

Policy & Procedure Manual	People and Culture
Policy/Procedure Name	<b>Dress Code and Standards</b>
Aged Care Quality Standard	Standard 7 – Human Resources
Issue Date	February 2012
Last Review Date	March 2023
Authorised By	General Manager People and Culture

### Consumer Outcome

I get quality care and services when I need them from people who are knowledgeable, capable, and caring.

### Organisation Statement

SwanCare is committed to providing a workforce that is sufficient, and is skilled and qualified to provide safe, respectful, and quality care and services.

### POLICY

SwanCare employees are expected to dress appropriately in a standard of dress that reflects the professionalism of both the employee and the organisation.

Employees are expected to maintain high standards of dress and personal hygiene at all times.

## GUIDELINES

Employees have a responsibility to treat residents with dignity and respect and enable them to make informed choices. To assist in providing this to residents a dress code is required of our employees.

Work clothes (logo shirts or other clothing) and footwear must be clean, wrinkle free, and well maintained. Whilst it is not a requirement for employees to wear a particular uniform or brand of clothing there are guidelines that must be followed in respect to colours, types of garments, and footwear that are suitable to wear whilst working at SwanCare.

Name Badges are supplied and must be worn in the care facilities to identify the employee to the resident. Badges may be temporarily removed if there is a potential that they may cause an injury to the resident.

The following information is the dress code for SwanCare employees

### Non-permitted items

Items that are considered **not appropriate** at any time:

- Revealing clothing
- Excessively tight clothing
- Active wear
- Leggings
- Track pants
- Cargo shorts
- Beach or casual clothing e.g., singlet tops, surf shorts
- Ugg style boots

### Items that are considered **not appropriate** in care & service delivery roles

- Multi coloured clothing
- Tee shirts
- Clothing with slogans or advertising
- Jeans / Denim Clothing
- Sandshoes/sneakers
- Multi-coloured footwear

### Garments – All roles except Corporate:

#### **Bottoms/trousers – Navy or Black**

- Tailored trousers
- Knee length skirts
- Culottes
- Knee length shorts – tailored

#### **Shirts**

- Polo shirt or scrub top as designated for your work area
- Shirt/blouse as designated for your work area

#### **Dresses**

- Navy or black knee length

#### **Cardigans & Jackets**

- Navy or black cardigan or jacket
- Navy or black vest

#### **Headwear**

- Navy, White, or Black - Must be neat and have no long trailing ends

#### **Kitchen staff**

- Long trousers are a minimum requirement for working in the kitchen

### Garments – Corporate roles

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- Professional/corporate attire is required.
- Shoes must have a back strap (no slip-on shoes, this is as per WHS requirements)
- On approved days, smart casual clothing is acceptable, but employees must still be aware to maintain a professional appearance and demeanour and shoes must still have a back strap.
- Common sense should prevail if some activities require more practical clothing.

### Garments – Special event days

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- On approved days which will be communicated via P&C, smart casual clothing consistent with the theme of the day is acceptable (e.g., RUOK yellow shirt), but employees must still be aware to maintain a professional appearance and demeanour.

### Footwear:

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#### Minimum Requirements – Care & Service Delivery employees

- a) Enclosed toe and heel to prevent tripping and slipping.
- b) With small wedge sole, flat or with broad heel.
- c) Treaded sole (because we often have to deal with wet floors or wet patches).
- d) Waterproof shoe (leather) especially for kitchen and pantry employees.
- e) Shoes must be 1 Solid colour with no multiple colours or shades.

#### Permitted Colours

- a) Hospitality – Navy, or Black
- b) Care Workers – White, Navy, or Black

#### Minimum Requirements – Waterproofing:

- a) Waterproof boots are to be worn by kitchen employees when hosing the floors.
- b) Waterproof shower boots may be worn by care & service delivery when assisting residents to shower.
- c) Reimbursement for purchase of waterproof or shower boots can be applied for via payroll query in HR21

#### Minimum Requirements – Maintenance Employees:

- d) Safety shoes or boots (as approved and supplied by management)

#### Important Considerations:

- e) Comfort
  - Fitting (to avoid bunions, arch pain and blisters).
  - Posture (a built-in upper support improves posture).
  - Support (weight-bearing during lifting is aided by shoes with good upper supports).
- f) Hygiene
  - Waterproof (prevention of foot fungal infections).
- g) Shoes should allow the feet to breathe, and limit perspiration.

## Name Badge

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Name badges and swipe badges are supplied and must be worn at all times in care and service delivery roles, except where they may pose a danger to a resident. Lanyards are available from People and Culture and only SwanCare branded or plain lanyard with a breakaway are suitable.

## Hair

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Hair carries more bacteria than skin. It is to be kept clean, neat and off the collar in care and service delivery roles. Hair clips are to be smooth. It is preferable that facial hair is short and neatly trimmed.

## Jewellery

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Some jewellery could be hazardous to employees and residents.

Care or service delivery services employees (**except Food Services**):

- a) Plain studs may be worn in the ear, however no sleepers or 'dangling' earrings
- b) Small, plain facial studs may also be worn.
- c) A plain ring without stones is acceptable on the hand.
- d) Wristwatches, Necklaces, and bracelets should not be worn, with the exception of a Medi-Alert bracelet.

Food Services employees:

- Food service employees are only permitted to wear sleepers in their ears. Any other piercings must be covered or taken out.

Maintenance employees:

- a) Rings, necklaces, and bracelets should not be worn, with the exception of a Medi-Alert bracelet due to entanglement or degloving risk
- b) Non-metal watch straps are recommended
- c) Plain studs may be worn in the ear, however no sleepers or 'dangling' earrings
- d) Small, plain facial studs may also be worn.

## Protective Equipment

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|---------------|---|
| <b>Hats</b>   | SwanCare Group provides both disposable and cap hats to food service employees. Two material beret style hats are issued to each food service employee. The material beret style hats are to be maintained in a clean condition by employees and returned on resignation.           |
| <b>Aprons</b> | SwanCare Group issues two black Bentley park logo bib aprons to each food service employee as protective clothing. These items of clothing are to be maintained by the employee in a clean and tidy condition at all times and must be returned to the organisation on resignation. |

Housekeeping & Care employees are supplied with disposable waterproof aprons.

**Gloves** Disposable gloves are available in each area.  
*(Specific gloves that are to be used in each area are managed by the manager for that area).*

**Masks** Disposable masks are required for the care facilities.  
*(Specific masks that are to be used in each area are managed by the manager for that area).*

### Ordering garments through SwanCare

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There are designated colours for each area/role and employees are requested to purchase the appropriate clothing to comply with the dress standard.

Employees are able if they wish to purchase garments (from the SwanCare supplier) at a discounted bulk rate.

Employees pay the cost and these are then able to be embroidered with a logo at no cost to the employee.

**Please note: Only shirts purchased from our supplier will be embroidered with a logo.**

Employees can purchase garments and pay them off via payroll deductions.

- *It is the responsibility of each employee to ensure that when completing an order form they order the correct size, style and colour as, once items are ordered they cannot be returned, exchanged, or refunded.*
- *Prior to ordering uniforms a Garment Order form must be completed. No uniforms can be ordered until a form is completed.*
- *Employees can contact the supplier to arrange for a suitable time for trial and/or fitting. Please see contact details below.*

The current supplier is:

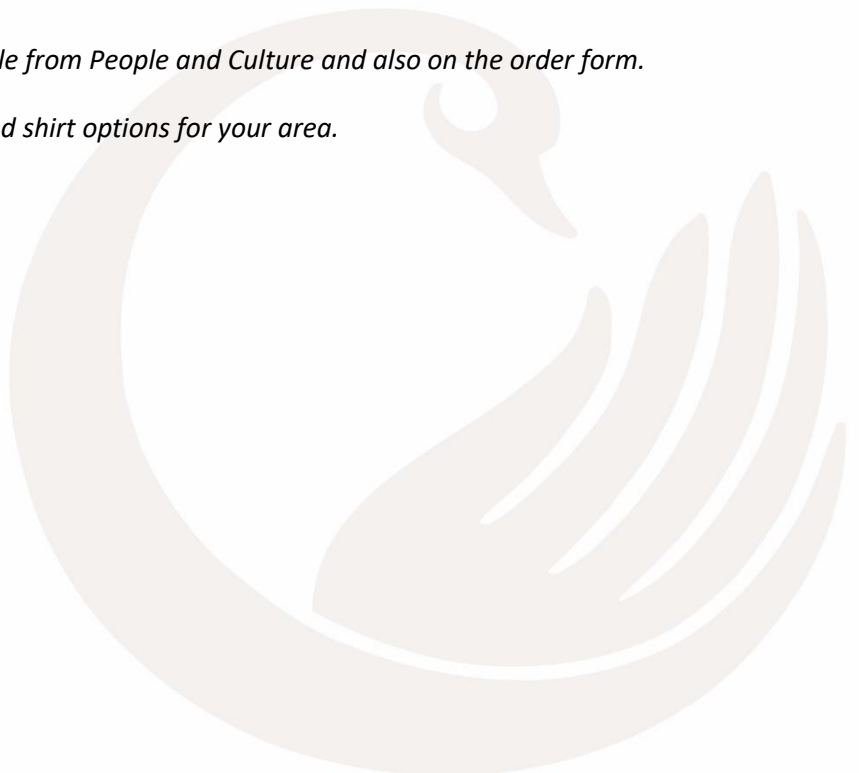
### Uniforms at Work

*Prices and details of the supplier are available from People and Culture and also on the order form.*

*Please see following pages for the designated shirt options for your area.*

**Related  
Legislation:**

**SCG Resources:**





### Registered and Enrolled Nurse

<b>CST942LS – Round Neck Scrub Top</b> Colour options: Electric Blue, Navy, Midnight Navy, Teal, Charcoal & Black				
				
<b>1310 (Men's) &amp; 2310 (Ladies) – Endeavour Polo</b> Colour options: Pacific Blue/White	<b>LB3600 – Oasis Blouse</b> Colour options: Mid Blue,	<b>2192 – Drift Print</b> Colour options: Teal, Mid Blue & Navy	<b>265 – Chambray Short Sleeve</b> Colour options: Indigo	<b>264 – Chambray Long Sleeve</b> Colour options: Indigo
				

### Assistant in Nursing, Social Engagement Assistant, Wellbeing Assistant, Housekeeping Assistant

<b>CST942LS – Round Neck Scrub Top \$52.20</b> Colour options: Electric Blue, Navy, Midnight Navy, Teal, Charcoal & Black				
				
<b>1310 (Men's) &amp; 2310 (Ladies) – Endeavour Polo</b> Colour options: Navy/White	<b>LB3600 – Oasis Blouse</b> Colour options: Electric Blue,	<b>2192 – Drift Print</b> Colour options: Navy	<b>265 – Chambray Short Sleeve</b> Colour options: Indigo	<b>264 – Chambray Long Sleeve</b> Colour options: Indigo
				

### Hospitality Services


<b>1310 (Men's) &amp; 2310 (Ladies) – Endeavour Polo</b> <b>Colour options:</b> White/Navy	<b>LB3600 – Oasis Blouse</b> <b>Colour options:</b> White	<b>2192 – Drift Print</b> <b>Colour options:</b> Navy	<b>265 – Chambray Short Sleeve</b> <b>Colour options:</b> Indigo	<b>264 – Chambray Long Sleeve</b> <b>Colour options:</b> Indigo
				
<b>Chef Garments</b>				
<b>Unisex Chef's S/S or L/S</b> <b>Colour options:</b> Black/White	<b>Vented Chef's S/S Jacket - Mens</b> <b>Colour options:</b> White or Black	<b>Vented Chef's L/S Jacket - Mens</b> <b>Colour options:</b> White or Black	<b>Vented Chef's S/S Jacket - Ladies</b> <b>Colour options:</b> White or Black	<b>Vented Chef's L/S Jacket - Ladies</b> <b>Colour options:</b> White or Black
				

### Office/Administration


<b>1310 (Men's) &amp; 2310 (Ladies) – Endeavour Polo</b> <b>Colour options:</b> Black/White	<b>1310 (Men's) &amp; 2310 (Ladies) – Endeavour Polo</b> <b>Colour options:</b> Navy/White	<b>2192 – Drift Print</b> <b>Colour options:</b> Navy	<b>B3600 – Oasis Blouse</b> <b>Colour options:</b> Electric Blue	<b>2173 – City Stretch Short Sleeve</b> <b>Colour options:</b> Navy with white spots
				

<b>2230 – Active Double Pocket</b> <b>Colour options: Royal</b>	<b>2230 – Active Double Pocket</b> <b>Colour options: Navy</b>	<b>265 – Chambray Short Sleeve</b> <b>Colour options: Indigo</b>	<b>264 – Chambray Long Sleeve</b> <b>Colour options: Indigo</b>
			

### Maintenance

<b>Cool Lightweight Drill Shirt Long Sleeve BS6893</b> <b>Colour options: Navy</b>	<b>Cool Lightweight Drill Shirt BS1893</b> <b>Colour options: Navy</b>	<b>Olympus Mens Jacket AP1513</b> <b>Colour options: Navy</b>
		
<b>GENTS Flex and Move Pant BPC6330</b> <b>Colour options: Navy</b>		
		



<b>Steel Blue Parkes Boot 317538</b> <b>\$203.50 each</b>	<b>Steel Blue Hobart 332101</b> <b>\$195.80 each</b>	<b>Steel Blue Adelaide Boots 311400</b> <b>\$193.60 each</b>
		

### Universal Items

<b>3WSJ (Men's) &amp; 3WSJ1 (Ladies) – Softshell Jacket</b> Colour options: Black	<b>OLYMPUS MENS JACKETS 1513</b> Colour options: Navy or Black
 	

<b>Ladies Stella Perfect Pant [mid fit]</b>	<b>Ladies Kate Perfect Pant [slim fit]</b>	<b>Ladies Eve Perfect Pant [curvy fit]</b>
		

GENTS ONE PLEAT PANT REGULAR	GENTS SLIMLINE PANT	
