July 2017



**ACT**  
Government  
Health

**COPY**

File No: 10/596

██████████  
Passionails  
██████████

Dear ██████████

### **Infection Control inspection conducted 10 November 2016**

Infection control practices at Passionails Tuggeranong will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Clean the external surface of the wax pot.
- Clean the wall behind the bed in the waxing room, removing all the wax in the process.
- Foot spas must be cleaned immediately after use:
  - Foot spas used for nail clipping only must be cleaned immediately after use – do not leave cleaning until the following morning.

Please contact me on 6207 6501 if you have any questions regarding this letter.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'S. Wynn'.

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

18 November 2016



COPY

[Redacted]  
Passionails  
[Redacted]

File No: 10/596

Dear [Redacted]

**Infection Control inspection conducted 18 May 2016**

Infection control practices at Passionails Tuggeranong will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Gloves must be placed in a drawer of each nail table for use if a customer starts to bleed.
- Paper is placed over an underlying bed cover on the waxing bed:
  - The paper is discarded after each customer;
  - The underlying cover should be changed daily or earlier if soiled.

Please contact me on 6207 6501 if you have any questions regarding this letter.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

19 May 2016

COPY



[Redacted]

File No: 10/596

Passionails

[Redacted]

Dear [Redacted]

**Infection Control inspection conducted 7 September 2015**

Infection control practices at Passionails Tuggeranong will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Wipe over the handpiece with a detergent based cleaner after each customer.
- Glove usage:
  - Wearing gloves does not replace the need to wash your hands;
  - Hands should be washed after removing gloves;
  - Gloves need to be changed after each customer;
  - Gloves also need to be changed between tasks to prevent cross contamination. For example:
    - remove gloves at the completion of a pedicure, wash hands and put on clean gloves before cleaning the foot spa;
    - if a staff member is cleaning a foot spa and is interrupted to perform another task the gloves must be removed, discarded and hands washed before starting the new task.

Please contact me on 6207 6501 if you have any questions regarding this letter.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

24 September 2015



**ACT**  
Government  
Health

**COPY**

File No: 09/002267

[Redacted]

Oz Nails  
Shop 1  
9 Bouganville Street  
GRIFFITH ACT 2603

Dear [Redacted]

**Infection control inspection conducted 6 February 2017**

Infection control practices at Oz Nails, Griffith will be in accordance with ACT Health *Infection Control Guidelines office practices and other community based services 2006* when the following are implemented:

- **Used equipment must not be put back into the manicure/acrylic nail table drawers unless it has been cleaned.**
  - Do not balance used equipment in baskets over the top of the clean cotton wool.
  - Put the equipment in the used equipment container after each customer.
- Hand rests must be cleaned with detergent and water after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
  - Move all containers on the manicure table when cleaning. A lot of acrylic dust and nail clippings were found when these were moved.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

6 February 2017



**ACT**  
Government  
Health

File No: 09/002267

[Redacted]  
Oz Nails  
9 Bouganville Street  
GRIFFITH ACT 2603

Dear [Redacted]

**Infection control inspection conducted 16 May 2016**

Infection control practices at Oz Nails, Griffith are in accordance with ACT Health *Infection Control Guidelines office practices and other community based services 2006*.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

16 May 2016



**ACT**  
Government  
Health

COPY

[Redacted]

File No: 09/002267

Oz Nails  
9 Bouganville Street  
GRIFFITH ACT 2603

Dear [Redacted]

**Infection control inspection conducted 30 September 2015**

Infection control practices at Oz Nails, Griffith will be in accordance with ACT Health *Infection Control Guidelines office practices and other community based services 2006* when the following recommendations have been implemented:

- All sharps containers must be stored off the floor and out of reach of children.
  - The sharps container under the hand wash basin should be moved to a higher position.
- Hand rests must be cleaned with detergent and water after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
- Wipe over the handpiece, table top and hand rest with a detergent based cleaner after each customer.
- Metal burr heads must be cleaned after every customer; wash in detergent and water then disinfect using 70% alcohol.
  - Soaking these in alcohol before cleaning may make the bur heads harder to clean.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

30 September 2015



**ACT**  
Government  
Health

198

File No: 09/002267

██████████  
Oz Nails  
9 Bouganville Street  
GRIFFITH ACT 2603

Dear ██████████

**Infection control inspection conducted 17 February 2015**

Infection control practices at Oz Nails, Griffith will be in accordance with ACT Health *Infection Control Guidelines office practices and other community based services 2006* when the following recommendations have been implemented:

At the time of inspection half full wax cartridges were observed in the beauty room. The inspectors were advised that these cartridges are only used for training purposes only.

- Ensure these cartridges are clearly marked 'for training' or similar, so that they cannot be used on a customer.
- Ensure the waxing bed is cleaned with a detergent based cleaner before the application of 70% alcohol.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer, Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

18 February 2015



**ACT**  
Government  
Health

199

File No: 13/000397

[REDACTED]  
Oz Nails  
Shop 17B Gungahlin Marketplace  
33 Hibberson St  
Gungahlin  
ACT 2912

**COPY**

Dear [REDACTED]

**Infection control inspection conducted 21 November 2016**

Infection control practices at your nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Dispose of the two full sharps containers. Sharps containers must not be overfilled.
- Label the staff waxing cartridges with the staff member's name. All wax cartridges must be either single use or single person use.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*R. Huggett*

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

21 November 2016



**ACT**  
Government  
Health

File No: 13/000397

[Redacted]

Oz Nails  
Shop 17B Gungahlin Marketplace  
33 Hibberson St  
Gungahlin  
ACT 2912

COPY

Dear [Redacted]

**Infection control inspection conducted 22 June 2016**

Infection control practices at your nail salon will be in accordance with ACT Health Infection Control Guidelines 2006 when the following have been implemented:

- Wipe over the surface of the handpiece with a **detergent based cleaner** (such as a baby wipe) after each customer.
- Ensure used wax cartridges are disposed of after each customer even if there is wax remaining in the cartridge.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*R. Huggett*

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

27 June 2016



**ACT**  
Government  
Health

File No: 13/000397

[REDACTED]  
Oz Nails  
Shop 17B Gungahlin Marketplace  
33 Hibberson St  
Gungahlin  
ACT 2912

COPY

Dear [REDACTED]

**Infection control inspection conducted 17 November 2015**

Infection control practices at your nail salon are in accordance with ACT Health Infection Control Guidelines 2006.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*R Huggett*

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

17 November 2015

**COPY**

File No: 16/000074

[REDACTED]  
VYVY Nails  
5/7 Southlands Shopping Centre  
Mawson ACT 2607

Dear [REDACTED]

**Infection control inspection conducted 20 December 2016**

Infection control practices at VYVY Nails will be in accordance with ACT Health Infection Control Guidelines 2006 when the following procedures are in place:

- Used equipment should not be placed in the drawer of the nail table as this contaminates the nail table:
  - Place used equipment into a plastic container to await cleaning.
- Any equipment used on the feet, including files and buffers, must be **cleaned first and then disinfected** with 70% alcohol.
- Place gloves in a drawer of each nail table for use if a customer starts to bleed.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in black ink, appearing to read "S. Wynn".

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

3 January 2017



**ACT**  
Government  
Health

COPY

File No: 16/000074

██████████  
VYVY Nails  
5/7 Southlands Shopping Centre  
Mawson ACT 2607

Dear ██████████

### **Infection control inspection conducted 30 May 2016**

Infection control practices at VYVY Nails Southlands Shopping Centre Mawson will be in accordance with the ACT Health *Infection Control for office practices and other community based services Code of Practice 2005* when the following recommendations are implemented:

- Hand washing is very important. Staff must wash hands before and after each customer, after touching used equipment and after taking gloves off.
- All equipment must be cleaned with detergent.
  - Rinsing and scrubbing under hot water does not clean the equipment.
- Metal bur heads must be cleaned after every customer; wash in detergent and water then disinfect using 70% alcohol.
  - Soaking these in alcohol before cleaning may make the bur heads harder to clean.

**A copy of the Vietnamese translations of ACT Health Infection Control information for Nail Salons has been left at the salon; please tell your staff to read these.**

Please contact me on 6205 1376 if you have any questions regarding the inspection, the translations or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

30 May 2016



**ACT**  
Government  
Health

**COPY**

[Redacted]

File No: 16/000074

VVYV Nails  
5/7 Southlands Shopping Centre  
Mawson ACT 2607

Dear [Redacted]

**Infection control licensing inspection conducted 17 February 2016**

The Infection Control Licence Application for VVYV Nails to operate at Southlands Shopping Centre Mawson has been approved.

Please find enclosed the licence certificate and a copy of the plans submitted as part of the application. The plans were assessed as meeting the requirements of the Public Health Act 1997 and have been annotated accordingly.

As discussed at the inspection you should:

- Display ACT Health equipment cleaning instructions at equipment washing sink and foot spa bath.
  - Follow the cleaning instructions provided

Feel free to contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

17 February 2016

COPY



File No: 03/734

[Redacted]

Star Nails

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 14 July 2017**

Infection control practices at Star Nails Tuggeranong will be in accordance with ACT Health *Infection Control Guidelines 2006* when the procedures listed below are in place. Please note that all of these recommendations were made at the previous inspection:

- Nail tables must be cleaned with a soap product after each customer.
- Metal drill bits (burs) must be removed from the drill handle immediately after each customer and placed in a container for cleaning.
- The drill handle must be cleaned with a soap product after each customer.
- There must be gloves in the drawer at each nail table for use if a customer starts to bleed.
- Waxing
  - Clean the external surface of the wax pot
  - Clean the carpet in the waxing room
  - Place plastic mats between the waxing bed and the trolley or cover the entire carpet with a vinyl mat
    - The floor surface in this room must be washable.

A further inspection will take place to check that the procedures listed above have been implemented. A copy of this letter is enclosed for the manager of Star Nails.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
20 July 2017



**ACT**  
Government  
Health

Also emailed

**COPY**

File No: 03/734

[Redacted]

Star Nails  
Tuggeranong Hyperdome  
Greenway ACT 2900

Dear [Redacted]

**Infection control inspection conducted 9 November 2016**

Infection control practices at Star Nails Tuggeranong will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Provide liquid soap to the hand basin in the waxing room:
  - Staff must wash their hands in the waxing room before each waxing treatment and after each treatment.
- The hand basin in the waxing room must be cleaned at the end of each day.
- Arrange for the carpet in the waxing room to be cleaned:
  - The floor surface in this room should be washable;
  - Place plastic mats around the waxing bed so spilt wax can be cleaned off.
- There must be gloves in the drawer at each nail table for use if a customer starts to bleed.
- Nail tables must be cleaned with a soap product after each customer.
- Metal drill bits (burs) must be removed from the drill handle immediately after each customer and placed in a container for cleaning:
  - Do not put used metal burs in with the clean ones.
- Sharps containers must not be filled above the full line indicated on the sharps container.
- Place a sharps container on each trolley so blades can be disposed of immediately after use.
- The equipment cleaning sink must only be used for cleaning equipment:
  - Do not wash dishes or rinse food scraps into the equipment cleaning sink.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.



Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

18 November 2016



**ACT**  
Government  
Health

Also emailed  
to contact  
address.

**COPY**

File No: 03/734

[REDACTED]  
Star Nails  
Tuggeranong Hyperdome  
Greenway ACT 2900

### **Infection control inspection conducted 17 May 2016**

Infection control practices at Star Nails Tuggeranong will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Gloves must be placed in a drawer of each nail table for use if a customer starts to bleed.
- Used equipment (including nail clippers, cuticle pushers, files, buffers) **MUST NOT** be put back into the nail table drawer or allowed to come into contact with unused, clean equipment.
- Label sinks in the cleaning area (back room) with their intended use e.g. equipment cleaning.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

17 May 2016

Posted and emailed

209

**COPY**



Australian Capital Territory

## **Public Health Act 1997 ~ Revocation Certificate**

*Public Health Act 1997, s 60 (Improvement Notice - Revocation)*

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### **Improvement Notice served**

This Revocation Certificate is in relation to the Improvement Notice served under section 58 of the *Public Health Act 1997* upon [REDACTED] as proprietor of Star Nails with registration number 0796/03, located at Shop 53 Tuggeranong Hyperdome 148 Anketell Street Greenway ACT 2600.

### **Compliance with Improvement Notice**

To determine compliance with the Improvement Notice, the Health Protection Service has considered the provision of an invoice for pest control services at the above location.

The Health Protection Service is satisfied that the proprietor has complied with the requirements of the Improvement Notice.

### **Revocation Certificate is issued**

The Improvement Notice served on 4 September 2015 is revoked.

A handwritten signature in black ink, appearing to read "S Wynn".

Sandy Wynn  
Public Health Officer  
Health Protection Service

30/9/15

COPY



**ACT**  
Government  
Health

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefonirajte:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

**TRANSLATING AND INTERPRETING SERVICE**

**131 450**

Canberra and District - 24 hours a day, 7 days a week

COPY



File No: 03/734

[REDACTED]  
 Star Nails  
 Tuggeranong Hyperdome  
 Greenway ACT 2900

### Infection control inspection conducted 4 September 2015

Infection control practices at Star Nails Tuggeranong will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Staff must wash their hands:
  - Prior to commencing treatment on each customer;
  - After finishing a customer's treatment;
  - After contact with used equipment;
  - After cleaning equipment, including foot spas;
  - After touching blood or blood contaminated items; and
  - After removing gloves.
- Hand rests must be cleaned with a detergent based cleaner after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
  - 70% alcohol is not suitable for this purpose.
- The drill handpiece must be wiped over with a detergent impregnated cloth after each use.
  - 70% alcohol is not suitable for this purpose.
- Metal burs should be cleaned in detergent and water before the application of acetone or 70% alcohol.
- Cuticles must only be softened and pushed back
  - **Cuticles can only be cut if the equipment has been sterilised in an autoclave.**
- Exfoliation blocks used for pedicures must not be left soaking in detergent overnight as this will encourage bacterial and fungal growth. The correct method is as follows:
  1. scrub in warm soapy water
  2. rinse in warm water
  3. dry
  4. spray with 70% alcohol.

A handwritten signature in the bottom left corner of the page.

COPY

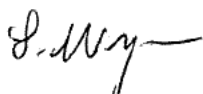
- Organise a pest control company to perform a treatment for cockroaches
  - Numerous cockroaches were observed in the equipment cleaning area.
  - **An Improvement Notice was issued on 4 September 2015 regarding this issue. You have been requested to have the treatment performed by 18 September 2015. The Improvement Notice was emailed to you on 4 September 2015, a copy of the notice is enclosed with letter.**

At the inspection [REDACTED] informed me that the premises will be refurbished in the next two weeks. As part of this refurbishment please ensure that:

- The tiles behind the cleaning sink are either replaced or re-grouted.
- The floor in the waxing/beauty room is a hard floor surface; carpet is not a suitable floor covering in this area.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely



Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

9 September 2015

emailed to [redacted]  
3:26pm 4/9/15



Australian Capital Territory

# Public Health Act 1997 ~ Improvement Notice

Public Health Act 1997, s 58 (Improvement notice - issue)  
Infection Control for office practices and other community based services  
Code of Practice 2005

---

**1 Name of instrument**

This instrument is an Improvement Notice made under section 58 of the *Public Health Act 1997*.

**2 Person upon whom the Notice is served**

This Improvement Notice is served upon [redacted] being a person in charge of a business, Star Nails Hyperdome Shop 53 148 Anketell Street Greenway ACT 2900, carrying on a licensable public health risk activity/procedure with a Registration Number 0796/03.

**3 Grounds for Improvement Notice**

As an authorised officer under the *Public Health Act 1997* I have formed a belief that in the course of performing a licensed public health risk activity/procedure you are contravening, or are likely to contravene, the *Public Health Act 1997*. You are reminded that failure to comply with an approved Code of Practice in relation to a licensable public health risk activity/procedure constitutes a contravention of section 20 of the *Public Health Act 1997*.

Following an inspection on 4 September 2015 contraventions of the *Public Health Act 1997* and public health issues were identified such that I have, as an authorised officer, formulated a belief, on reasonable grounds, that an improvement notice is required.

The matters constituting non-compliance with the *Public Health Act 1997* and any applicable Code of Practice are set out in the Table below, together with the actions required to rectify the issues identified in order to comply with this notice. A period, or periods, for compliance for each issue identified is also specified in the Table.

Brief explanation of non compliance	Contravention Specific provision(s) breached)	Requirement (what is required by this section)	Action to rectify Specified works (optional for PHO to include)	Due date Date to comply
1. Cockroaches in the salon at the time of inspection	<i>Infection Control for office practices and other community based services</i> Code of Practice 2005 Part 2 1.2.	1.2 The premises and layout of all fixtures and fittings installed in the premises in which skin penetration and infection risk procedures are performed are suitable for that purpose and are maintained accordingly.	A regular pest control program should be employed to ensure the control of vermin.  <b>Engage a pest controller to rid salon of cockroaches.</b>	16:00  18 September 2015

#### 4 Period for compliance

This notice must be complied with by the dates specified in the table above.

If you believe a time period imposed is unreasonable or due to unforeseen circumstances you cannot complete works to comply with the Improvement Notice within the time stated you may apply to the Public Health Officer to extend the time period. You must apply for the extension before the time specified expires.

It is an offence not to comply with this notice within the specified timeframe. Failure to comply with the Improvement Notice is an offence carrying a maximum penalty of \$14 000 for an individual, or \$70 000 for a corporation. Failure to comply with this notice may also result in the issue of a Prohibition Order under section 61 of the *Public Health Act 1997*.

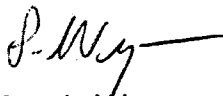
#### 5 Compliance with the Improvement Notice

An Improvement Notice continues in force until such time as a written revocation notice has been issued by a Public Health Officer. A revocation notice will only be issued if the Public Health Officer is satisfied that this improvement notice has been complied with in full. In order for a Public Health Officer to be satisfied as to these matters an inspection of the premises must occur.

A Public Health Officer will conduct an inspection on or around the due date to determine compliance, and if there is compliance, the Public Health Officer may issue a revocation at that time.

Section 60 of the *Public Health Act 1997* also allows for you to make an application to have an authorised Public Health Officer conduct an inspection for the purposes of revoking this improvement notice. The legislation requires an application be made to me in writing, and must specify the actions taken to comply with this notice. In your application you must also nominate a date on or after which an inspection may be made.

A request to revoke the Improvement Notice may be made in writing to, the Health Protection Service, Locked Bag 5005, Weston Creek ACT 2611.



Sandy Wynn  
Public Health Officer  
4 September 2015

Received by: \_\_\_\_\_  
(Sign)

Date: \_\_\_\_\_

\_\_\_\_\_  
(Print)

\_\_\_\_\_  
(Position)



**ACT**  
Government  
Health

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefonirajte:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn-hãy gọi điện-thoại:

**TRANSLATING AND INTERPRETING SERVICE**

**131 450**

Canberra and District - 24 hours a day, 7 days a week



COPY

File no: 12/484

[Redacted]  
Professional Woden  
[Redacted]

Dear [Redacted]

**Infection control inspection conducted 20 December 2016**

Infection control practices at Professional Woden will be in accordance with ACT Health Infection Control Guidelines 2006 when the following procedures are in place:

- The autoclave is overdue for its annual calibration and validation – arrange for this to be performed as soon as possible. Send a copy of the report to Health Protection Service (Fax: 6205 0711 or email [sandra.wynn@act.gov.au](mailto:sandra.wynn@act.gov.au)).
- Class 6 indicators should be used in every autoclave load and the result recorded in the autoclave record book.
- Autoclave record results must be recorded/documentated immediately after the completion of each autoclave cycle
  - Cease practice of recording results retrospectively.
- Place gloves in a drawer of each nail table for use if a customer starts to bleed.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

3 January 2017



COPY

File no: 12/484

[Redacted]  
Professional Woden  
[Redacted]

**Infection control inspection conducted 7 June 2016**

Infection control practices at Professional Woden are in accordance with ACT Health Infection Control Guidelines 2006.

Additional recommendations made at the inspection include:

- All surfaces should be impervious and intact to allow effective cleaning. Repair or replace the upholstery on all chairs that are damaged within 4 months. This will be checked at the next inspection.
- Ensure autoclave printouts are signed before release of items.
- Ensure the outcome of the Class 6 indicator result is recorded in the autoclave record book.

Please contact me on 6205 5430 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*R Huggett*

Romaine Huggett  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

14 June 2016



**ACT**  
Government  
Health

**COPY**

File no: 12/484

[Redacted]  
Professional Woden  
[Redacted]

**Infection control inspection conducted 10 September 2015**

Infection control practices at Professional Woden are in accordance with ACT Health Infection Control Guidelines 2006.

Additional recommendations made at the inspection include:

- Any equipment that is sterilised in the autoclave does not require the application of 70% alcohol.
- After removing wax from the waxing bed with a wax solvent, clean the bed with a detergent based cleaner rather than baby wipes.
  - Baby wipes contain perfumes and moisturisers which may deteriorate the vinyl surface of the bed.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sandy Wynn  
Infection Control Coordinator

Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

29 September 2015



**ACT**  
Government  
Health

**COPY**

File No: 09/2245

██████████  
Shiny Nails  
Shop 53 Cooleman Court Shopping Centre  
14 Brierly Street  
Weston ACT 2611

Dear ██████████

### **Infection control inspection conducted 16 December 2016**

Infection control practices at Shiny Nails in Cooleman Court are in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006*.

Recommendations made at the inspection:

- Place gloves in the drawer of the nail table for staff to use if a customer starts to bleed during a treatment.
- Label the sinks in the back room according to their intended use i.e *equipment cleaning only* or *eating utensils only*.
- Autoclave
  - Use a Class 6 indicator (cycle verification indicator) in each autoclave load. These indicators are designed to react to all critical parameters of the sterilisation cycle e.g. 134C for 3.5 minutes in steam.
    - Record the result.
  - Information on ACT Health requirements was provided at the inspection. Please ensure staff operating the autoclave are familiar with this.

Please contact me on 6207 6501 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

*S. Wynn*

Sandy Wynn  
Infection Control Coordinator  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
22 February 2017



**ACT**  
Government  
Health

COPY

File No: 09/2245

[REDACTED]  
Shiny Nails  
Shop 53 Cooleman Court Shopping Centre  
14 Brierly Street  
Weston ACT 2611

Dear [REDACTED]

**Infection control inspection conducted 27 June 2016**

Infection control practices at Shiny Nails in Cooleman Court will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following recommendations are implemented:

- Metal burr heads must be cleaned after every customer; wash in detergent and water then disinfect using 70% alcohol.
- Wipe over surface of handpiece with a detergent based product after each client.
- After cleaning and rinsing the foot spa, dry the foot spa before spraying with 70% alcohol.
- If not using a disposable liner the linen/towels used over the waxing bed must be changed after each customer.

A copy of the Vietnamese translations of *ACT Health Infection Control information for Nail Salons* was left at the salon at the time of inspection; please ensure your staff read these.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer, Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

27 June 2016



**ACT**  
Government  
Health

**COPY**

File No: 09/2245

[Redacted]

Shiny Nails  
Shop 53 Cooleman Court Shopping Centre  
14 Brierly Street  
Weston ACT 2611

Dear [Redacted]

**Infection control inspection conducted 15 September 2015**

Infection control practices at Shiny Nails in Cooleman Court are in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006*.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer, Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

15 September 2015



**ACT**  
Government  
Health

**COPY**

File No: 09/2245

[Redacted]  
Shiny Nails Coleman Court

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 29 January 2015**

Infection control practices at Shiny Nails in Coleman Court will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following recommendations are implemented:

- Place a pair of gloves in a drawer of each nail table for use if a customer is accidentally cut and starts to bleed during a treatment.
- Sharps containers should not be filled above the line indicated on the container.
- The surface of the foot spas has deteriorated and fine cracks have appeared in the top layer of the resin/acrylic and the foot spas may not be able to be cleaned properly. The foot spas will need to be replaced or resurfaced.
  - Please contact me when the foot spas have been replaced or if there is a delay to the proposed May 2015 date.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer, Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

29 January 2015



**ACT**  
Government  
Health

**COPY**

[Redacted]

Sun Nails

[Redacted]

File No: 10/596-

17/30

Dear [Redacted]

**Infection Control inspection conducted 14 June 2017**

Infection control practices at Sun Nails Weston will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following procedures are in place:

- Place gloves in the drawer of the nail table for staff to use if a customer starts to bleed.
- Used equipment must be placed into a container or a tray
  - Stop placing used equipment directly onto the shelf under the nail table top as this contaminates the shelf and makes the shelf unsuitable for storing clean equipment.
- Before spraying the foot spas with 70% alcohol they must be dried with a clean towel or paper towel
  - If the foot spas are wet the 70% alcohol will be diluted and not work.
- Waxing:
  - Used wax cartridges must be disposed of after each customer even if there is wax remaining in the cartridge
    - Any wax remaining in the cartridge is contaminated.
  - Tweezers and scissors must be washed in soapy water before applying 70% alcohol.
  - After cleaning wax from the plastic bed cover the plastic must be cleaned with a detergent (soap) product (Spray N Wipe is suitable).

Please contact me on 6207 6501 if you have any questions regarding this letter.

Yours sincerely

Sandy Wynn

Infection Control Coordinator

Health Protection Service

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

15 June 2017



**ACT**  
Government  
Health

**COPY**

File No: 15/000488

██████████  
Vivid Nails & Beauty  
2/3 Riggall Place  
Lyneham ACT 2602

Dear ██████████

### **Infection control inspection conducted 28 November 2016**

Infection control practices at Vivid Nails & Beauty, Lyneham will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following are implemented:

- **Used equipment must not be put back into the manicure/acrylic nail table drawers unless it has been cleaned.**
- Place a pair of gloves in a drawer of each nail table for use if a customer is accidentally cut and starts to bleed during a treatment.
- Wipe over the handpiece, table top and hand rest with a detergent based cleaner after each customer.
- Roll on wax cartridges are single client use only. Cartridges must be thrown out after each use, even if there is wax remaining in the cartridge.

Feel free to contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Sam Kelly'.

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

28 November 2016



COPY

[Redacted]

File No: 15/000488

Vivid Nails & Beauty  
2/3 Riggall Place  
Lyneham ACT 2602

Dear [Redacted]

**Infection control inspection conducted 10 May 2016**

Infection control practices at Vivid Nails & Beauty, Lyneham will be in accordance with ACT Health *Infection Control Guidelines 2006* when the following are implemented:

- Metal burr heads must be cleaned after every customer; wash in detergent and water then disinfect using 70% alcohol.
  - Soaking these in alcohol before cleaning may make the bur heads harder to clean.
- Roll-on wax cartridges must be discarded after each use, even if there is wax remaining in the cartridge.
- Display ACT Health equipment cleaning instructions at equipment washing sink and foot spa bath.
  - Follow the cleaning instructions provided

Feel free to contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

10 May 2016



**ACT**  
Government  
Health

**COPY**

File No: 15/000488

[Redacted]  
Vivid Nails & Beauty  
2/3 Riggall Place  
Lyneham ACT 2602

Dear [Redacted]

**Infection control licensing inspection conducted 16 November 2015**

The Infection Control Licence Application for Vivid Nails & Beauty to operate at next generation Club 2/3 Riggall Place Lyneham has been approved.

Please find enclosed the licence certificate and a copy of the plans submitted as part of the application. The plans were assessed as meeting the requirements of the Public Health Act 1997 and have been annotated accordingly.

As discussed at the inspection you should:

- Display ACT Health equipment cleaning instructions at equipment washing sink and foot spa bath.
  - Follow the cleaning instructions provided

Feel free to contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

17 November 2015



**ACT**  
Government  
Health

[Redacted]  
Love Nails Kingston  
[Redacted]

File No: 13/000620

Dear [Redacted]

**Infection Control inspection conducted 10 November 2016**

Infection control practices at Love Nails Kingston will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following recommendations are implemented:

- Do not remove the inner tabs (that look like teeth) from the sharps container as these are designed to keep the blades inside. This is for your safety.
- The outsides of the wax pots need to be cleaned.
- Roll on wax cartridges are single client use only. Any wax remaining in the cartridge after a treatment is to be discarded.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

10 November 2016



**ACT**  
Government  
Health

[Redacted]  
Love Nails Kingston  
[Redacted]

File No: 13/0620

Dear [Redacted]

**Infection Control inspection conducted 24 May 2016**

Infection control practices at Love Nails Kingston will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following recommendations are implemented:

- Hand rests must be cleaned with detergent and water after each customer; alternatively a fresh disposable liner or a fresh cloth towel may be placed over the hand rest for each new customer.
- Do not remove the inner tabs (that look like teeth) from the sharps container as these are designed to keep the blades inside. This is for your safety.
- All tinting equipment must be cleaned in detergent and water and dried thoroughly prior to re-use.
- Wax pots must be covered with a lid when not in use to prevent wax contamination from environmental dust etc.
- The outsides of the wax pots need to be cleaned.
- Roll on wax cartridges are single client use only. Any wax remaining in the cartridge after a treatment is to be discarded or the cartridge labelled with your client's name and stored for later re-use.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
24 May 2016



**ACT**  
Government  
Health

File No: 13/0620

[REDACTED]  
Love Nails Kingston  
[REDACTED]

Dear [REDACTED]

**Infection Control inspection conducted 13 October 2015**

Infection control practices at Love Nails Kingston are in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006*.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'Sam Kelly'.

Sam Kelly  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

13 October 2015



[Redacted]  
Love Nails Kingston  
[Redacted]

File No: 13/0620

Dear [Redacted]

**Infection Control inspection conducted 3 August 2015**

Infection control practices at Love Nails Kingston will be in accordance with ACT Health *Infection Control Guidelines for office practices and other community based services 2006* when the following procedures are in place:

- Wax pot systems:
  - A single spatula is required to be used each time wax is taken out of the pot.
  - **Once a spatula has touched the customer's skin it must not go back into the wax pot.**
- Wax cartridges systems:
  - **Used wax cartridges must be disposed of after each customer even if there is wax remaining in the cartridge.**
  - **Do not refill or re-use.**
- Wax pots must be covered with a lid when not in use.
- The wax cartridge heater system needs to be cleaned.
- Re-useable soap containers and plungers should be cleaned and dried prior to re-filling.
  - Single use containers are recommended wherever possible.
- Ensure there are gloves in the drawer of each manicure table for use on a bleeding customer.
- The nail table and the handpiece must be wiped over with a detergent based cleaning product after each customer.
  - The towel covering the hand rest must be changed after each customer.
- If disinfecting equipment with 70% alcohol, the equipment must be dried with paper towel or a fresh clean cloth towel before spraying with 70% alcohol.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely



Sam Kelly  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

3 August 2015



**ACT**  
Government  
Health

[Redacted]

File No: 03/754

New York Spas & Nails  
Shop EG07C  
Canberra Centre  
Bunda Street  
Canberra City 2601

Dear [Redacted]

**Infection control inspection conducted 15 November 2016**

Infection control practices at New York Spas & Nails (Civic) will be in accordance with *ACT Health Infection Control Guidelines for office practices and other community based services 2006* when the following are implemented:

- Add a sanitiser to each wash cycle. Canesten Hygiene Rinse™ or Dettol Sanitising Laundry Rinse™ (available in supermarkets) are suitable sanitisers that come in liquid form. Follow the manufacturer's instructions for use, placing the sanitiser in the fabric softener section of the washing machine.

Please contact me on 6205 5430 if you have any questions regarding the inspection, the translations or any other infection control issues.

Yours sincerely

Romaine Huggett  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

15 November 2016



**ACT**  
Government  
Health

[Redacted]

File No: 03/754

New York Spas & Nails  
Shop EG07C  
Canberra Centre  
Bunda Street  
Canberra City 2601

Dear [Redacted]

**Infection control inspection conducted 19 May 2016**

Infection control practices at New York Spas & Nails (Civic) will be in accordance with *ACT Health Infection Control Guidelines for office practices and other community based services 2006* when the following recommendations are implemented:

- Wipe over surface of handpiece attachment with a detergent based cleaner and dry after each client.
- Cleaning of the foot spa must be done before the spa is reused by another customer.
  - The foot spa must be cleaned and dried before alcohol is applied to the foot spa.

A copy of the Vietnamese translations of *ACT Health Infection Control information for Nail Salons* was left at the salon at the time of inspection; please ensure your staff read these.

Please contact me on 6205 1376 if you have any questions regarding the inspection, the translations or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

19 May 2016



Health Protection Service  
COMPLAINT FORM

Complaint # 160509  
File # 03/000754

Click on "Security Warning - Options" then "Enable This Content" to make drop downs available. \*Grey Sections to be completed by BSS.

Complainant's Name (CN) [Redacted]  (CN) Refused

Mailing Address (MA) Click here to enter, email or postal address  (MA) Refused

Phone Contact (PC) [Redacted]  (AP) N/A

Alleged Premises/Person New York Nails & Spa Civic (near Supabarn)

File Name New York Spas & Nails File Number 03/000754

Complaint Details: (To keep complaint form to one page, limit complaint details to five lines)  
 Complainant attended premises on 26 April 2016 and had manicure & pedicure done. She advised that she has acquired a fungal infection of the toenail from this salon. Complainant did not see any cleaning of spa chair being undertaken between clients. Complainant alleges that she was treated in a spa chair that had not been cleaned after the previous customer. Complainant is currently undergoing fungal treatment for nails.

Product/Sample details: Choose an item or add if unlisted Date Click here to enter a date. (where applicable)

Complainant willing to provide evidence and attend court proceedings?  Yes  No

Complaint Category Alleged Infection Control complaint

Source of complaint Phone

Received by Sam Kelly Date & Time 17/05/2016 2:30 PM

Referred to Sam Kelly Date \_\_\_/\_\_\_/\_\_\_ Time \_\_\_ am / pm

Acknowledgement letter sent to complainant: Date \_\_\_/\_\_\_/\_\_\_

Investigation Actions  
 Conducted complaint inspection 19 May 2016. Staff in salon have been applying alcohol to foot spa chairs after cleaning without drying spa basin first. Cleaning procedures are otherwise sound.  
 Salon staff were given Vietnamese translation of foot spa cleaning requirements at the time of inspection.

Investigation Commenced Date 19 / 05 / 2016 Time 10am

Responded by (Select one only): Email  Letter  Phone  in Person

<u>Complaint Type*</u>	108	<u>Food Type*</u>		<u>Issue*</u>	35	<u>Result*</u>	2
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\*See reference document for corresponding number to be entered

Complainant advised by (select one only): Email  Phone  In Person  N/A

Complaint Advised Date 19 / 05 / 2016 Time 12.43 pm

Letter type BSS to send ~ → F.A.  N.F.A  N/A  ~Letter type must be selected, select N/A if mailing address is unavailable

Officer: Sam Kelly (Print) Kelly (Signature) 19 May 2016 12.43pm (Date) (Time)

Data entry completed  Letter sent (if applicable)  BSS Member (Print): Kelly

ENTERED  
27 MAY 2016

N.Y. Spas & Nails



**ACT**  
Government  
Health

[Redacted]

File No: 03/754

New York Spas & Nails  
Shop EG07C  
Canberra Centre  
Bunda Street  
Canberra City 2601

Dear [Redacted]

**Infection control inspection conducted 14 October 2015**

Infection control practices at New York Spas & Nails (Civic) are in accordance with *ACT Health Infection Control Guidelines for office practices and other community based services 2006*.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

14 October 2015



**ACT**  
Government  
Health

[Redacted]

File No: 03/754

New York Spas & Nails  
Shop EG07C  
Canberra Centre  
Bunda Street  
Canberra City 2601

Dear [Redacted]

**Infection control inspection conducted 10 June 2015**

Infection control practices at New York Spas & Nails Civic will be in accordance with *ACT Health Infection Control Guidelines for office practices and other community based services 2006* when the following recommendation is implemented:

- Ensure all linen and towels are washed using hot (>65°C) wash or in a cooler wash with a sanitiser added. Examples of sanitisers include Napisan™, Canesten Hygiene Rinse™ or Dettol Sanitising Laundry Rinse™ (available in supermarkets).

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer  
Infection Control  
Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

10 June 2015



**ACT**  
Government  
Health

[Redacted]  
New York Spa & Nails  
[Redacted]

File No: 07/1609

Dear [Redacted]

**Infection control inspection conducted 7 December 2016.**

Infection control practices at New York Spa & Nails Canberra Centre are in accordance with *ACT Health Infection Control Guidelines for office practices and other community based services 2006*.

Please contact me on 6205 1376 if you have any questions regarding the inspection, the translations or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer,  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

9 December 2016



**ACT**  
Government  
Health

[Redacted]

File No: 07/1609

New York Spa & Nails

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 6 June 2016.**

Infection control practices at New York Spa & Nails Canberra Centre will be in accordance with *ACT Health Infection Control Guidelines for office practices and other community based services 2006* when the following recommendations are implemented:

- Paper towel located next to the hand wash basin may be contaminated by splashes of hand wash water.
  - Move paper towel to where it will not be splashed or wall mount a paper towel dispenser to protect the paper towel.
- Remove sticky tape from the front of the hand wash basin cabinet as this cannot be easily cleaned.
- Linen and towels must be washed in either a hot wash (>65°C) or a cooler wash where a sanitiser (such as Napisan™) is added.

A copy of the Vietnamese translations of *ACT Health Infection Control Information for Nail Salons* has been left at the salon; please ensure your staff read these.

Please contact me on 6205 1376 if you have any questions regarding the inspection, the translations or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer,  
Infection Control | Health Protection Service  
Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

6 June 2016



**ACT**  
Government  
Health

[Redacted]  
New York Spa & Nails  
[Redacted]

File No: 07/1609

Dear [Redacted]

**Infection control inspection conducted 22 September 2015.**

Infection control practices at New York Spa & Nails Canberra Centre (formerly Professionail) will be in accordance with *ACT Health Infection Control Guidelines for office practices and other community based services 2006* when the following recommendations are implemented:

- If refilling soap containers, both the pump and container must be washed with detergent and dried before refilling. Single use containers are recommended.
- Paper towel located next to the hand wash basin may be contaminated by splashes of hand wash water.
  - Move paper towel to where it will not be splashed or wall mount a paper towel dispenser to protect the paper towel.
- Wipe over the handpiece with a detergent based cleaner after each customer.
- Apply 70% alcohol to the foot spas after cleaning, in accordance with the ACT Health Foot Spa Cleaning instructions.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer,  
Infection Control | Health Protection Service

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

25 September 2015



**ACT**  
Government  
Health

File No: 07/1609

[Redacted]

Professional

[Redacted]

Dear [Redacted]

**Infection control inspection conducted 10 June 2015.**

Infection control practices at Professional Canberra Centre (trading as New York Spa & Nails ) will be in accordance with *ACT Health Infection Control Guidelines for office practices and other community based services 2006* when the following recommendation is implemented:

- Paper towel located next to the hand wash basin may be contaminated by splashes of hand wash water.
  - Move paper towel to where it will not be splashed or wall mount a paper towel dispenser to protect the paper towel.

As the name of the salon has been changed an *Infection Control Application to Vary Licence* form was left at the salon. This form must be completed and signed by you as the licensee. The current licence for Professional must be returned with the form.

Please contact me on 6205 1376 if you have any questions regarding the inspection or any other infection control issues.

Yours sincerely

Sam Kelly  
Public Health Officer, Infection Control  
Health Protection Service

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611

11 June 2015