

Health and Hygiene Bylaw and Control Review 2026

Summary of feedback received during Auckland Council's public consultation from 4 May to 7 June 2026

Analysis by Auckland Insights | Democracy and Engagement

Summary of feedback on our Health and Hygiene Bylaw and Control Review

Te take mō te pūrongo | Purpose of the report

This report summarises feedback received on the proposal to improve Health and Hygiene Bylaw and Control public consultation in between 4 May and 7 June 2026.

This report does not include any advice or recommendations for decision making.

Whakarāpopototanga matua | Executive summary

TOTAL SUBMISSIONS RECEIVED: 58

Aucklanders access a wide range of services that carry potential health and safety risks, including health treatments, personal care services (e.g. tattooing, acupuncture, laser treatments), and public facilities such as swimming pools. These activities can involve skin penetration, burns, or exposure to infection. While most harms are minor, some services present higher risks, including transmission of blood-borne viruses, laser-related injuries, and waterborne illnesses.

A review of the current Bylaw and Code of Practice identified opportunities to better align requirements with risk levels, current industry practices, and technical guidance. Key proposals include removing licensing requirements for lower-risk services while maintaining hygiene standards, updating rules to reflect modern practices, and requiring providers to hold appropriate qualifications.

This consultation allowed people to give feedback on:

- General rules that apply to where and how people provide services with health and safety risks
- Specific rules for different types of services that can pierce, burn, or break the skin or spread infections - including piercing, electrolysis, scarification, tattooing, colon hydrotherapy, exfoliation, manicures and pedicures, massage, hair removal, sunbeds, laser treatments, and public swimming pools
- Anything else not covered by these questions.

This report provides top-line results on all questions only. As a result, this report does not address common themes or suggested changes to the proposals. More detailed consideration of all feedback will be included in advice the Regulatory Practice team will present to the Health and Hygiene Bylaw Panel at their deliberations in August.

Feedback on this consultation was received through written channels (including online and printed feedback forms, as well as emails).

In the report that follows, percentages are based only on submissions which responded to the relevant topic. Feedback is presented separately for individuals and organisations. While submissions from organisations are each counted as one submission, their responses are separated to acknowledge they represent the views of many and/or those with subject matter expertise.

Feedback

Most consultation items did receive more than 20 pieces of feedback.

An overview of the consultation questions receiving the most feedback includes:

- **General rules for all premises**
    - 29 pieces of feedback overall
    - 14 of the 22 individual responses fully supported the proposal, six did not fully support of oppose it, two did not support it at all
    - Three organisations fully supported the proposal, three did not fully support of oppose it, and one did not support it at all.
- **General rules about providing services**
    - 38 pieces of feedback overall
    - 12 of the 25 individual responses fully supported the proposal, 11 did not fully support of oppose it, two did not support it at all
    - Two organisations fully supported the proposal, 10 did not fully support of oppose it, and one did not support it at all.
- **General requirements for all services that intentionally pierce the skin**
    - 30 pieces of feedback overall
    - 10 of the 19 individual responses fully supported the proposal, seven did not fully support of oppose it, two did not support it at all
    - Four organisations fully supported the proposal, and seven did not fully support of oppose it.
- **General requirements for all services that intentionally break the skin**
    - 30 pieces of feedback overall
    - 17 of the 21 individual responses fully supported the proposal, two did not fully support of oppose it, two did not support it at all
    - Five organisations fully supported the proposal, and four did not fully support of oppose it.

Almost all more specific proposals were more supportive than not.

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Urupare | Feedback

This section of the report summarises the feedback received. Each analysis of the consultation questions begins with the question and response wording.

This report provides top-line results on all questions only. As a result, this report does not address common themes or suggested changes to the proposals. More detailed consideration of all feedback will be included in advice the Regulatory Practice team will present to the Health and Hygiene Bylaw Panel at their deliberations in August.

All feedback received is processed and included in the overall analysis with the following exceptions:

- Feedback submitted under a clear and obvious false identity have been excluded.
- Where there are multiple submissions from the same individual, only the most recent has been included (under the assumption this represented their final view) unless the submissions answered different questions (where their responses would be combined into one record).
- Where there are multiple submissions from the same organisation, submissions have been merged into one record, or where it is not clear that the submission is from an official representative of the organisation the submission has been counted as individual feedback.

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1. GENERAL RULES FOR ALL PREMISES

(Including permanent, mobile and temporary premises)

The proposed Control has rules for how to construct, maintain and equip the areas where services are provided. These rules apply to permanent premises, mobile and temporary premises, which can include dwellings (for example a business operating out of a home).

These general rules are about four topics:

- The general condition of premises
- Work areas
- Supplies and storage
- Clean areas.

Our proposal makes the following key changes from the current rules:

For the general condition of premises

- Combine the current rules for permanent premises and for mobile and temporary premises into one Part.
- Replace specific lighting requirements with a rule that premises must have adequate lighting for enabling cleaning and inspections, to make the rules more practice and easier to comply with.
- Add related information notes about other regulations that are relevant to premises and about the New Zealand Building Code's requirements for ventilation and lighting.
- Minor edits to group related rules together (for example all of the rules about repairs).

For work areas

- Add related information about the New Zealand Building Code's requirements for the disposal of foul water on permanent premises, including drainage and the gradient of plumbing.
- Add that, in mobile and temporary premises, the method of separating the clean work areas from other activities must prevent the aerosols (such as blood droplets) and liquids from spreading to any other part of the premises and can include providing a defined area where only the provider and recipient are allowed
- Add best practice notes about the separation of the work area, including about using a floor covering to prevent contamination.
- Minor edits to group related rules together. These include, for example, all rules about repairs, and the construction of floors of areas where skin-piercing services are offered.

For supplies and storage

- Add a requirement for all premises to keep cleaning supplies at the locations where they are used, at all times.
- Update the standard for sharps containers, as AS/NZS 4031: 1992 has been superseded.

For cleaning areas

- Add requirement for permanent premises that any area for cleaning and sterilising skin-piercing tools must effectively prevent aerosols and liquids from spreading to any other part of the premises.
- Add tables to clarify the requirements for different types of washing basins in permanent premises and in mobile and temporary premises.
- Add related information about the New Zealand Building Code's requirements for toilet basins and wash-hand basins.
- Change the current alternative for hand-washing in mobile and temporary premises from 'waterless alcohol-based antiseptic hand gels' (and their equivalents) to a 'water and soap', to ensure contaminated matter is removed effectively.
- Replace the waiver for unnecessary basins with a general power for council to approve alternative practices to the Control rules, in clause 12 of the proposed Bylaw.

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

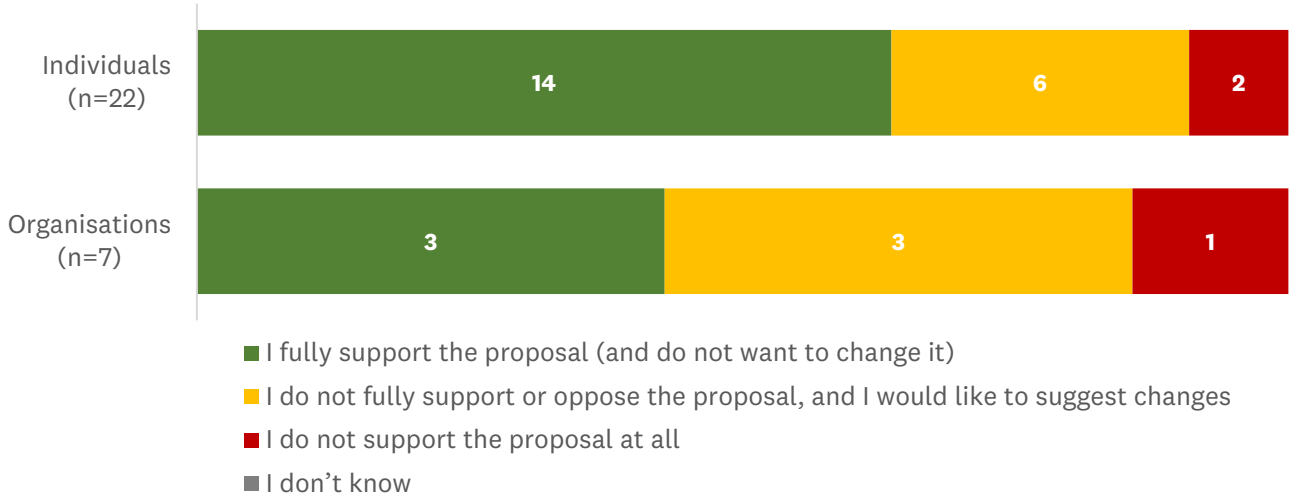
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 29 responses (50 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	14	3
I do not fully support or oppose the proposal, and I would like to suggest changes	6	3
I do not support the proposal at all	2	1
I don't know	0	0
TOTAL	**22**	**7**

Of those that did not support the proposed change

Single select question | 3 responses

Response	Individuals	Organisations
I want to keep the current rule	2	1
I want a completely different rule	0	0
I don't want a rule at all	0	0
TOTAL	**2**	**1**

2. GENERAL RULES ABOUT PROVIDING SERVICES

The proposed Control has general rules for how providers should carry out their services.

These general rules are about three topics: managing health and safety risks; the hygiene of providers; and maintaining the cleanliness of premises.

Our proposal makes the following key changes from the current rules:

For managing health and safety risks

- Require providers to carry out services safely and hygienically.
- Require providers to do an appropriate allergy test for chemicals applied to skin.
- Prohibit providers from removing skin tags or lesions unless they are a health practitioner.
- Require providers to verify any products injected into a recipient are safe and are registered or approved by an appropriate New Zealand central government agency.
- Move the elements of consent into clause 27(3) of the proposed control
- Add a related information note about consent.
- Require providers to stop carrying out a service if they unintentionally pierce, break or burn the skin.
- Require providers to have accident procedures for unintentional piercing, breaking or burning of a recipient's skin, and for burns (including 'cold' burns such as frostbite) for any service that intentionally burns the recipient's skin.
- Replace specific training requirements in the current Control with general training requirements in clause 30 of the proposed Control.
    - The proposed requirements are that a provider must have the knowledge and skills to carry out a service safely and hygienically and lists the types of qualifications and experience that a provider must have.
    - Note: The current Control rules only have competency requirements (such as specific qualifications) for specific services rather than all services.

For hygiene

- Add requirement for providers to keep any jewellery they are wearing clean.
- Combine hand-washing requirements from different sections of the current Control into clause 32 of the proposed Control.
- Add recommended best practice note for providers to wash their hands when leaving the area where they are carrying out the service.
- Change requirement for accident and bleeding procedures from 'must be in view of the operator' to 'must be available'.
- Minor edit to change 'contagious disease' to 'communicable disease' in the glove rules, to align with Health Act 1956.

For maintaining the cleanliness of premises

- Add a related information note about where to get disposable sharps containers and biohazard waste bins from, and where to dispose of sharps.

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

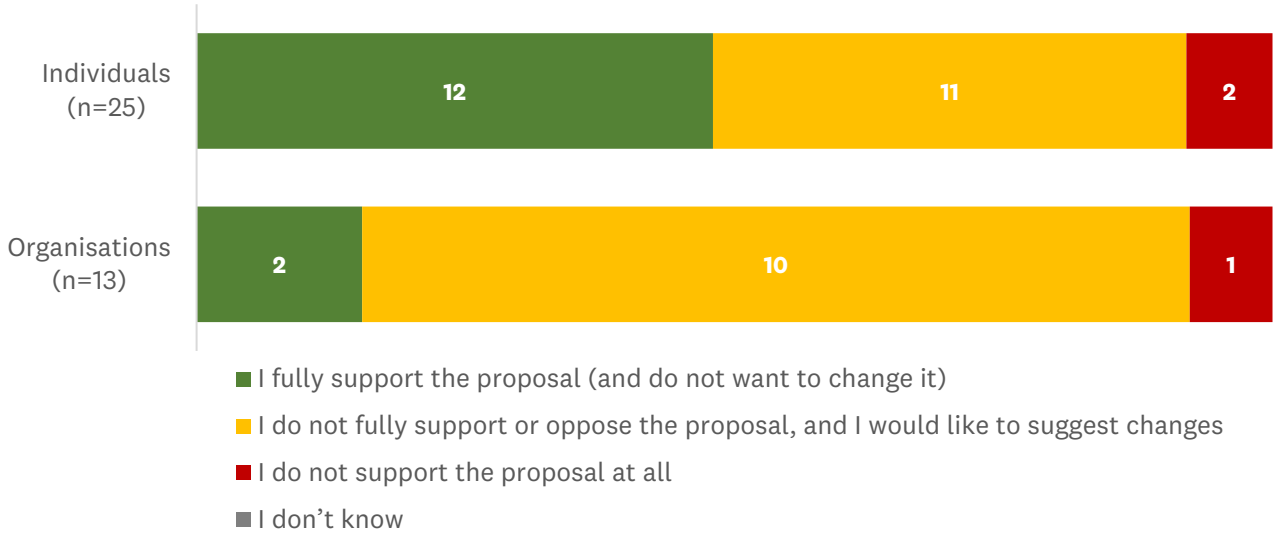
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 38 responses (66 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	12	2
I do not fully support or oppose the proposal, and I would like to suggest changes	11	10
I do not support the proposal at all	2	1
I don't know	0	0
TOTAL	**25**	**13**

Of those that did not support the proposed change

Single select question | 3 responses

Response	Individuals	Organisations
I want to keep the current rule	2	1
I want a completely different rule	0	0
I don't want a rule at all	0	0
TOTAL	**2**	**1**

3. GENERAL REQUIREMENTS FOR ALL SERVICES THAT INTENTIONALLY PIERCE THE SKIN

The proposed control has general requirements that apply to all services that intentionally pierce the skin. Our proposal makes the following key changes from the current rules:

- Add intravenous drip therapy, infusion therapy, non-surgical dermal filler injections, scarification, and vampire facials to the list of services that pierce the skin that must be licensed and that must comply with Control rules.
- Update the first aid training requirement to provide alternatives such as taking a practical / in-person course and being a health practitioner.
- Add recommended best practice note that there should be at least one provider on the premises qualified in infection prevention and control, and in preventing transmission of bloodborne pathogens and communicable diseases.
- Add related information note about obtaining consent and providing aftercare.
- Clarify how to store contaminated reuseable piercing equipment, in clause 48(b) of the proposed Control.
- Remove the ability to use glass bead sterilisers to sterilise reuseable tools and equipment, as these sterilisers are unsuitable for this purpose.
- Update pressure specifications for autoclaves (steam sterilisers), to align with current technical standards.
- Decrease servicing frequency for autoclaves from six months to annually (with the option for more often if required)
- Minor edits to update technical standards in introduction to this Part.
- Minor edits to move rules into related sections of the proposed control.
    - For example, requiring floors to be ‘maintained in good repair’ (to clause 9), requiring floors to be ‘impervious to water’ (to clause 13), availability of sharps containers and biohazard waste bins (to clause 16), hand-washing rules (to clause 32) and use of gloves (to clause 33), and demonstrate appropriate disposal arrangements for sharps and biohazards (to clause 36)

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don’t know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

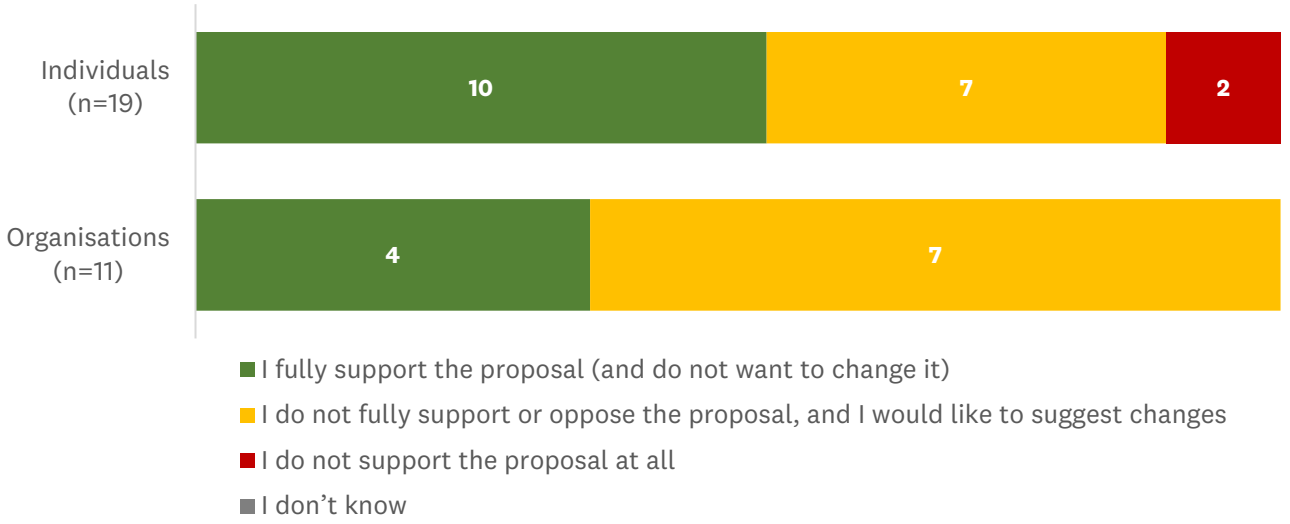
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 30 responses (52 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	10	4
I do not fully support or oppose the proposal, and I would like to suggest changes	7	7
I do not support the proposal at all	2	0
I don't know	0	0
TOTAL	**19**	**11**

Of those that did not support the proposed change

Single select question | 2 responses

Response	Individuals	Organisations
I want to keep the current rule	2	0
I want a completely different rule	0	0
I don't want a rule at all	0	0
TOTAL	**2**	**0**

4. BODY PIERCING

Body piercing of the skin for decorative purposes, includes inserting jewellery and implanting material under the skin to alter appearance (also known as dermal implants).

Our proposal makes the following key changes from the current rules:

- Clarify when to clean and sterilise equipment.

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

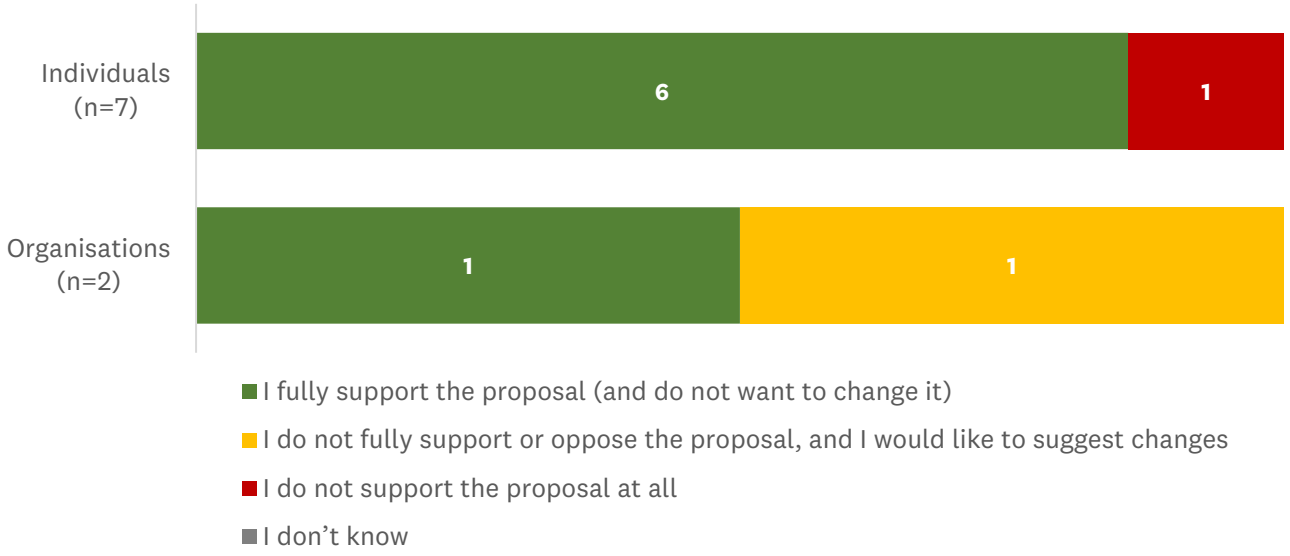
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 9 responses (16 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	6	1
I do not fully support or oppose the proposal, and I would like to suggest changes	0	1
I do not support the proposal at all	1	0
I don't know	0	0
TOTAL	**7**	**2**

Of those that did not support the proposed change

Single select question | 1 response

Response	Individuals	Organisations
I want to keep the current rule	0	0
I want a completely different rule	1	0
I don't want a rule at all	0	0
TOTAL	**1**	**0**

5. ELECTROLYSIS, RED VEIN TREATMENTS AND NEEDLING

Electrolysis involves inserting a sterilised needle into individual hair follicles. Red vein treatments involve injecting or piercing a vein, to shrink red veins. Needling is a term covering a variety of services that intentionally pierce the skin with micro-needles, including derma-rolling and derma-stamping.

Our proposal makes the following key changes from the current rules for these services:

- Replace specific training requirements with the general qualification requirements in clause 30 of the proposed Control.
- Add a best practice note to recommend that recipients consult a medical practitioner before receiving electrolysis and red vein treatments.

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

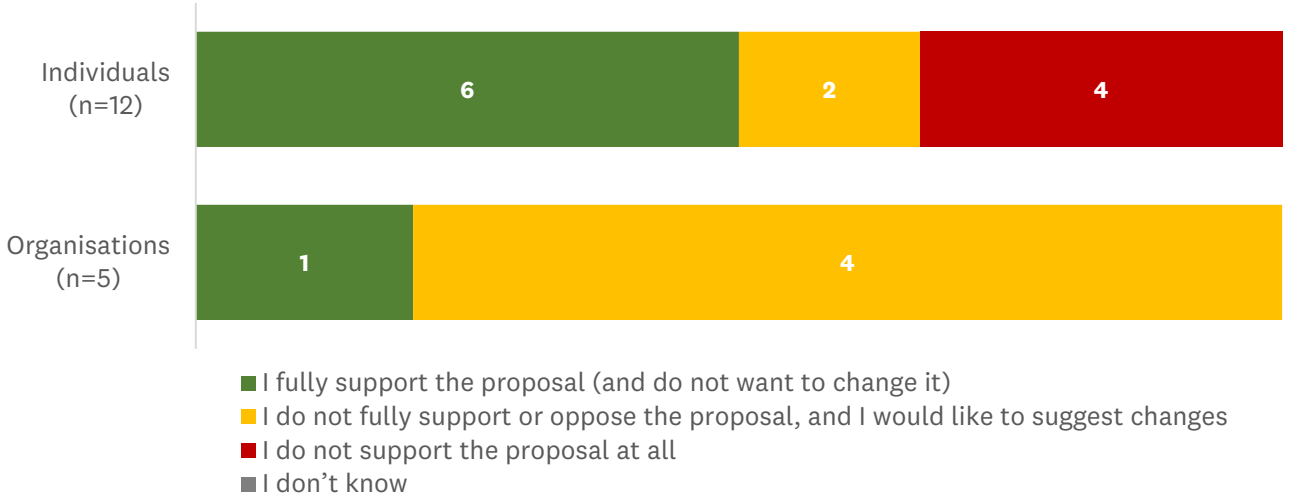
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 17 responses (29 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	6	1
I do not fully support or oppose the proposal, and I would like to suggest changes	2	4
I do not support the proposal at all	4	0
I don't know	0	0
TOTAL	**12**	**5**

Of those that did not support the proposed change

Single select question | 4 responses

Response	Individuals	Organisations
I want to keep the current rule	3	0
I want a completely different rule	0	0
I don't want a rule at all	1	0
TOTAL	**4**	**0**

6. SCARIFICATION

Scarification involves cutting patterns in skin and letting the scars heal.

Our proposal makes the following key changes from the current rules:

- Add new rules for scarification, to address a regulatory gap in public health (scarification services have specific health risks that are currently unregulated).
- Prohibit providers from carrying out scarification on people with keloids, diabetes or a family history of these conditions.
- Require scarification recipients to confirm, in a consent form, they do not have keloids, diabetes or a family history of these conditions.

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

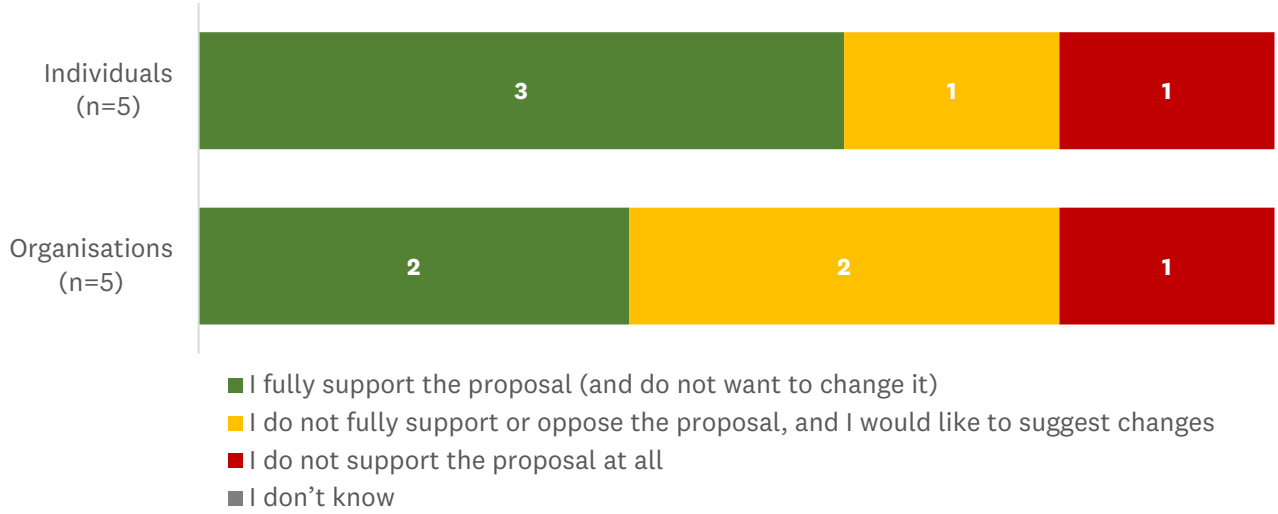
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 10 responses (17 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	3	2
I do not fully support or oppose the proposal, and I would like to suggest changes	1	2
I do not support the proposal at all	1	1
I don't know	0	0
TOTAL	**5**	**5**

Of those that did not support the proposed change

Single select question | 2 responses

Response	Individuals	Organisations
I want to keep the current rule	0	0
I want a completely different rule	1	1
I don't want a rule at all	0	0
TOTAL	**1**	**1**

7. TATTOOING

Tattooing makes indelible marks in human skin by inserting pigments or dyes into punctures. It includes cosmetic tattoos (also known as pigment implantation or permanent makeup).

Our proposal makes the following key changes from the current rules:

- Update the standard for sharps containers, as AS/NZS 4031: 1992 has been superseded.
- Remove the requirement for ink to only be 'pre-purchased', to enable providers to make their own ink that is compliant with the Environmental Protection Authority (EPA) standard for tattoo inks and permanent makeup substances.
- Add related information notes about the EPA standard for tattoo inks and the disposal of healthcare waste.
- Add best practice note about tattoo aftercare, about the recipient using their own soaps and towels to shower and wash to prevent contamination and infection.

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

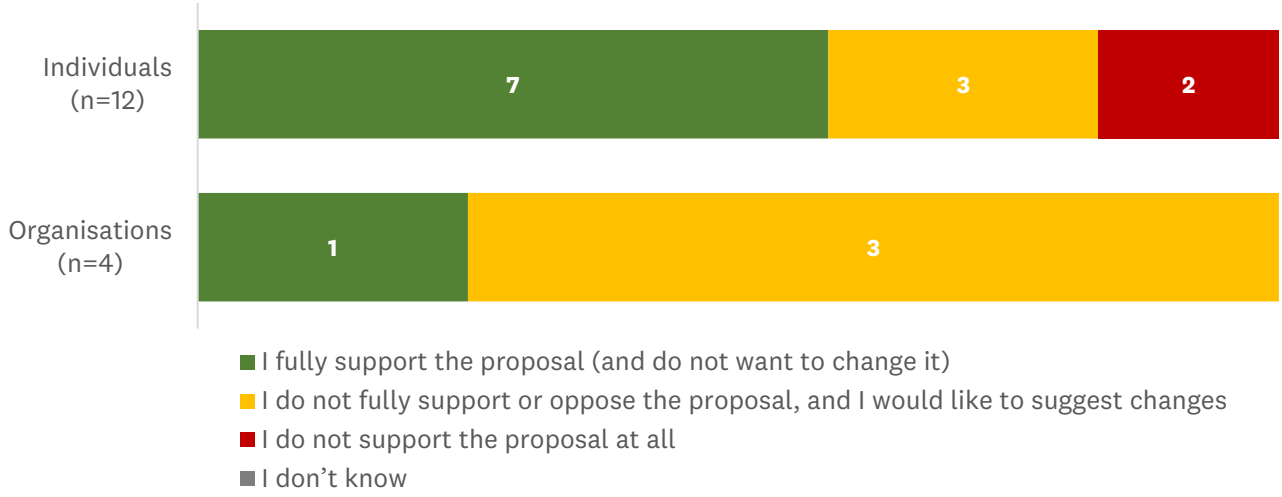
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 16 responses (28 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	7	1
I do not fully support or oppose the proposal, and I would like to suggest changes	3	3
I do not support the proposal at all	2	0
I don't know	0	0
TOTAL	**12**	**4**

Of those that did not support the proposed change

Single select question | 2 responses

Response	Individuals	Organisations
I want to keep the current rule	2	0
I want a completely different rule	0	0
I don't want a rule at all	0	0
TOTAL	**2**	**0**

8. TATTOOING WITH TOOLS MADE FROM NATURAL MATERIALS

Customary tattooing, including tā moko and tatau, often uses tools made from natural materials. These materials may be too fragile for autoclave sterilisation, increasing the risk of blood-borne infection if not effectively cleaned. Our proposal makes the following key changes from the current rules for tools made from natural materials:

- Clarify that the rules in this subpart of the Control do not regulate the cultural or spiritual aspects of customary tattooing. It focuses on ensuring tools are used hygienically and do not transmit disease or infection.
- Replace references to using PeraSafe as a cleaning agent with 'a hospital-grade cleaning agent used by following the manufacturer's instructions and safety data sheets'.
- Add an alternative process for protecting tools from blood contamination: covering the tools with an effective sterile barrier and replacing these after use.
- Add an alternative process for cleaning tools covered with an effective sterile barrier and not contaminated with blood: removing the barrier, wiping down with antibacterial wipes and drying the tools overnight
- Add a rule that a needle used to carry out customary tattooing may be given to the recipient of the tattoo if it is placed in a sealed, secure and durable container.
- Clarify that tools that have been cleaned, disinfected and sterilised must be stored in containers that are 'covered or sealed'.
- Move the rules for washing and drying hands and for using gloves to clauses 32 and 33 of the proposed Control.
- Move recommended best practice for premises to be clean and hygienic and for skin-piercing tools and equipment to be sterile to clauses 8 and clause 45 of the proposed Control.
- Add best practice note about the hazards of needles, including blood contamination and about the effectiveness of single-use needles at preventing disease transmission and scarring.
- Change the name of this section from 'Traditional Tools Tattooing' to 'Tattooing with tools made from natural materials'.

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 8 responses (14 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	3	2
I do not fully support or oppose the proposal, and I would like to suggest changes	2	1
I do not support the proposal at all	0	0
I don't know	0	0
TOTAL	**5**	**3**

Of those that did not support the proposed change

Single select question | 0 responses

Response	Individuals	Organisations
I want to keep the current rule	0	0
I want a completely different rule	0	0
I don't want a rule at all	0	0
TOTAL	**0**	**0**

9. GENERAL REQUIREMENTS FOR ALL SERVICES THAT RISK OR INTENTIONALLY BREAK THE SKIN

The proposed control has general requirements that apply to all services that risk or intentionally break the skin.

Our proposal makes the following key changes from the current rules:

- Require the provider to give the recipient written advice.
- Prohibit carrying out a service on recipients who have exposed cuts or abrasions before the service, or whose skin is broken during the service.
- Add requirement to evaluate the recipient's skin before carrying out a service and discuss any condition that may lead to skin irritation.
- Add requirement to clean the recipient's skin with antiseptic and clean single-use swabs before carrying out a service.
- Add requirement for providers to wear gloves before touching anything that may have been contaminated with blood (including serum).
- Add requirement for providers to take reasonable measures to minimise the risk of unintentionally breaking the skin while carrying out a service.
- Add requirement for providers to disinfect any furniture or attachments the previous recipient may have touched before carrying out another service.
- Minor edits to move rules into related sections (for example, 'maintaining floors in good repair' has been moved to clause 9 of the proposed control).

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

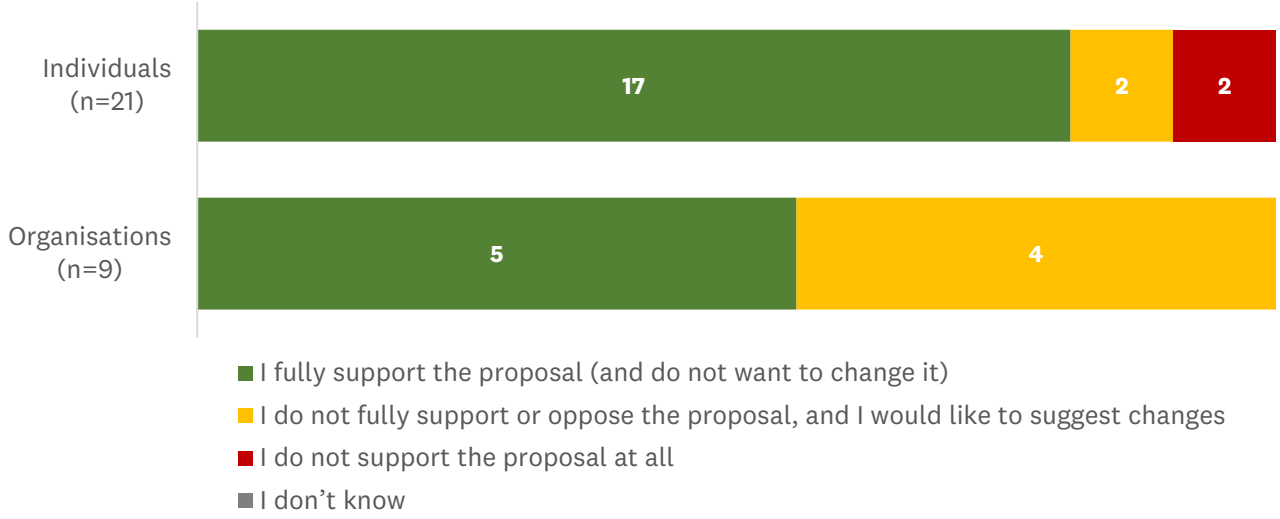
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 30 responses (52 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	17	5
I do not fully support or oppose the proposal, and I would like to suggest changes	2	4
I do not support the proposal at all	2	0
I don't know	0	0
TOTAL	**21**	**9**

Of those that did not support the proposed change

Single select question | 2 responses

Response	Individuals	Organisations
I want to keep the current rule	2	0
I want a completely different rule	0	0
I don't want a rule at all	0	0
TOTAL	**2**	**0**

10. COLON HYDROTHERAPY

Colon hydrotherapy is a service that introduces liquids into the rectum and colon via the anus. It is intended to remove faeces and non-specific toxins from the colon and intestinal tract. Colon hydrotherapy risks breaking internal skin and can transmit infections.

Our proposal makes the following key changes from the current rules:

- Replace specific training requirements with the general qualification requirements in clause 30 of the proposed Control.
- Move requirements for repairs and floors to the general rules for premises in clauses 9 and 13.
- Update current New Zealand plumbing and drainage standards.

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

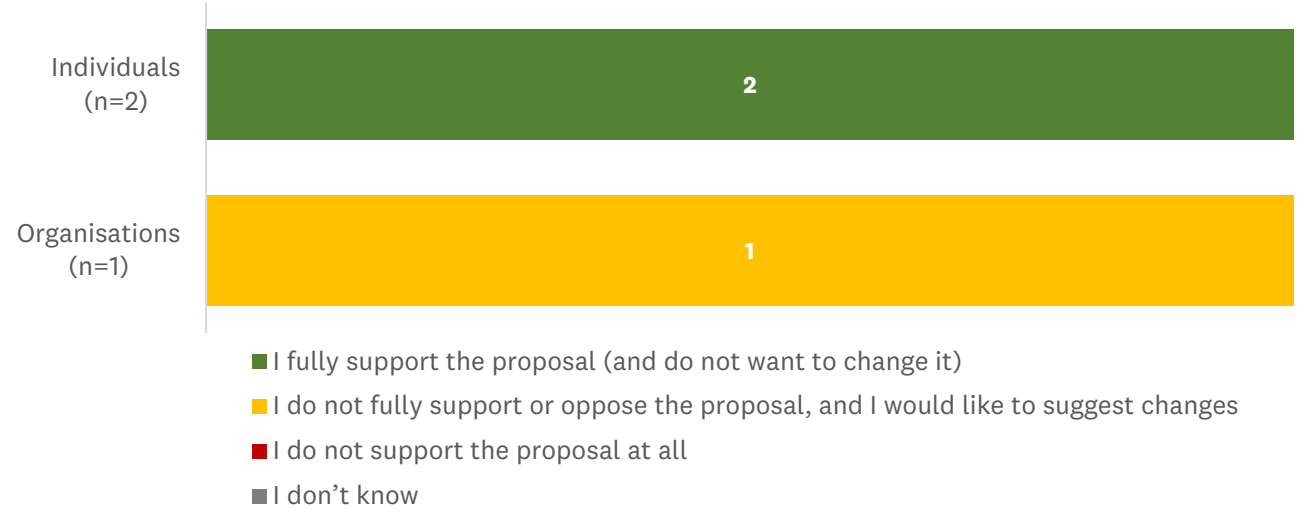
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 3 responses (5 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	2	0
I do not fully support or oppose the proposal, and I would like to suggest changes	0	1
I do not support the proposal at all	0	0
I don't know	0	0
TOTAL	**2**	**1**

Of those that did not support the proposed change

Single select question | 0 responses

Response	Individuals	Organisations
I want to keep the current rule	0	0
I want a completely different rule	0	0
I don't want a rule at all	0	0
TOTAL	**0**	**0**

11. EXFOLIATION

Exfoliation remove dead skin. It can be performed by microdermabrasion, or physical or chemical peels.

Our proposal makes the following key changes from the current rules:

- Remove exfoliation from requiring a Health Protection Licence and inspections, as this service generally causes harms with low to medium impacts (for example minor unintentional breaks in the skin).
- Remove specific rules for exfoliation services. Note: Providers of exfoliation services must still comply with the general rules that apply to all services in the proposed Control.

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

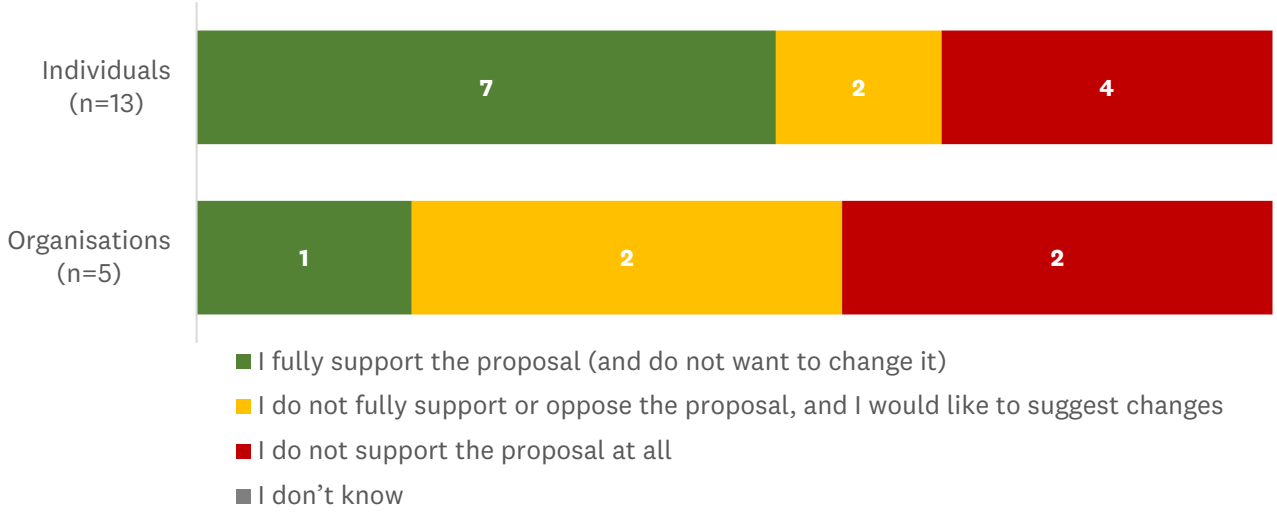
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 18 responses (31 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	7	1
I do not fully support or oppose the proposal, and I would like to suggest changes	1	2
I do not support the proposal at all	3	2
I don't know	0	0
TOTAL	**11**	**5**

Of those that did not support the proposed change

Single select question | 6 responses

Response	Individuals	Organisations
I want to keep the current rule	3	2
I want a completely different rule	0	0
I don't want a rule at all	0	0
TOTAL	**3**	**2**

12. MANICURES AND PEDICURES

Manicures and pedicures involve shaping and polishing of fingernails and toenails.

Our proposal makes the following key changes from the current rules:

- Remove manicures and pedicures from requiring a Health Protection Licence and inspections, as this service generally causes harms with low to medium impacts (for example fungal infections).
- Remove specific rules for manicures and pedicures services. Note: Providers of these services must still comply with the general rules that apply to all services in the proposed Control.

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

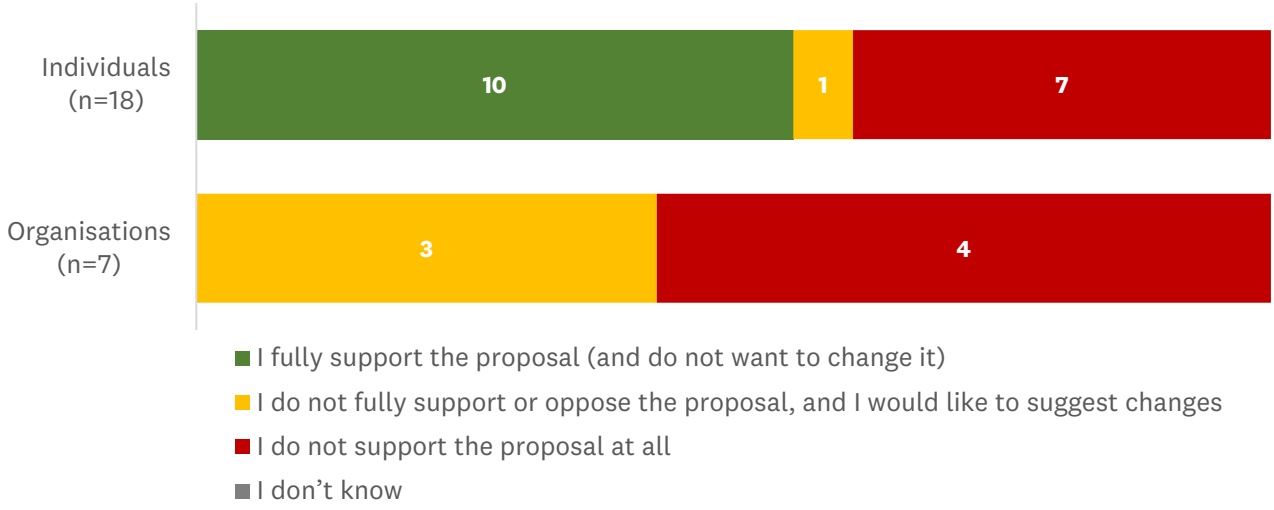
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 25 responses (43 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	9	0
I do not fully support or oppose the proposal, and I would like to suggest changes	0	4
I do not support the proposal at all	5	3
I don't know	0	0
TOTAL	**14**	**7**

Of those that did not support the proposed change

Single select question | 9 responses

Response	Individuals	Organisations
I want to keep the current rule	5	1
I want a completely different rule	0	2
I don't want a rule at all	0	0
TOTAL	**5**	**3**

13. MASSAGE

Massage involves applying lotions, soft wax, stones or pressure to another person's face or body.

Our proposal makes the following key changes from the current rules:

- Remove massage from requiring a Health Protection Licence and inspections, as this service generally causes harms with low to medium impacts (for example minor unintentional breaks in the skin). Note: Massage injuries such as sprains or bone fractures are addressed by ACC and other agencies, rather than the proposed Bylaw and Control.
- Remove specific rules for massage services. Note: Providers of massage services must still comply with the general rules that apply to all services in the proposed Control.

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

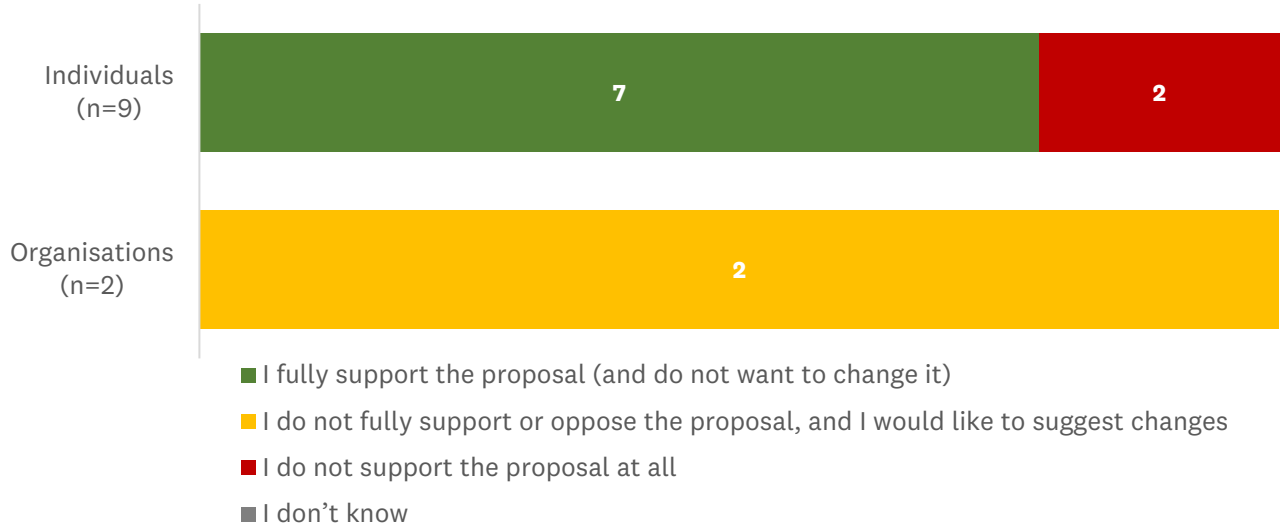
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 11 responses (19 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	7	0
I do not fully support or oppose the proposal, and I would like to suggest changes	0	2
I do not support the proposal at all	2	0
I don't know	0	0
TOTAL	**9**	**2**

Of those that did not support the proposed change

Single select question | 2 responses

Response	Individuals	Organisations
I want to keep the current rule	2	0
I want a completely different rule	0	0
I don't want a rule at all	0	0
TOTAL	**2**	**0**

14. HAIR REMOVAL

The proposed rules are for services that remove the entire hair, including the follicle. These services include but not limited to, threading and waxing. They exclude haircuts.

Our proposal makes the following key changes from the current rules:

- Minor edits to move rules and best practice notes into related sections (for example shifting best practice notes for waxing and threading into clauses about those topics).

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

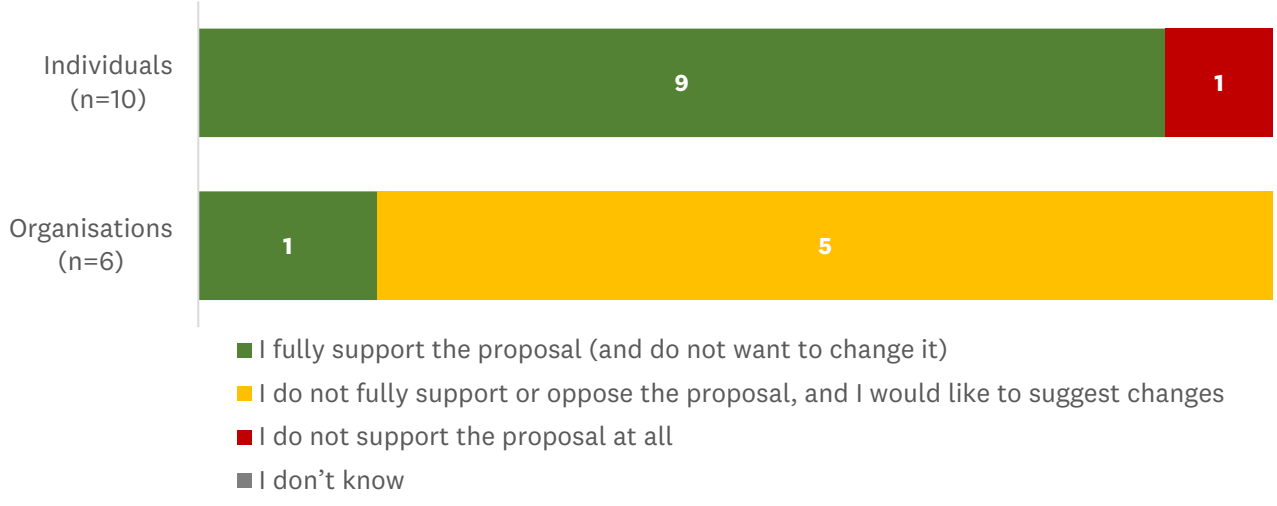
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 16 responses (28 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	8	1
I do not fully support or oppose the proposal, and I would like to suggest changes	0	4
I do not support the proposal at all	0	0
I don't know	0	0
TOTAL	**8**	**5**

Of those that did not support the proposed change

Single select question | 1 responses

Response	Individuals	Organisations
I want to keep the current rule	1	0
I want a completely different rule	0	0
I don't want a rule at all	0	0
TOTAL	**1**	**0**

15. SUNBEDS

Sunbeds (or tanning units) use ultra-violet radiation to tan human skin. This service can burn the skin and does lead to longer-term skin conditions, including skin cancer.

Our proposal makes the following key changes from the current rules:

- Remove reference to providers needing to 'trained' when supervising recipients at all times, because all providers must comply with the training requirements in clauses 30 and 109 of the proposed Control.
- Add best practice note that people using photosensitive medication should consult a health practitioner before using a sunbed.
- Update the requirements for warning notices, to align with the information in section 3.6.1 of AS/NZS 2635:2008: Solaria for cosmetic purposes and with public health advice.
- Minor edits to move rules and related information into related sections (for example to specify who must not receive sunbed services and to record information about how often a recipient has used a sunbed in the previous week).

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

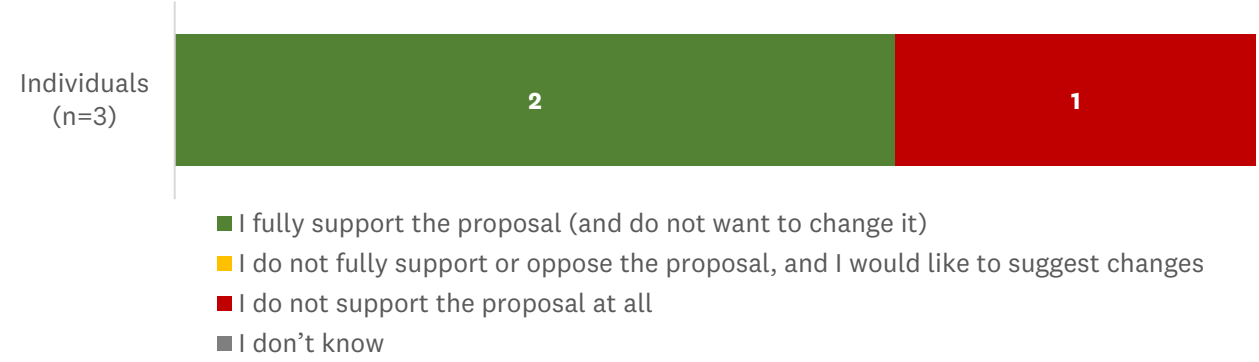
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 3 responses (5 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	2	0
I do not fully support or oppose the proposal, and I would like to suggest changes	0	0
I do not support the proposal at all	1	0
I don't know	0	0
TOTAL	**3**	**0**

Of those that did not support the proposed change

Single select question | 1 response

Response	Individuals	Organisations
I want to keep the current rule	0	0
I want a completely different rule	1	0
I don't want a rule at all	0	0
TOTAL	**1**	**0**

16. PULSED LIGHT AND LASER TREATMENTS

Pulsed light treatments involve using powerful flashes of light to treat the skin.

Laser treatments involve using a device to amplify light and produce an extremely narrow beam of a single wavelength (one colour). These services are intended to remove hair or for skin photo-rejuvenation. Our proposal makes the following key changes from the current rules for these services:

- Allow people with a family history of melanoma to receive laser and pulsed light treatments
- Add requirement that pigmented skin lesions must be assessed by a health practitioner who has expertise in skin cancer detection before carrying out a service.
- Add requirement to obtain specific medical consent to treat existing moles or pigmented skin lesions.
- Require recipients to provide relevant information about their medical history, including skin type, specific medical conditions and medications, history of melanoma, and details about skin lesions.
- Replace specific training requirements with the general qualification requirements in clause 30 of the proposed Control.
- Add recommended best practice note about the training and knowledge providers of laser treatments should have.
- Add new information to recommended best practice notes about moles, skin lesions, melanomas, types of lasers and patch tests.
- Move requirement to display qualifications to clause 30(4) of the proposed Control.
- Minor edits to group related information together (for example moving ‘best practice notes’ to relevant clauses and ‘requirements for providers of laser services that risk breaking the skin’ to the Introduction).

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don’t know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

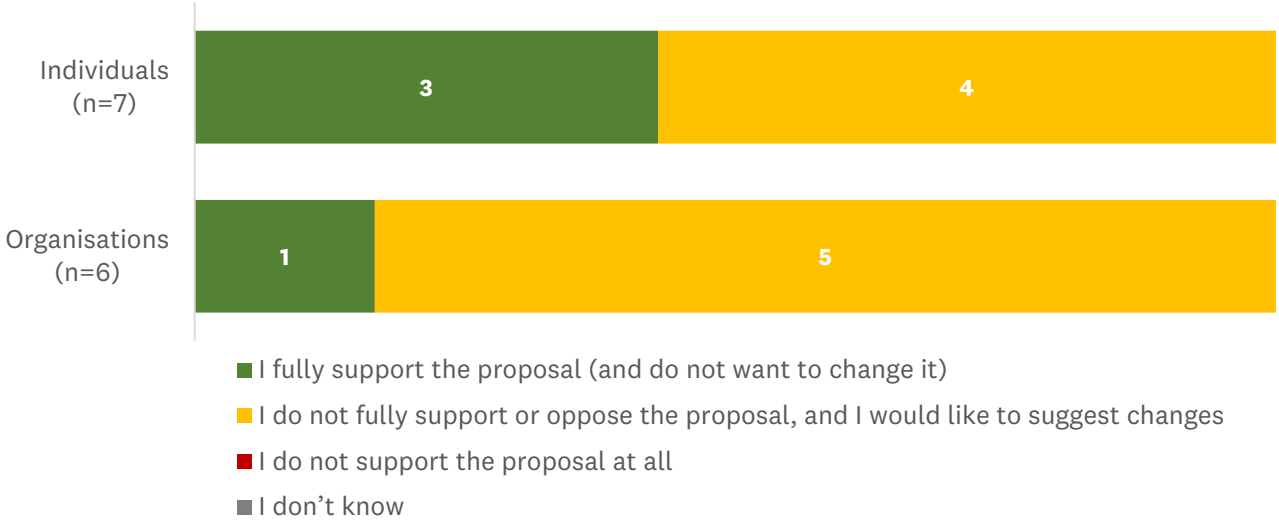
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 13 responses (22 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	3	1
I do not fully support or oppose the proposal, and I would like to suggest changes	4	5
I do not support the proposal at all	0	0
I don't know	0	0
TOTAL	**7**	**6**

Of those that did not support the proposed change

Single select question | 0 responses

Response	Individuals	Organisations
I want to keep the current rule	0	0
I want a completely different rule	0	0
I don't want a rule at all	0	0
TOTAL	**0**	**0**

17. PUBLIC SWIMMING POOLS

Public swimming pools means all pools that are open for the public to use. This includes:

- Commercial pools
- School pools
- Institutional pools
- Club pools
- Pools in hospitality industry premises
- Community and local authority pools (such as council-owned pools)
- Splash pads
- Spa pools
- Mobile pools.

This does not include pools for domestic use.

Our proposal makes the following key changes from the current rules:

- Enable council to require a water-treatment plan for a public swimming pool, if the provider repeatedly fails to maintain chemical balancing.
- Clarify the rules for the frequency and type of water-quality tests for pools that are likely to have a high level of use or that are not maintaining chemical standards.
- Minor edits to group related rules together (for example all of the rules about water quality, and all the rules about warning signs and operating procedures).

What do you think of this proposed change?

- ☐ I fully support the proposal (and do not want to change it)
- ☐ I do not fully support or oppose the proposal, and I would like to suggest changes
- ☐ I do not support the proposal at all
- ☐ I don't know

If you do not support the proposed change, which of the following explains why you do not support the proposal?

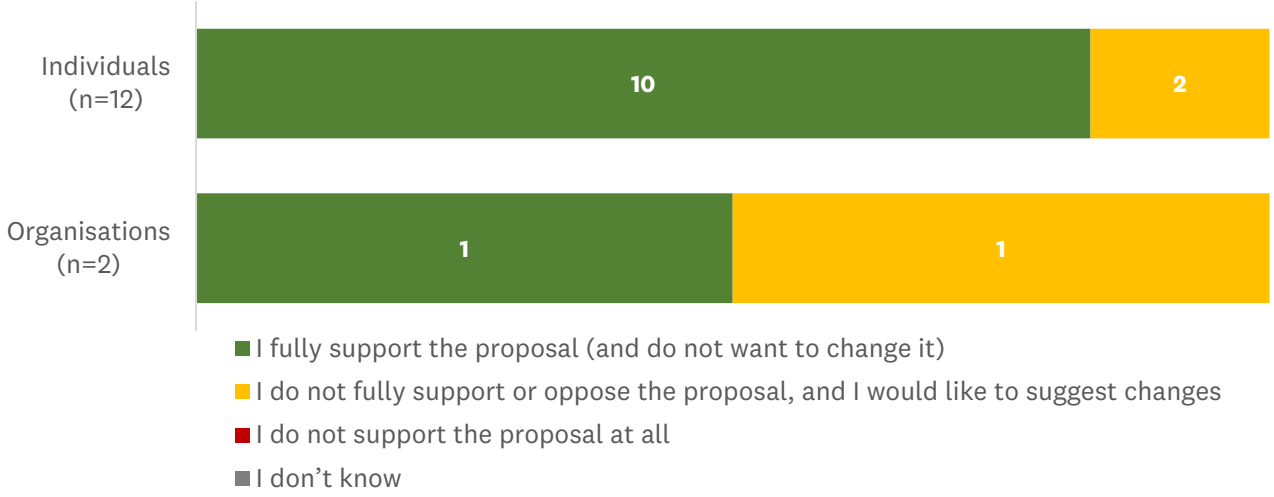
- ☐ I want to keep the current rule
- ☐ I want a completely different rule
- ☐ I do not want a rule at all

Tell us why?

If you want to suggest changes to the proposal, what changes do you want?

Feedback on the proposal

Single select question | 14 responses (24 per cent of all submitters)



Response	Individuals	Organisations
I fully support the proposal (and do not want to change it)	10	1
I do not fully support or oppose the proposal, and I would like to suggest changes	2	1
I do not support the proposal at all	0	0
I don't know	0	0
TOTAL	**12**	**2**

Of those that did not support the proposed change

Single select question | 0 responses

Response	Individuals	Organisations
I want to keep the current rule	0	0
I want a completely different rule	0	0
I don't want a rule at all	0	0
TOTAL	**0**	**0**

18. OTHER CHANGES

Here are some examples of other changes we are proposing. You can compare the current and proposed versions of the Bylaw and Control, for more detail:

- Change the name of the Bylaw and Control
- Add branding and fibroblast therapy to the list of services that must be licensed and that must comply with rules in the proposed Control.
- Clarify that health practitioners include registered Chinese medicine practitioners (like acupuncturists). Health practitioners do not need to comply with the Bylaw if they are offering services they are qualified for.
- Remove specific rules for commercial sexual services, as they duplicate central government Acts.
- Add the power for council to approve an alternative way to comply with the Control's rules.
- Stop licensing services that do not intentionally pierce, break or burn skin or tissue. These services include exfoliation, manicures and pedicures, cryolipolysis ('fat-freezing') and thermal shock lipolysis (fat removal using hot and cold temperatures).
    - These services must still follow the general rules that apply to all services.
    - These services either cause harms with a low to medium impact or inspections do not prevent the harm from occurring.
- Minor edits to update definitions in the Interpretation section, references to legislation, references to technical standards, and the Bylaw History

Do you have any other feedback or changes you want to make?

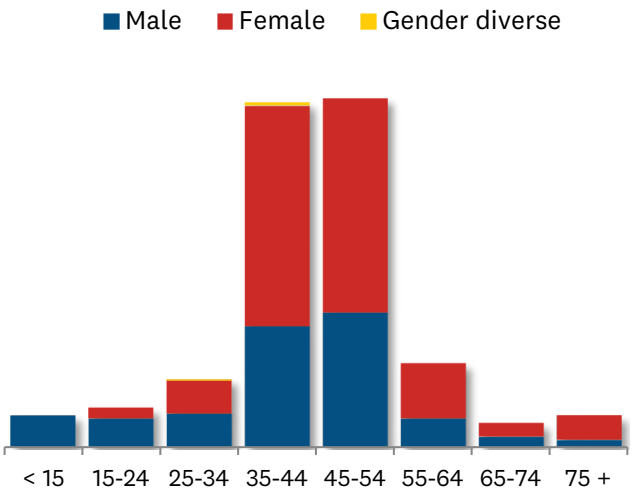
Open question | 36 responses (62 per cent of all submitters)

APPENDIX I: Who we heard from

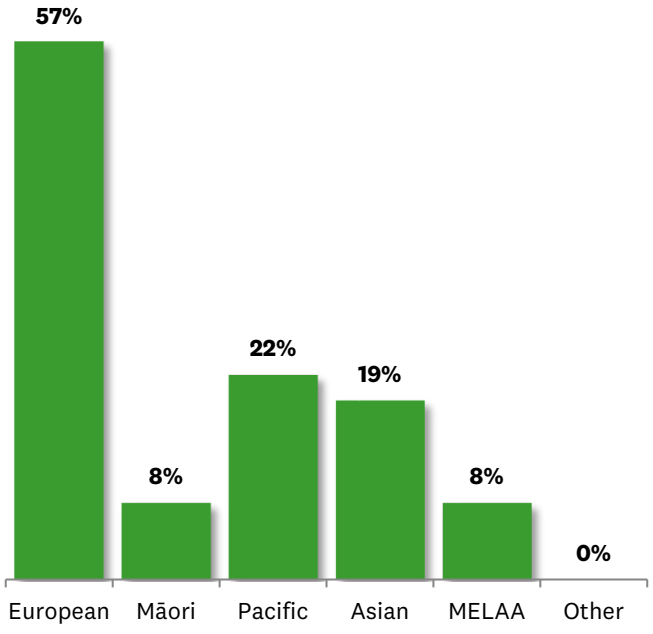
Overall, we received 698 submissions – 691 individuals and 7 organisations. Most feedback came via our online form (680 submissions), though we also received feedback via our physical feedback forms (13) and email (5).

The tables below indicate the demographic profile of those that answered the demographic questions.

AGE	Male	Female	Other	#	%
< 15	0	0	0	**0**	**0%**
15 – 24	0	0	0	**0**	**0%**
25 – 34	1	5	0	**6**	**15%**
35 – 44	2	8	2	**10**	**26%**
45 – 54	3	8	0	**11**	**28%**
55 – 64	2	5	0	**7**	**18%**
65 – 74	1	2	0	**3**	**8%**
75 +	2	0	0	**2**	**5%**
TOTAL (submitters responded)				**39**	**100%**



ETHNICITY	#	%
European	**21**	**57%**
Pākehā/NZ European	19	**51%**
Other European	2	**5%**
Māori	**3**	**8%**
Pasifika	**8**	**22%**
Samoan	4	**11%**
Tongan	2	**5%**
Other Pasifika	4	**11%**
Asian	**7**	**19%**
Chinese	4	**11%**
Indian	1	**3%**
Other Asian	2	**5%**
Middle Eastern/ Latin American/ African	**3**	**8%**
Other (incl. Kiwi/New Zealander)	**0**	**0%**
TOTAL (submitters responded)	**37**	**NA***



* Note: percentages add to more than 100 per cent because people could select more than one ethnicity.

The table below indicates the total number of submissions received by the local board that submitters live in.

LOCAL BOARD	#	%
Albert-Eden	2	3%
Aotea/Great Barrier	0	0%
Devonport-Takapuna	1	2%
Franklin	6	10%
Henderson-Massey	3	5%
Howick	7	12%
Māngere-Ōtāhuhu	2	3%
Manurewa	2	3%
Maungakiekie-Tāmaki	1	2%
Ōrākei	1	2%
Ōtara-Papatoetoe	2	3%
Papakura	0	0%
Puketāpapa	3	5%
Rodney	3	5%
Upper Harbour	1	2%
Waiheke	4	7%
Waitākere Ranges	0	0%
Waitematā	1	2%
Whau	3	5%
Regional organisation	9	5%
Outside Auckland	1	2%
I don’t know	3	5%
TOTAL (submitters responded)	**58**	**100%**