



The Hairdressers Registration Board of Western Australia

Newsletter Issue Four - Fourth Quarter, 2008

Sale of Hairdressing Products to Non-Hairdressers – Update

The following key objectives and methods for implementation were proposed by a sub-committee of the Board of HRBWA and subsequently accepted by the Board on Wednesday 26th November:-

KEY OBJECTIVE:

To prevent unregistered or semi skilled people from using potentially hazardous chemicals and practicing hairdressing, thus jeopardising the safety and health of consumers.

PROPOSED METHODS:

a) To enlist the support of and agreement from hairdressing product suppliers that they will only supply professional hairdressing products to holders of a WA Hairdressers Registration Certificate or a WA Trade Certificate.

b) To develop an identification card system that lists a hairdresser's classification and qualification to establish and validate their access to hazardous chemical products.

c) To undertake an educational campaign outlining to salon owners and suppliers their role in the provision of professional product to hairdressers; identify their moral and legal obligations and, most importantly, their duty of care.

d) To initiate an advertising campaign to inform consumers of the dangers they may be exposed to by allowing unqualified and semi-skilled people to apply professional chemical products to their hair. Direct them to the HRB website to allow them to make an informed decision and check the qualifications of anyone claiming to be a hairdresser.

The next step will be to meet again with product suppliers in order to finalise a policy and establish an agreement with all participants. This meeting is scheduled to occur during the first quarter of 2009.

Compliant Salons

The Board would like to take this opportunity to thank the following salons and the hairdressers for their continued compliance during the HRB's inspections. The Board would like to commend these salons for being able to produce the registration certificates of their staff member at each inspection and being co-operative towards our board inspectors during the course of their duty. The following salons have been compliant during their last three inspections:

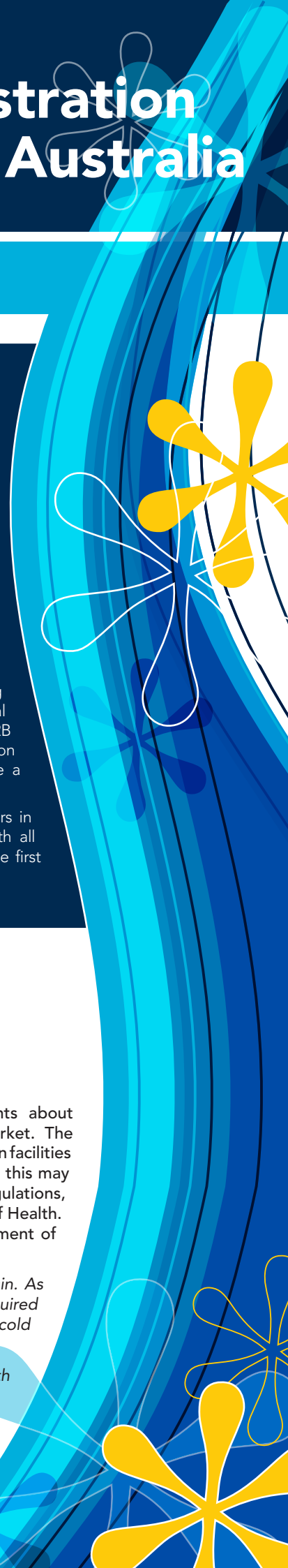
- Chop & Change Hair Studio – Swan View
- High Wycombe Hair & Beauty – High Wycombe
- Checker's Mens Hairdressing – Forresterfield
- Price Attack – Warwick
- Volona & Associates – Forresterfield
- Barberslane Barber Shop – Victoria Park
- Mary's Hair Braiding & Weaving – Victoria Park
- Fluid Hair – Victoria Park

Market Salon Under Investigation By The Department of Health

Recently the Board received a number of complaints about hairdressing services being conducted at a local market. The complaints inferred that there were inadequate wash basin facilities at this particular location. As the Board considered that this may be a breach of the Hairdressing Establishment Regulations, contact was made with Worksafe and the Department of Health. The following response was received from the Department of Health:

"The main issue is the requirement to have a wash basin. As there is only one work station one wash basin is required under Regulation 4(d), 5(1) & 5(2) (a) requiring hot & cold water and drainage point.

"However with the adoption of the proposed Public Health Act there is a move towards a risk based approach. This approach involves hazardous identification, risk assessment, hazard control and evaluation from an infection and disease control perspective. Under this approach if an evaluation found minimal risk then the operation could possibly meet future hairdressing requirements."



Report on Chemical Burns on Clients at Hairdressing Salons in NSW and the Call to Regulate the Industry

On the 7 November 2008 Today Tonight aired a segment on hairdressing chemical burns and the call to regulate the hairdressing industry Australia wide. A transcript of the story is available on our website under [Navigation Key ~ Other ~ Hairdressing Horror Stories](#) for you to read.

Following is an extract from the transcript:

Compere: Matthew White Interviewees: Danielle Skaff – Victim; Sharna Fragolini – Victim; Mother of Sharna Fragolini; Christina Arculi – Hair & Beauty Australia

MATTHEW WHITE: A call from within to help one of our billion dollar industries. Hairdressing professionals want new regulations to prevent the horror stories that have been happening for years. With no uniform licensing laws anyone can open a salon but now the industry itself is concerned as more customers suffer the agonising after effects of chemical burns.

DANIELLE SKAFF: It was bloody and pussy (sic) and really, really infected. So he said you have to go to the doctors soon as possible.

CHRISTINA ARCULI: We do feel the Government doesn't treat our hair and beauty industry seriously enough.

SHARNA FRAGOLINI: Pretty serious. Just like, yeah, when you fry bacon in a pan that's what's happened to my head. It's just come up in bubbles.

REPORTER: Going to the hairdressers is leaving some customers with chemical burns and lifelong scars.

CHRISTINA ARCULI: It felt like my head was on fire. It was agonising.

DANIELLE SKAFF: And then after maybe two hours it started to burn a lot on the top of my head and it was really, really painful.

REPORTER: Danielle Skaff and Sharna Fragolini are the latest victims of chemical burns. Both teenagers visited salons for colour and foils expecting a glamorous makeover but the result was the opposite. Sharna's mother was devastated.

MOTHER OF SHARNA FRAGOLINI: It wasn't until two weeks later when the blisters were so badly infected that I just went back and I said I demand my money back.

DANIELLE SKAFF: Two weeks on it was still really sore and it was still weeping and it was - when I felt it, it was like blood and pus. And I went to the medical centre and I met a doctor

and she said this is a chemical burn to your skull.

UNIDENTIFIED FEMALE: That is awful.

DANIELLE SKAFF: That's terrible.

UNIDENTIFIED FEMALE: That is the worst picture.

REPORTER: It took three course of antibiotics and twice daily dressings for weeks on end before the wound on the back of Danielle's head healed. And now four months on she's left with this. Oh, oh dear. Yeah, there's no hair there at all, is there.

The constant occurrence of this type of incident is what has prompted the HRB to meet with Product Suppliers in the hope that a policy can be put in place to avoid hazardous professional chemicals falling into the wrong hands.

The news story further went on to outline the eastern states desire to regulate their industry as it is done in Western Australia:

REPORTER: Christina Arculi is the vice president of Hair and Beauty Australia, a professional association concerned that hairdressing is one of only a few trades without a government body responsible for the industry.

CHRISTINA ARCULI: Because we are in an industry that makes people feel and look good, that the Government might think we're just here to, you know, only do that. But we are dealing every day with chemicals, with colours, with skin preparations, and things that should be taken seriously.

REPORTER: Originally hairdressing was a licensed industry but once you had one it could never be cancelled and there was very little monitoring of it. So instead of fixing the problem each state government decided it was easier to simply abolish the licensing system. So now the industry is deregulated with little or no monitoring except in Western Australia where both hairdressers and salon owners have to renew their licences every year. Professionals say this is the best way to control the quality in the industry.

CHRISTINA ARCULI: They didn't feel that we were an industry that needed to be regulated so heavily, that licensing was just more paperwork they didn't need to do, and that's why it was taken away from us. It was not something we wanted, it was just done for us.

REPORTER: So they've actually made it worse than what is was before.

Hair Extensions – Sharp Increase in Consumer Complaints

Last year of the 100 or so complaints that were made to the HRB, approximately 40 were written complaints. Statistically almost 40% of those written complaints are about hair extensions. The Board is concerned about the quality and application of hair extensions by a number of salons and suggests that salon owners and hairdressers should be cautious about advertising and practicing hair extensions as a service unless they are confident that the person employed to perform this service is registered and qualified to do so.

Christmas Office Hours

The HRB office will be closed from Thursday 25 December 2008 to Sunday 4 January 2009 inclusive. Board members and staff at the HRB would like to wish you all a happy and peaceful Christmas and New Year.

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