



## Personal Presentation and Professional Dress Standards Policy

### STATEMENT

The Paraplegic & Quadriplegic Association of South Australia Ltd (PQSA) will ensure all workers understand that appropriate personal presentation and professional dress standards are required at all times. These standards reflect our commitment to a safe and comfortable workplace and the delivery of high quality services to our clients.

<p>Approved by:</p>  <p>Chief Executive Officer</p>	<p>Date: September 2021</p>
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**In this policy, 'us' 'we' or 'our' refers to The Paraplegic & Quadriplegic Association of South Australia Ltd ACN 644 670 977, which is a Company Limited by Guarantee and conducts its business through Lifestyle Support and HomeCare+ services.**

*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 workers engaged to provide services on behalf of PQSA.

## DEFINITIONS

Refer to the PQSA Policy and Procedure Definition Glossary

## RESPONSIBILITIES

It is our responsibility to communicate our policies and procedures to all workers on a systematic basis. Individual Directors and Supervisors are responsible for monitoring workers' understanding of their obligations and need for compliance with policies and procedures. Workers are responsible for complying with our policies and procedures.

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

## POLICY

All PQSA workers are expected to present themselves in a manner appropriate to their working environment and to the type of work they are performing. How workers maintain their personal presentation, which includes cleanliness and hygiene, and their dress standards, is a reflection of the company as a whole; the standards set out in this policy are designed to ensure we take pride in our appearance, that we acknowledge the impact they have on workplace health and safety and the quality of our services and supports.

## PERSONAL PRESENTATION

There are three components of personal presentation with which PQSA expects its workers to comply:

### 1. SAFETY

Each worker's clothing, hairstyle and jewellery must not interfere with the safe performance of their duties, but do acknowledge that appropriate comfort levels are also important.

- **Hygiene:** All workers must ensure that appropriate hygiene is maintained at all times. Regular bathing and the use of odourless deodorant must be undertaken to reduce the risk of offending other workers and clients.
- **Rings, bracelets, long chains, necklaces or wristwatches** must not be worn when providing services to a client that require physical contact, due to the risk of damage to the client's skin integrity. Wedding/engagement rings can be covered with tape during client services where a worker would prefer not to remove these.
- **Hair** should be clean and appropriately kept. Long hair should be tied back or worn up for safety and infection control purposes when delivering client services.
- **Facial hair** 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. Tongue rings, brow rings, facial piercings or visible belly-button rings are permitted but are to be taped down and not visible. Workers with ear piercings should not wear piercings that hang below the ear lobe while attending to clients.

- **Perfume** should be avoided for client contact as clients and/or co-workers may suffer from allergies; in our offices, perfume and fragrances should be applied minimally prior to duty and not re-applied in the workplace.
- **Fingernails** should be kept short (no longer than the top of your fingers) clean and smooth edged when attending to clients. Acrylic nails must not be worn during 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).***
- Appropriate **undergarments** are required at all times.

## **2. SUITABILITY FOR CLIENT CONTACT**

PQSA clients should expect the presentation of workers to reflect the quality of services PQSA provides. Workers whose duties involve client contact must maintain a suitable appearance and manner at all times.

### **SUPPORT WORKERS must**

- dress in professional, neat, clean and comfortable attire
- wear clothing of a style and fit to allow for easy movement
- maintain good personal hygiene standards (refer above)
- have their HomeCare+ ID on them at all times during shifts
- demonstrate PQSA's values through good manners and courteous behaviour.

Uniforms are optional but encouraged for Support Workers. Support Workers will be able to purchase available HomeCare+ uniforms via PQSA Adelaide reception.

### **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 may need to respond to the needs of the client. Therefore, appropriate clothing must be worn to bed; it is recommended that track pants or pyjamas be worn. Sleeping naked, semi-naked or in undergarments is not appropriate.

### **OFFICE-BASED WORKERS must**

- dress in casual business attire (refer below)
- maintain good personal hygiene standards (refer above)
- ensure the uniform is replaced if it becomes faded, ripped or torn
- wear PQSA uniform when in client-Support Worker contact/events or as directed by the Divisional Director only (casual business attire at any other time)
- demonstrate PQSA's values through good manners and courteous behaviour.

Office-based workers must wear their name badge when in contact with clients, when formally meeting with Support Workers and at events.

Office based workers must not wear superseded uniforms. Other items such as a vest may be worn in conjunction with the uniform as long as they do not alter the professional presentation of the uniform and maintain compliance with this policy.

## Casual business attire - office-based workers

Work attire should be conservative, smart and practical. PQSA acknowledges that some workers may not identify as a female or male; these gender labels are used for the purpose of providing guidelines but it is important that every worker adheres to the general principles outlined below.

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. Chinos or dress pants along with dress shoes generally make up male business casual outfits. Ties and suits are not a requirement.

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

<b>FEMALES</b>	<b>MALES</b>
Dress Pants (Min. $\frac{3}{4}$ length)	Dress Pants
Skirts (Min. knee length)	Chinos
Dress shoes (heels of a conservative style up to 10cm are permissible) Shoes must have a closed in heel or strap.	Dress shoes: business lace ups, loafers or boat shoes. Shoes must have a closed in heel or strap.

### **Colours and Patterns**

- Accompanying PQSA Uniform – Neutral tones only (black, navy, white, beige)
- Casual Business - are unlimited, except for fluorescent colours and offensive patterns (Business Casual principles apply)

### **Inappropriate attire;**

- Sport related attire and active wear, including t-shirts/tops or ties with slogans relating to football teams or other club crests.
- Tights worn as dress pants.
- Slogans or pictures on clothing that may be offensive.
- Clothes made of see through materials and/or which expose areas of the body or are overly-revealing .

Where PQSA designates that office-based workers can wear casual clothes on specific occasions, these should be clean and meet appropriate standards for wearing in the office.

Whilst workers have discretion over their own attire, a Director or Supervisor may reasonably request a worker to change their attire if it does not meet PQSA standards.

### **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 People and Culture 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.

## **3. 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.

#### **4. RETURNING OLD UNIFORMS**

Upon termination of employment uniform garments must be returned in full.

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

#### **RELATED LEGISLATION**

- Australian Human Rights Commission Act 1986
- National Disability Insurance Scheme (Code of Conduct) Rules 2018
- Work, Health and Safety Act 2012
- Work, Health and Safety Regulations 2012
- Workplace Gender Equality Act 2012

#### **SUPPORTING PQSA DOCUMENTATION**

- Client - Rights and Responsibility Statement
- Code of Conduct and Ethical Behaviour
- Manual Handling Training
- PQSA and HomeCare+ Position Descriptions
- Workplace Bullying, Harassment and Discrimination Policy

#### **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.