



**A U S T R A L I A N
R E T A I L E R S
A S S O C I A T I O N**

V I C T O R I A



**Australian Retailers Association Victoria
Hairdressing and Beauty Industry Association
Australian Beauty Committee**

Review of the Health Act 1958

Draft Policy Paper
For consultation

1. Contents

1. Contents	2
2. Scope of Submission	3
3. Background	3
4. About the Hairdressing and Beauty Industry	4
5. Conclusion	6

2. Scope of Submission

2.1. This submission is provided by the Australian Retailers Association Victoria and the Hairdressing and Beauty Industry Association (incorporating the Australian Beauty Committee) on behalf of the Hair and Beauty Industry. This submission is in response to the Review of the Health Act 1958 draft policy paper November 2005 by the Department of Human Services.

3. Background

3.1. The Australian Retailers Association Victoria is the Victorian Division of the Australian Retailers Association, an employer association registered as an organisation under the Workplace Relations Act 1996 and is the peak organisation for retail employers in Victoria.

3.2. The ARAV represents the retail industry in Victoria, which consists of more than 35,000 retail businesses, employing hundreds of thousands of Victorians.

3.3. Members of the ARAV vary in size and composition and include most national chain retailers in all sectors of the industry.

3.4. However the ARAV predominantly consist of small retail members, with some 85% of the ARAV membership consisting of employers with less than 20 employees. The ARAV is therefore also an advocate for retail small businesses as well as the retail industry generally.

3.5. The ARAV also has approximately 1,200 hairdressing and beauty industry member employers, through their dual membership of the Hairdressing and Beauty Industry Association ("the HBIA") and the ARAV.

3.6. The ARAV / HBIA provides comprehensive services to its members in employment related areas providing industry level industrial relations advocacy, representation in award matters, assistance in employment policy development, representation in unfair dismissal and equal opportunity matters, assistance in agreement making, as well as providing occupational health and safety and WorkCover advice to members.

4. About the Hairdressing and Beauty Industry

4.1. The Hairdressing and Beauty Industry employs on average 2/3 employees per salon and its members are amongst the smallest business groups of the ARAV. The terminology hair and beauty is very broad and covers a vast range of services. The industry has strived to achieve a high level of professionalism and care and currently operate effectively under the self regulatory environment.

The industry however recognises and supports the regulation and registration of those establishments providing skin penetration services within the greater industry.

The HBIA and industry have been greatly involved in the development of the high standard of training that occurs within the beauty and related fields which is a part of the National Training System. Indeed the HBIA and industry have continued to push the line of quality training and qualifications as a means of self regulatory processes.

Refer to attached hygiene competencies from the Training Package

This form of self regulation has proven to be effective with very little or no complaints regarding the services offered by the beauty sector. The HBIA is currently developing a best practise model for industry which will assist in further enhancing the self regulatory model.

The HBIA deals with a number of consumer complaints which are referred to the HBIA from Consumer Affairs. The HBIA can support that over the period of many years no complaints have been received in regards to services or negative outcomes from services offered by the beauty sector.

Further analyses with HBIA's two recommended insurance companies Guild and Countrywide Tolstrup, who have been insuring the industry for in excess of 15 years, have provided us information that they have not received any complaints as a result of services provided by the Beauty Industry. Further to this, data received from local councils has also indicated little or no complaints received regarding this sector.

Refer to Figure 1 attachment (feedback from local councils)

The Associated Beauty Committee and HBIA is keen to understand the reasons behind the risk assessment formed by DHS when it is clear that there have been few complaints made regarding beauty salons and that the self regulatory environment is indeed proving to be effective.

The industry also has concerns that the auditing of businesses in this process will undoubtedly lead to increased expenses to small business.

- 4.2. The HBIA and Associated Beauty Committee were committed contributors to the completed Health Guidelines for personal care and body art industries. Indeed it is fair to say that it has been disappointing that although a lengthy and thorough consultation occurred for the Health Guidelines taking some 3 years to complete that many key issues were not satisfactorily resolved for the beauty industry, leading to additional unnecessary procedures which hamper the effective operation of small business. This is naturally what concerns industry greatly about this process that even further unnecessary regulations could make it more difficult for this small business sector to operate.
- 4.3. Food retailers are already required to submit food safety plans to local councils. While the template system created by Food Safety Victoria does greatly assist in this process the compliance regimes do create a burden to small businesses. The ARAV also receives regular anecdotal complaints from members regarding inconsistent application of compliance audits by local councils. Similar feedback has also been received from Hair and Beauty members regarding the Guidelines and their interpretation by Environmental Health Officers. Initially audits carried out on food premises were free and now carry a hefty fee of upwards of \$1500 on small premises. The nature of the small business sector of hairdressing and beauty salons simply could not afford this scenario. Is this ultimately where this will lead?
- 4.4. The Industry is extremely conscious of the critical need to ensure that the transmission of infectious diseases is prevented and that at all times consumers are serviced in a clean and hygienic environment. The industry supports and contributes to the National Training Packages and is an active participant in its review process.

5. Conclusion

- 5.1. The Industry firmly believes that the current regime of self regulation is working effectively in protecting public health. The instigation of further legislative compliance will unduly affect thousands of small businesses and provide little or no benefit to public health. The Industry is very active in promoting professional competencies and skills through education, training and support mechanisms and is highly customer (therefore public) focused. It is in the Industry's best interest (and it's the law) to operate a safe environment and is doing so on an ongoing basis.
- 5.2. The ARAV and HBIA appreciate the opportunity to put forward this submission and look forward to a favourable outcome.

7 February 2006
Australian Retailers Association Victoria
Hairdressing and Beauty Industry Association Victoria

(Figure 1)
Table of Complaints

Council	Number of Complaints	Dates Contacted
Casey	Very few	3/2/06
Hume	5 over 3 / 4 year period	3/2/06
Knox	Few	3/2/06
Maroondah	2 over 2 / 3 years	3/2/06
Melbourne	Very few	3/2/06
Monash	Very Few	3/2/06
Stonnington	3 a year approx	3/2/06