

DRESS CODE

Policy Statement

Country Care prides itself in its professionalism and the community standing of the organisation.

We understand that the way our staff present themselves provides a first impression that can underpin the ongoing relationship we have with the people we support, individuals accessing our services and relevant stakeholders.

Staff and volunteers are required to present themselves as neat, clean and well-presented and wearing suitable footwear applicable to the workplace and job role. (refer to appendix 1)

Depending on the nature of their core duties and the level of involvement with people we support, stakeholders etc, the dress standards across the organisation may differ slightly (refer to appendix 1). What is appropriate will change as circumstances change.

Staff should ensure they take into consideration the nature of equipment they will be required to use, the type of care they will be providing and to who, and the potential for escalating behaviours that could affect them, their colleagues and others, when deciding on the most appropriate clothing to wear for their day at their workplace.

In line with our expectations of high customer service we expect our staff to present themselves in a manner applicable to the individuals they will be supporting, providing care for and/or meeting with, the nature of support they will be providing, the activities being undertaken, and the climate, seasons and local weather forecast.

Responding to Breaches in Dress Code

Staff's Care Coordinator should reasonably request that staff adhere to this dress code. A copy of the Dress Code will be provided during Orientation and Induction.

While there are a range of community attitudes and perspectives in relation to appropriateness of dress, persistent failure to reasonably modify dress in line with this code can be a disciplinary matter.

When deciding appropriate dress standards, and what is reasonable, Care Coordinators should:

- Carefully establish the context the service and support is being provided in
- Site specific related issues that need to be taken into consideration
- Focus on overall presentation rather than take issue with any one item of clothing

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- Be careful to avoid discriminating against people from certain groups (such as religious groups)

Inappropriate dress should be addressed by the Care Coordinator as soon as possible to avoid potential complaints and an escalation of OHS risks to the organisation. Where an employee fails to address the issue as requested, disciplinary action will be initiated as per the Disciplinary Process.

Employees have the right to lodge a complaint where they feel they have been unfairly or inappropriately dealt with in regards to their personal presentation. Complaints by employees will be dealt with according to the Grievances Policy.

Appendix 1

In the event that staff and volunteers are unsure what is intended by the term appropriate dress the following table is offered as a guide. The table is by no means exhaustive and staff are expected to use their discretion for items which are not mentioned below.

<i>Service Area</i>	<i>Organisational Dress Code</i>	<i>Inappropriate Clothing</i>
<p>Home Care Workers including:</p> <p>Disability Support Workers in the community, at a persons home.</p> <p>Care Managers, Care Coordinators and office staff when visiting people we support and service users at a service, or in their home.</p>	<p>Clean neat casual clothing including pants, jeans, skirts blouses, tee shirts, jumpers, jackets etc</p> <p>Footwear should be appropriate for the weather and situation. For staff providing direct support footwear is expected to be solid, closed toe, with a heel strap securing the shoe to the foot and functional low heels eg: sneakers and trainers, loafers, boots, walking shoes.</p> <p>If providing personal care to individuals jewellery and even loose fitting or free flowing clothing could obstruct care, sway in an individual's face, become entangled in equipment or drag along the floor and can become trip hazards.</p> <p>Hair should be tied back if providing personal care so it does not obstruct care or sway in an individuals face. Hair should also</p>	<p>Ripped, dirty clothing in need of repair</p> <p>Clothing which has words terms or images likely to offend.</p> <p>Clothing which reveals too much cleavage, back, chest, legs, stomach or underwear.</p> <p>Dresses with shoestring-straps.</p> <p>Short tight skirts, midriff tops.</p> <p>Tops which bear the back or fully expose the shoulders.</p> <p>Thongs, high heels, ugg boots, slip on shoes and slippers.</p> <p>Free flowing skirts</p>

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	<p>be tied back when preparing and serving food of any sort.</p> <p>Staff should also take into consideration who they are supporting or providing care to and potential risks to them from behaviours of concern.</p> <p>Staff providing support outside during days of strong UV rays should wear a hat and apply sunscreen.</p>	<p>that can become easily caught in equipment or drag along the floor. These can become trip hazards.</p> <p>Overly expensive items of clothing, jewellery or accessories.</p>
<p>Office Based Staff including:</p> <p>Care Coordinators, Senior Coordinators, Managers, Administration staff.</p> <p>Office based staff should take into consideration meetings with stakeholders and if and when they represent the organisation at functions, presentations etc.</p>	<p>Clean neat casual clothing including pants, skirts blouses, tee shirts, jumpers, jackets and suits.</p> <p>Jeans are not considered appropriate when representing the organisation in meetings with relevant stakeholders such as funding bodies etc.</p> <p>Footwear should be appropriate for the weather and situation eg: dress shoes, loafers, boots, walking shoes, flats, sandals for summer.</p> <p>Accessories such as scarves, jewellery and loose fitting or flowing clothes should be assessed with regards to the equipment being used and the potential to them becoming caught and entangled.</p>	<p>Ripped, dirty or clothing in need of repair</p> <p>Clothing which has words terms or images likely to offend.</p> <p>Clothing which reveals too much cleavage, back, chest, legs, stomach or underwear.</p> <p>Dresses with shoestring-straps. Short tight skirts, midriff tops.</p> <p>Tops which bear the back or fully expose the shoulders.</p> <p>Sneakers, trainer, ugg boots and slippers. Beach thongs</p> <p>Track suits, sports clothes, shorts, overalls.</p>

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