

## *INTRODUCTION*

### Designed to assist:

- Operators of Higher Risk Personal Appearance Service Businesses
- Intending operators of Higher Risk Personal Appearance Service Businesses
- Builders
- Accountants
- Solicitors
- Shopfitters

This guide is intended to assist in ensuring that proposed Higher Risk Personal Appearance Service Businesses meet the requirements of the "Public Health (Infection Control for Personal Appearance Service) Act 2003", and to help minimise delay in obtaining Health & Regulatory Services Branch approval and subsequent Licensing of the business.

The correct construction, maintenance and operation of Higher Risk Personal Appearance Service Businesses is one way of ensuring that the general community is protected from exposure to communicable skin infections, diseases and nuisance infestations. To assist in the planning and licence of Higher Risk Personal Appearance Service Businesses, the Licensing and Approvals Section of Gold Coast City Council's Health & Regulatory Services Branch has designed its operations as a two (2) stage process, each intending to have a maximum of a ten (10) day approval period (the ten (10) business day approval period starts at the completion of Town Planning compliance checks). You can assist with reducing unnecessary Town Planning investigations by completing all forms in detail.

Our Environmental Health Officers are happy to offer advice and guidance at any stage of the process, and can be contacted on (07) 5581 6220.

For your convenience we have also included contact numbers for other authorities that you may need to consult with in order to establish your business.

**N.B.** Please note that it is the applicant's responsibility to ensure that the premises complies, or will comply, with all relevant legislation, standards and requirements.

# Higher Risk Personal Appearance Services

## LICENCE

The definition of Higher Risk Personal Appearance Service is:-

A personal appearance service involving any of the following skin penetration procedures, in which the release of blood or other body substances is an expected result:

- Body piercing, other than closed ear or nose piercing
- Implanting natural or synthetic substances into a person's skin, eg. Hair or beads
- Scarring or cutting a person's skin using a sharp instrument to make a permanent mark, pattern or design
- Tattooing (including cosmetic tattooing or semi-permanent makeup)

The Queensland "*Public Health (Infection Control for Personal Appearance Service) Act 2003*" requires the person who uses any premises to carry out a process of Higher Risk Personal Appearance Service, to be a holder of a certificate of licence for that establishment for the process, with the supervising local authority, in this case the Gold Coast City Council.

A Licence is granted, subject to compliance with the "*Public Health (Infection Control for Personal Appearance Services) Act 2003*", to a person and remains with that person. The holder of the licence is referred to as the licensee. A licence for a Higher Risk Personal Appearance Service establishment is transferable.

To assist you in fully understanding all health related requirements, you may obtain a copy of the legislation from any Queensland Government Bookshop. (For the location of your nearest office contact (07) 3246 3399 or 1800 679 778 or check the website at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)).

### **WHAT DOESN'T NEED TO BE LICENSED?**

Some businesses are not required to be licensed with the Gold Coast City Council, and include the following:-

- Medical Practices
- Physiotherapy
- Chiropody
- Dental Clinics
- Closed Ear Piercing Only

Should your business not fall within operations of the above activities, please proceed to the *Summary of the Licence Process*.

# Higher Risk Personal Appearance Service

## SUMMARY OF THE LICENCE PROCESS

For explanation of each step, please read on

<b>STAGE 1</b>	<b>STAGE 2</b>	
This stage refers to proposed premises and alterations to existing premises	Essentially refers to procedures at the time of sale, i.e. transfers to new occupiers	
<b>Phase 1</b> Plan Approval Stage	<b>Phase 1</b> Plan Approval Stage	<b>Phase 2</b> Approval to operate
	Not usually required as the premises has already been constructed and operating. Applies if alterations/ renovations are to be carried out by the new occupier (see Stage 1 Phase 1)	Obtaining a Licence in the name of the new occupier.
<input checked="" type="checkbox"/> <b>Tick when completed</b>		
<input type="checkbox"/> <b>Step 1</b> Contact Town Planning <input type="checkbox"/> <b>Step 2</b> Contact Environmental Health Officer <input type="checkbox"/> <b>Step 3</b> Contact Building <input type="checkbox"/> <b>Step 4</b> Contact Plumbing <input type="checkbox"/> <b>Step 5</b> Contact Trade Waste <input type="checkbox"/> <b>Step 6</b> Contact Local Law - Advertising Signs <input type="checkbox"/> <b>Step 7</b> Contact Relevant Government Bodies e.g. Work Place Health & Safety <input type="checkbox"/> <b>Step 8</b> Complete Required Application Forms <input type="checkbox"/> <b>Step 9</b> Lodging your Plans together with fees <input type="checkbox"/> <b>Step 10</b> Decision on Plan Assessment Approval to Proceed	<input type="checkbox"/> <b>Step 1</b> If alterations are proposed see Stage 1 Phase 1. If not, see Stage 2 Phase 2	<input type="checkbox"/> <b>Step 1</b> Contact Environmental Health Officer <input type="checkbox"/> <b>Step 2</b> Applying for a transfer of Licence <input type="checkbox"/> <b>Step 3</b> Advertising Device Approval <input type="checkbox"/> <b>Step 4</b> If alterations required, See Stage 1 Phase 1 <input type="checkbox"/> <b>Step 5</b> Issuing the Approval to Operate

# Higher Risk Personal Appearance Services

## STAGE 1

### ***PROPOSED NEW PREMISES, RENOVATIONS and ALTERATIONS***

The steps outlined in Phase 1 and Phase 2 below will need to be followed if you are: i) planning to licence new premises; or ii) proposing to alter the structure of an existing premises. Or (ii)

**NOTE:** You will need to complete the necessary application forms (as included in kit), and pay the required fees (see Table 1) when you lodge your plans.

#### PHASE 1

##### **PLAN APPROVAL STAGE (Getting your plan approved)**

###### **STEP 1 :**

###### **TOWN PLANNING APPROVAL**

First contact the Council's Town Planning Branch to seek advice to conduct your business in the location you have chosen, or alternatively to change the classification of the business currently operating there.

**For Town Planning enquiries telephone (07) 5582 8708** (between 8.00 am and 4.40 pm, Monday to Friday)

###### **STEP 2 :**

###### **CONTACT ENVIRONMENTAL HEALTH OFFICER**

The best way to start planning your business. Information is available on structural elements, shop design, work flow design and hygiene hazard identification.

**For more information regarding Health matters, telephone (07) 5581 6220** (between 8.00 am and 4.40 pm, Monday to Friday)

###### **STEP 3 :**

###### **BUILDING PLAN APPROVAL**

After receiving Town Planning advice, you should contact Building & Technical

Services. Building approvals are required for change of class, partition changes, structural changes or alterations to the shop front. For further information on **Building Approvals telephone (07) 5582 8184** (between 8.00 am and 4.40 pm, Monday to Friday)

###### **STEP 4 :**

###### **PLUMBING APPROVAL**

If you are installing sinks, hand basins, or floor wastes etc., or making alterations to existing plumbing work, you will need approval from our Plumbing & Drainage Section.

For information regarding **Plumbing Approvals telephone (07) 5582 8393** (between 8.00 am and 4.40 pm, Monday to Friday)

###### **STEP 5 :**

###### **TRADE WASTE DISCHARGE APPROVAL**

Liquid waste produced from your operations may not be suitable for discharge to the sewer or may require treatment before discharge.

For further information on **liquid waste discharges telephone the Customer Liaison Officer in our Retail Services Section on (07) 5581 6126** (between 8.00 am and 4.40 pm.)

###### **STEP 6 :**

###### **ADVERTISING SIGNS**

Signs may require approval and licensing under Council's Advertising local laws. You should contact the Licensing and Approvals Section before you erect or display signs on the premises.

For more information **regarding all advertising devices, telephone (07) 5581 6993** (between 8.00 am and 4.40 pm, Monday to Friday)

# Higher Risk Personal Appearance Services

## STAGE 1

### PROPOSED NEW PREMISES, RENOVATIONS and ALTERATIONS (continued)

#### STEP 7 :

##### RELEVANT GOVERNMENT BODIES

The following government bodies may need to be made aware of your proposed business:

Registration of your premises as a workplace:

Division of Workplace Health & Safety  
(State Government)  
Phone: 1300 369 915

Other relevant advice may be obtained from:

Smart Licence (Queensland Business Licence Information Centre)  
Phone: 1800 061 631

#### STEP 8 :

##### COMPLETING APPLICATION FORMS

Complete and lodge the Licence and Application forms together with the appropriate fees (see Table 1) at one of our Customer Service Centres.

#### STEP 9 :

##### LODGING YOUR PLANS AND REQUIRED DOCUMENTATION

Plans and associated documentation along with the relevant fees (see Table 1) can be lodged at GCCC Customer Service Centres (refer to page 8).

The following information must be taken into consideration when having your plans drawn.

1. You will need to submit **TWO (2) COPIES OF YOUR PLANS (DRAWN TO SCALE)** and have them approved before construction, renovations or

alterations of a premises can be carried out.

2. THE PLANS ARE REQUIRED TO INCLUDE A SITE PLAN, FLOOR PLAN LAYOUT, SECTIONS AND ELEVATIONS AND INCLUDE SPECIFICATIONS AND DETAILS OF FINISHES TO FLOORS, WALLS , CEILINGS, FIXTURES, FITTINGS AND APPLIANCES.
3. The following MINIMUM scales should be used on plans:  
Site Plan:..... 1:200  
(including car parking, refuse area)  
Floor Plan: ..... 1:100  
Sectional Elevations: ..... 1:50

#### Plan Standards

When preparing your plans be sure to include all necessary plans and information as required in this guide.

# Higher Risk Personal Appearance Services

## STAGE 1

### **PROPOSED NEW PREMISES, RENOVATIONS and ALTERATIONS (continued)**

#### HELPFUL HINTS

##### **Structural Standards**

The Council's standards for the construction, alteration and operation of Higher Risk Personal Appearance Service businesses provides specific information on the structural requirements for premises. Copies are available from Gold Coast City Council Customer Service Centres (refer to page 8).

##### **STEP 10 :**

##### **DECISION ON PLAN ASSESSMENT**

The area Environmental Health Officer will assess and approve your plans as it applies to the "*Public Health (Infection Control for Personal Appearance Services) Act 2003*". The covering letter will advise you that further approval may be required from Building and from Plumbing (see Steps 3 and 4 for telephone enquiry numbers). It is your responsibility to ensure any necessary approvals are obtained.

##### **HOW LONG WILL IT TAKE?**

Your plans, i.e. the application under "Public Health (Infection Control for Personal Appearance Service) Act 2003", to fit out the premises will be assessed within ten **(10) working days of receipt of Town Planning clearance**. You can assist us by completing all sections of the application forms.

NB: Approval to proceed granted by the Licensing and Approvals Section of the Council's Health & Regulatory Services Branch, does not include approval for construction and plumbing works. All building, plumbing and drainage works to be approved by Council's relevant sections prior to construction.

## PHASE 2

### **APPROVAL TO OPERATE (Obtaining your licence)**

##### **STEP 1 :**

##### **ARRANGING THE FINAL ASSESSMENT**

When the building work and fit out is completed, you are required to contact the Assessing Environmental Health Officer (name can be found on top of your approval letter), and arrange a time to inspect the premises before opening for business. **(You must not operate without final approval)**

##### **STEP 2 :**

##### **ISSUING THE APPROVAL TO OPERATE (LICENCE)**

Approval to operate may be given on the date of assessment subject to compliance with the "*Public Health (Infection Control for Personal Appearance Services) Act 2003*". Provided all documentation and major requirements are complete, then a Licence will be issued.

##### **HOW LONG WILL IT TAKE?**

You should receive your Approval to Operate (Licence) within five (5) working days of completion of Final inspection by the Environmental Health Officer.

# Higher Risk Personal Appearance Service

## STAGE 2

### EXISTING

### BUSINESS BEING SOLD

#### PHASE 1

##### APPROVAL TO PROCEED (The plan approval process)

Unless alterations or renovations are proposed to the business being sold, you will not normally be required to go through the plan approval procedure. Please check with the Environmental Health Officer to confirm that plan approval is not required.

**NOTE:** It is recommended that the purchaser obtain a search report of the business well in advance of the sale date, to ascertain whether the business complies with relevant Council requirements.

For further information on searches contact the Search Coordination Unit on (07)5581 6490

#### PHASE 2

##### APPROVAL TO OPERATE (Application for Licence)

When purchasing a licensed Higher Risk Personal Appearance Service establishment you will need to complete the following steps:

##### STEP 1 : APPLYING FOR A CERTIFICATE OF Licence

Complete and lodge with the appropriate fee (see Table 1) an application for a transfer of licence at any of the Customer Service Centres listed (refer to page 8). A licensee can apply to transfer the existing licence to another person. Therefore the

signature of the existing licensee must be provided on the form.

##### STEP 2 : ADVERTISING DEVICES APPROVAL

If new advertising devices are to be erected for the business, you will need to contact the Licensing and Approvals Section for advice and approvals. For Licensing and Approvals Section telephone (07) 5581 6993.

##### STEP 3 : ADDITIONAL INFORMATION REQUIRED

If you have plans to alter the business you are buying, see Stage 1 Phase 1. A Customer Service Officer at your nearest Customer Service Centre will be able to advise you.

##### STEP 4 : ARRANGING THE FINAL ASSESSMENT

After receiving your application, and if necessary, an Environmental Health Officer will contact you to organise an appropriate time for an assessment of the premises. An inspection may not be required depending on date of previous inspections, age of premises, etc

##### STEP 5 : ISSUING THE APPROVAL TO OPERATE (LICENCE)

Approval to operate is subject to compliance with the provisions of the "Public Health (Infection Control for Personal Appearance Services) Act 2003". Provided all documentation and major requirements are complete, then a Licence will be issued.

# Higher Risk Personal Appearance Service

## STAGE 2

### EXISTING

#### ***BUSINESS BEING SOLD (continued)***

#### **HOW LONG WILL IT TAKE?**

You should receive your approval to operate (Licence) within five (5) business days of completion of final inspection by the Environmental Health Officer

#### **HELPFUL HINTS**

1. Lodge your application and fees at least two (2) weeks prior to the date on which settlement of the sale is planned.

#### **PAYING FEES or CHARGES**

You may pay at any GCCC Customer Service Centre by using:

- Cash
- Personal or Bank Cheque
- EFTPOS
- Credit Card

#### **WHAT IF I HAVE TROUBLE - HELP!**

If you have any difficulty completing the forms or understanding the procedures you are required to follow, please don't hesitate to contact the Health & Regulatory Services Branch on (07) 55 816220

#### **ADDITIONAL INFORMATION INCLUDED IN THIS KIT**

Table 1: Table of Fees  
Appendix 1: Sample Plan

#### **Customer Service Centres**

##### **SURFERS PARADISE**

135 Bundall Road  
SURFERS PARADISE Q 4217

##### **NERANG**

Nerang-Southport Road  
NERANG Q 4211

##### **COOLANGATTA**

Level 3  
Showcase on the Beach  
71 Griffith Street  
COOLANGATTA Q 4225

##### **BURLEIGH HEADS**

Cnr. Ocean Street and Park Avenue  
BURLEIGH HEADS Q 4220

##### **BEENLEIGH**

12 James Street  
BEENLEIGH Q 4207

##### **PALM BEACH**

26 Eleventh Avenue  
PALM BEACH Q 4221



# Higher Risk Personal Appearance Service

## TABLE ONE

### FEES

APPLICATION TO ESTABLISH BUSINESS INCLUDES ISSUE OF LICENCE - \$361

#### PERIOD OF APPROVAL

The Licence period operates on a twelve (12) month basis, commencing on anniversary of approval to operate.

#### TRANSFER OF LICENCE

**Transfer fee \$57.00**

Transfers - are **applicable**.

New operators in existing premises are to seek a transfer of licence prior to settlement.

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FOR FURTHER INFORMATION OR ADVICE  
PLEASE CONTACT COUNCIL'S HEALTH &  
REGULATORY SERVICES BRANCH  
ON (07) 5581 6220 or  
WRITE TO:

CHIEF EXECUTIVE OFFICER  
GOLD COAST CITY COUNCIL  
PO BOX 5042  
GOLD COAST MAIL CENTRE 9729

LAST REVISION JULY 2004  
P HINGST  
CHECKED BY

APPROVED:  
COORDINATOR LICENSING AND  
APPROVALS SECTION  
P HINGST