


The Paraplegic and Quadriplegic Association of SA Inc



Dress Policy - Personal Presentation Code of Conduct

STATEMENT

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQSA) has a duty to create and implement a code of personal presentation to ensure the professional standards of PQSA and its workers are maintained at all times. Personal presentation of workers must recognise the appropriate dress and hygiene to facilitate comfort and safety in the workplace.

Approved by: 	Date: June 2018
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The Paraplegic and Quadriplegic Association of SA Inc.(PQSA) is incorporated under PQSA *Incorporation Act 1985 (SA)* and conducts its business through operating Divisions, namely Support Services and HomeCare+.

Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.

SCOPE

Compliance with this policy is a condition of appointment for all persons engaged to provide services on behalf of PQSA.

DEFINITIONS

Business Casual:

This simply means you do not necessarily need to wear a suit. However, it conversely does not give permission for casual attire such as jeans, athletic wear and T-shirts to be worn. Work attire should be conservative, smart and practical.

Women might typically wear a collared shirt/sweater or smart blouse with dress pants and dress shoes or boots. Conservative dresses and skirts are also acceptable attire.

A man's option for business casual might include a polo shirt, collared shirt or sweater. Cinos or dress pants along with dress shoes make up male business casual outfits. Ties are not a requirement.

Specifics – appropriate attire to accompany business casual shirts/PQSA uniform shirts

FEMALES	MALES
Colours & patterns are unlimited, except for fluorescent colours and offensive patterns (Business Casual principles apply)	
Dress Pants (Min. $\frac{3}{4}$ length)	Dress Pants
Skirts (Min. knee length)	Cinos
Dress culottes	Dress shoes: business lace ups, loafers or boat shoes. Shoes must have a closed in heel or strap.
Dress shoes (heels of a conservative style up to 10cm are permissible) Shoes must have a closed in heel or strap.	

Client – is any person(s) for whom services are provided either directly or indirectly including a person with a disability, a person with a disabilities family member(s), other organisations and any person engaged to provide services for PQSA.

Duty of Care - the obligation of a person not to be careless or negligent and to exercise reasonable care in the conduct of an activity.

Health – refers to the physical and psychological health of a worker.

Manager – A person who is charged with the management or direction of PQSA and other divisions as determined from time to time.

Must – indicates a mandatory action required by law, industrial instrument, or PQSA policy or procedure.

Professional - a person engaged or qualified in a paid occupation that shares a self-concept based on attributes, beliefs, values, motives, and experiences.

Should – indicates a recommended action to be followed unless there are sound reasons for taking a different course of action.

Worker – for the purpose of this policy is a person who carries out work in any capacity including work as an employee, contractor or subcontractor, trainee, or a student gaining work experience, or a volunteer.

Workplace – is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.

RESPONSIBILITIES

It is the responsibility of PQSA and its workers engaged in the provision of client services to adhere to this policy and procedure.

The direct supervisor has the primary responsibility to see that workers conform to this policy.

POLICY

PQSA recognises that its workers act as representatives of PQSA and should therefore be aware of their personal presentation. Discretion in style of dress and personal presentation is essential to the image and the safe and efficient operation of PQSA. Workers are expected to present themselves in a manner appropriate to their working environment and to the type of work they are performing.

PROCEDURES

There are three major criteria which PQSA uses to establish the personal presentation of all workers.

1. Safety

The worker's clothing, hairstyle and jewellery must not interfere with the safe performance of his or her duties. These rules are for the safety and comfort of all workers as well as clients.

- **Hygiene:** All workers must ensure that appropriate hygiene is maintained at all times. Regular bathing and the use of odourless deodorant should be undertaken to reduce the risk of offending other workers and clients.
- **Rings, bracelets, long chains, necklaces or wristwatches** must not be worn when physically handling a client. Poor circulation and impaired sensation plus diminished healing capacity may contribute to major problems for the client if they are scratched or cut.
- **Hair** should be clean and appropriately kept. Long hair should be tied back or worn up (long hair hanging down can be tangled in equipment and increases the risk of cross infection by falling onto clients or objects, or by coming into contact with soiled items or body fluids).
- **Beards and moustaches** must be kept clean and neatly trimmed.
- **Jewellery and body art:** visible tattoos may be required to be covered if the tattoo is offensive in general nature or presentation. No tongue rings, brow rings, facial piercings or visible belly-button rings will be allowed. Workers with ear piercings should wear a clear stud or no earring while attending to clients.
- **Perfume** should be avoided for client contact as clients and/or co-workers may suffer from allergies; in PQSA/HC+ offices, perfume and fragrances should be applied minimally and any re-application should occur outside of the immediate workplace
- **Fingernails** should be kept short (no longer than the top of your fingers) clean and smooth edged when attending to clients. Acrylic nails are not appropriate for direct hands-on care of clients, as they pose a risk to the client's skin integrity and increase the risk of cross infection.
- **Footwear** should be of business casual nature; when working with clients, footwear must be sturdy, enclosed covering the toes, heel and the top of the foot, with flat soles or low heels. ***(Sandals and thongs are not permitted, except during certain activities such as a client's hydrotherapy session).***
- **Under garments** (e.g. underpants and bras) are required at all times.

2. Suitability for Client Contact

PQSA clients may judge PQSA not only by the quality of services it provides, but also by the appearance and manner of all workers they have contact with. Workers whose duties involve such contact must maintain a suitable appearance and manner at all times.

Support Workers, must observe the following at all times:

- Dress in professional, neat, clean and comfortable attire at all times.
- Clothing must be a style, and fit, to allow for easy movement.
- Personal hygiene standards must be maintained at all times.
- Good manners and courtesy are an integral part of an employee's presentation.

Administrative workers must observe the following at all times:

- To dress in professional casual business attire at all times.
- Clothing worn on designated casual days must be clean and free of fraying or rips.
- Personal hygiene standards must be maintained at all times.
- Good manners and courtesy are an integral part of an employee's presentation.

Administrative worker required to wear a uniform - workers wearing a uniform displaying PQSA or HC+ must observe the following at all times:

- To dress in professional casual business attire at all times.
- Wear tops with cardigan or jumper as per weather requirements.

Inappropriate presentation;

- Sport related attire, including t-shirts/tops or ties with slogans relating to football teams or other club crests.
- Slogans or pictures on t-shirts/tops containing nudity or foul language, that may be deemed sexually offensive.
- Revealing attire such as shorts (hot-pants/cut-off jeans/sports shorts) are not acceptable, however tailored shorts to the knee would be deemed acceptable (unless business casual attire is required). Crop tops, clothes made of see through materials and clothes that expose areas of the body usually covered in the workplace may be deemed sexually offensive, and are not appropriate in the workplace.
- A skirt is not an appropriate garment for a Support Worker to wear, as it does not allow for adequate freedom of movement required to perform routine work tasks.

These restrictions are in place as some articles of clothing may be regarded as offensive to some workers and clients and be regarded as discriminatory in terms of sex or sexual orientation, religious beliefs, racial or ethnic origins, or any other discriminatory grounds, or which may cause health and safety concerns.

The above are just a few examples of what would be regarded as inappropriate attire for the workplace; however workers are reminded that if they have any doubts in their own mind as to whether an article of clothing is appropriate, it is likely that others will share this doubt and may be offended, and the article of clothing should therefore not be worn. Any Manager or Supervisor may use their discretion and request a worker to change their attire if it does not meet PQSA standards.

Sleepover at a Client Home

Support Workers required to sleep at a client's home must be aware that there is a requirement that they must be ready to respond to the needs of the client. Therefore appropriate clothing must be worn to bed; it is recommended that track pants or pyjama's be worn. Do not sleep naked or sleep in only underpants or bra and knickers. This could cause embarrassment for the worker and the client in an emergency situation.

Religious and Cultural Dress

PQSA accepts that it is policy that the wearing of religious and cultural dress (including head scarves, skull caps and turbans) is allowable and must not be discouraged. The exception to this protocol is where health and safety will be compromised by the wearing

of such dress and/or where this is likely to enhance the risk to other persons. The Human Resource Department should be contacted when there is concern in relation to accommodating religious dress. Priority will be given to the health and safety requirements, as laid down by national legislation.

Off duty

Clothing with PQSA logos or other uniforms or clothing items that identify a person as an employee of PQSA must not be worn off duty.

3. Suitability for General Contact with the wider community and other Organisations

The image of PQSA with its members, clients' families, other organisations and the general public is as important as our image with our clients. Workers who deal with people outside of PQSA in any capacity must be aware at all times that their appearance and actions reflect upon the whole of PQSA.

Good manners and courtesy are as important in business life, as they are in both home and social life.

During work hours, all workers' wherever they are, will be a representative of PQSA and their appearance and behaviour must reflect the level of professionalism expected.

A **breach** of this policy is grounds for disciplinary action, up to and including termination of employment.

RELATED LEGISLATION

- Work, Health and Safety Act 2012
- Work, Health and Safety Regulation 2012
- Human Rights Act 2004
- Workplace Gender Equality Act 2012

SUPPORTING PQA DOCUMENTATION

- Clients Rights and Responsibility
- Support Worker Job Description
- Sexual Harassment Policy and Procedure
- Manual Handling Training
- Administrative Worker Uniform Policy and Procedures

BREACHES OF THIS POLICY

A **breach** of this policy is grounds for disciplinary action, up to and including termination of employment. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will PQSA accept such an argument.

DISTRIBUTION AND REVIEW

PQSA will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a periodic basis or when legislation or government policy determines.

