

## Policy statement

Royal Flying Doctor Service (RFDS) employees represent the organisation and the identification of staff and also the standard of their presentation has a significant impact on the way the organisation is viewed by the general public, patients, sponsors, donors, funding bodies and other stakeholders.

The purpose of this policy is to provide information on the allocation, wearing and dress standard of the RFDS uniform. The ordering process is outlined in the Uniform Procedure.

## Scope

This policy applies to all RFDS employees, including casual, temporary contract, part time and full-time employees of RFDS (Queensland Section) and RFDS (Qld) Services.

## Policy principles

The full RFDS uniform is required to be worn when on duty. The RFDS allocates a supply of uniforms for all employees, see allocation based on occupational group in the Uniform Procedure. Part time, casual and temporary employees will have a reduced allocation based on their shifts per week. Responsibility for the presentation, laundering and maintenance of the uniform is with the employee.

In selecting the garments in the uniform range, the following principles were considered:

- > The professional image that the RFDS portrays, including the perception of the public and clients (including children).
- > Health and safety requirements.
- > National marketing and branding guidelines.
- > Suitability with regard to the type of work employees undertake; and
- > Ease of laundering.

In the event that any employee arrives for work dressed or groomed in a way that does not meet the requirements of this policy, their Line Manager will advise them that they are not dressed or groomed appropriately to perform their duties and the employee will be directed to rectify the issue.

## 1. Entitlements

All employees are required to wear the RFDS uniform in the workplace. There is an initial allocation of uniforms and after 12 months service an annual allocation of uniforms. There are some uniform items with additional eligibility criteria. The allocation is listed below and specified in the Uniform Procedure by occupational group. If replacement items are required, they will be deducted from the annual allocation.

The uniform range has specific items for each occupational group.

- 1.1 Full Time/Part Time/Casual/Maximum Term Employees (working an average of 4-5 shifts per week)

Full time, part time and maximum term employees of 6 months plus contracts are permitted to order the full initial supply of uniforms upon commencement with the RFDS. To determine the uniform allocation relevant to a specific occupational group, please refer to the Uniform Entitlement Summary per Occupational Group in the Uniform Procedure.

Approval may be required prior to allocating a uniform entitlement to employees on maximum terms shorter than 6 months in duration. In each case a pro-rata entitlement will be determined on the basis of individual needs considering length of the contract and the nature of the work contracted. In some cases, it may be appropriate to supply short term contract employees with uniforms from the recycled uniform pool.

Casual employees working an average of 4-5 shifts per week are permitted to order up to one full initial supply of uniforms upon commencement with the RFDS. e.g., If a casual employee is engaged to backfill a full-time employee's rostered shifts periodically, they will be eligible to order the initial full supply of uniforms.

## 1.2 Part-Time/Casual/Maximum Term Employees (working an average of 2-3 shifts per week)

Part-time, casual, and maximum term employees' entitlements are calculated on a 50% allocation if working on average 2-3 shifts per week.

A review of the average hours worked after a period of time may be used to adjust uniform allocation.

## 1.3 Part-Time/Casual/Maximum Term Employees (working less than an average of 2-3 shifts per week)

Part time or casual employees working less than 2-3 shifts per week will be entitled to 1 top and 1 lower garment.

## 1.4 Employees Working in Community

All employees who are required to work in Community for 3 plus shifts in any week will be provided with the full initial uniform allocation.

## 1.5 Working from Home Arrangements

Employees who work from home are required to wear the uniform whilst participating in online meetings/events.

## 1.6 Executive Leadership Team & Executives

The Executive Leadership Team, Chief Executive Officer (CEO) and Board Members are not required to wear the RFDS uniform, however, may elect to do so. Where an Executive Leader is undertaking official operational duties, i.e., flying duties or clinical duties, they are required to wear the relevant uniform garments.

Where an Executive Leader or CEO elects to wear the RFDS uniform, they must do so in full accordance with this policy. Allocation for an Executive Leader/ CEO follows the same standard initial issue as it does for other RFDS employees.

Board Members who wish to wear items of the RFDS uniform to Board Meetings or when representing the RFDS in an official capacity may order items (via the Executive Administration Assistant to the CEO), at the expense of the RFDS, up to the value of \$250.00. Expenditure above this amount will be required to be paid by the individual Board Member.

## 1.7 Maternity Wear

Pregnant employees are expected to wear the RFDS uniform, maternity garments are available for order. The RFDS will provide pregnant employees with one standard supply of maternity wear, which will consist of two (2) maternity shirts and two (2) maternity lower garments above the initial standard supply. Employees may elect to purchase additional uniform garments. In exceptional circumstances, pregnant employees may be given approval to wear non-RFDS uniform garments, such garments however must be appropriate and comply with the dress standard required by the RFDS.

## 1.8 Dress Options for Religious Observances

Uniform options are available as requested to meet the cultural or religious requirements of employees. While it is preferable that headdress is navy or white, the RFDS supports the wearing of other colours in accordance with cultural and religious considerations.

## 1.9 Resupply of Uniform Garments

Employees are able to reorder uniforms 12 months from their order received date. Uniform items may be reordered each year at approximately 50% of the initial allocation. Please refer to the Uniform Entitlement Summary per Occupational Group in the Uniform Procedure.

Employees may also purchase additional garments from the approved range.

If there is evidence of extenuating circumstances, such as a work-related incident that has rendered a garment unwearable, an employee may be granted an additional quantity of replacement items. Requests for items above the general resupply must be approved by the employee's Line Manager.

The following criteria assists in determining when a uniform should be replaced:

- > The uniform is altered in appearance from when originally issued and the altered appearance is irreparable.
- > The uniform is considered to look unprofessional by the Line Manager.
- > The damage or change occurred through the course of duty and/or appropriate laundering or was beyond the control of the employee.

Employees should consider ordering replacement garments when uniforms appear to be (but not limited to):

- > Discoloured.
- > Stained.
- > Worn continuously beyond its normal life expectancy.
- > Damaged or seams are split, or fabric is thinning.
- > No longer a reasonable fit (and alteration is not a reasonable option).

## 1.10 Volunteers/Students/Agency Contractors

Volunteers, students, and agency contractors are not entitled to an RFDS uniform allocation. However, they are encouraged to wear clothing embroidered with the RFDS logo that can be purchased from the RFDS merchandise shop.

## 1.11 Belts

The RFDS belt is to be worn with the RFDS uniform.

## 1.12 Hats

All employees are entitled to order a full brimmed hat, which will provide sun protection. Due to the limitations associated with a full brimmed hat when flying, Aviation employees are also permitted to order a cap, however elect to do so understanding that a cap provides limited sun protection.

The uniform hats that are monogrammed with the RFDS logo are to be worn.

## 2. Ordering Uniforms

The Uniform Procedure outlines the process of ordering uniforms online and the return of garments.

## 3. Casual Dress Days

From time to time the RFDS may approve casual dress days. This may be to support a particular cause or to undertake a specific activity. However, due to the nature of the work at the RFDS some employees will not be able to participate in casual dress days.

Where it has been deemed as suitable by an Executive Leader to have a casual dress day employees are required to be mindful that not all casual clothes are suitable for the work environment. Smart casual attire is to be worn and should be clean, neatly ironed and in good condition. Clothing that meets the Dress Standards below is acceptable to wear to the workplace if participating in casual dress days.

Please note that if you participate in casual dress day the uniform items are not to be worn with casual clothing e.g., the polo shirt with leggings.

## 4. Tax Information

Employee purchased RFDS uniforms are tax deductible as stated in the *Income Tax Assessment Act 1997 (Cth)*. As alterations and laundering are at the employee's own expense laundry/ dry cleaning costs and alterations to uniform items are also tax deductible.

## 5. Return of Uniform

Employees are required to return all uniform items provided by the RFDS to the relevant Uniform Coordinator upon termination of their employment. The intent of returning uniforms to the RFDS is to maintain the integrity of the RFDS corporate image.

## 6. Dress Standards

Dress code and grooming standards are outlined in the Code of Conduct where RFDS employees are expected to present themselves professionally and to project a positive image of the RFDS. Issues related to dress standards and appearance will be identified with the employee by their line manager to ensure compliance with this policy.

### 6.1 Jewellery

Jewellery should be discreet and professional in appearance. Jewellery must not detract from the RFDS dress standard and must not compromise workplace health and safety requirements. Ear piercings are acceptable, provided the jewellery is of a conservative and professional nature, such as studs and sleepers. In order to maintain a safe workplace, facial piercings other than in ears may be considered unsafe, the line manager or workplace health and safety team can advise on safety requirements with jewellery and facial piercings.

### 6.2 Hair

Hair should be worn in a neat and tidy fashion and be of a suitable and professional colour and style appropriate to the nature of work being performed and in line with the RFDS dress standard.

### 6.3 Body Art

Body art includes (but is not limited to) tattoos, piercings, scarring, beading and temporary body art. The amount of body art should be kept to a minimum and must not present an unprofessional image. Body art should not hinder the employee's ability to safely perform their duties.

Body art that could be perceived to be offensive must be covered at all times while in the workplace (e.g., tattoos of naked men/women, skulls or daggers dripping blood, offensive language etc).

### 6.4 Footwear

All footwear must portray a professional appearance, comply with health and safety requirements and be suitable for the duties performed by RFDS employees. Therefore, footwear worn in the operational environment must be enclosed, have non-slip soles, and must be made of a sturdy and durable material. There may be a requirement for steel cap boots to be worn in the workplace and if this is required, the line manager will advise staff. If an operational employee has a medical condition requiring them to wear shoes that fall outside of these guidelines (e.g., joggers/running shoes or orthotics) a medical certificate is to be provided to the employee's line manager.

Employees in the Corporate Office are required to wear appropriate shoes with the RFDS uniform selecting black, brown, navy, or red shoes which coordinate with the RFDS belt and uniform's professional appearance. Thongs, strappy slip-on sandals, joggers, knee high boots and heels of excessive height are not considered appropriate for the uniform's appearance. When Corporate Office staff attend the bases, enclosed footwear is required.

### 6.5 RFDS Uniform External to the Work Environment

When representing the RFDS at external events employees are expected to wear full uniform unless otherwise approved by the relevant Line Manager.

Where the employee is not representing the RFDS and is outside of the workplace (i.e., social events), the employee is required to wear their own personal clothing. In circumstances where an employee is wearing the RFDS uniform outside of the workplace (i.e., at a social event directly after work) it is expected that the employee understands that their professional conduct is on display and the RFDS Values and Code of Conduct applies.

## 6.6 Presentation

It is the responsibility of each employee to ensure that uniforms are clean, neatly ironed and maintained in good order at all times. The manufacturer's care and washing instructions are to be followed. Garments are not to be altered in any way except where necessary for correct fitting.

## 6.7 ID Cards/ ASIC Cards

The RFDS identification card forms part of the RFDS uniform and therefore must be worn at all times while on the Base and must be easily visible with name facing outward. There will also be occasions where an ASIC is required to be displayed whilst not wearing a uniform.

Holders of an ASIC must wear and display the ASIC when undertaking duties in accordance with the conditions of the ASIC. All those who have an ASIC must wear this together with or instead of an RFDS identification card.

If an employee is undertaking duties or representing the RFDS and it is not appropriate to wear an ASIC, the RFDS identification card must then be worn.

## Related Documents

- > RFDS National Employee Code of Conduct
- > RFDS Services Code of Conduct
- > RFDS Uniform Procedure