

## UNIFORM POLICY

### Purpose

RFDS (Qld) Services Limited (RFDS (Qld) Services) employees represent the organisation and the standard of their presentation has a significant impact on the way the organisation is viewed by the general public, patients, sponsors, funding bodies and other stakeholders.

The purpose of this policy is to provide clear direction to all RFDS (Qld) Services employees regarding all aspects of the RFDS uniform. The aim is to provide employees with a functional, comfortable and professional uniform that projects a good image and complies with workplace health and safety guidelines.

### Policy

Employees must always be dressed neatly and appropriately for the type of work they perform. The full RFDS uniform must be worn when on duty and should be well maintained. All aspects of the uniform must be worn including RFDS (Qld) Services employee identification cards. This policy applies to all RFDS (Qld) Services employees, including casual, contract, part time and full time employees.

RFDS (Qld) Services allocates a supply of uniform for all employees on a pro rata basis (please see the occupational group heading below for allocations pertaining to each role), however, full responsibility for the maintenance and cleanliness remains 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. On the first occasion the employee will be given the opportunity to rectify the issue and, if necessary, return home to change (travel time and time away from the workplace will not be paid). Further breaches of this nature or serious breaches of this policy may result in disciplinary action (including termination).

## 1.0 Entitlements

### 1.1 Full Time/Fixed term Employees

Full time and long term fixed term employees are permitted to order up to one full initial supply of uniforms upon commencement with the RFDS. To determine the uniform allocation relevant to a

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specific service group please refer to the Table 1.4 “Uniform Entitlement Summary per Service Group”.

### 1.1 Full Time/Fixed term Employees (cont)

Employees on fixed terms shorter than 6 months in duration will need to obtain approval from the relevant General Manager/Regional Manager prior to being provided with a uniform. In each case a pro rata entitlement will be determined on the basis of individual needs based on the 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.

Replacement items will be paid for by the RFDS as a result of normal wear and tear.

### 1.2 Part-Time, Casual and School Based Employees

Part-time employees’ entitlements are calculated on a pro rata basis in accordance with the average hours worked per week. The initial issue to casual employees is to be dependent on the proposed number of shifts to be worked by the employee. A review of the average hours worked after a period of time may be used to adjust uniform allocation.

Replacement items will be paid for by the RFDS as a result of normal wear and tear.

### 1.3 Working from Home Arrangements

Employees that have an approved working from home arrangement in place will have their uniform entitlement calculated on a pro rata basis in accordance with the average hours worked per week in the workplace. The uniform entitlement will be approved by the relevant General Manager/Regional Manager.

### 1.4 Company Issue Uniform Entitlements Summary per Service Group

RFDS (Qld) Services employees must order from the RFDS (Qld) Services order form or Charleville Health Clinic order form (as applicable) unless otherwise approved by the General Manager – People and Corporate Services.

	Office Wear	Mobile Dental Unit	Australian Defence Force (ADF) Crew	Charleville Health Clinic
<b>Tops</b>	4 x tops	4 x tops	4 x cotton t-shirts	4 x tops
<b>Bottoms</b>	4 x bottoms	4 x bottoms	Up to 4 x flight suit trousers	4 x bottoms
<b>Winter Items</b>	1 x Vest OR Jumper OR Cardigan OR Soft Shell Vest/ Jacket	1 x Vest OR Jumper OR Cardigan OR Soft Shell Vest/ Jacket		1 x Vest OR Jumper OR Cardigan OR Soft Shell Vest/ Jacket

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## 1.4 Company Issue Uniform Entitlements Summary per Service Group (cont)

	Office Wear	Mobile Dental Unit	Australian Defence Force (ADF) Crew	Charleville Health Clinic
<b>Jacket or Hi-vis</b>	1 x Business Jacket OR Hi-Vis Wet Weather Jacket	1 x Hi-Vis Wet Weather Jacket	Up to 2 x flight suit Jackets	1 x Business Jacket OR Hi-Vis Wet Weather Jacket
<b>Belt</b>	1 x RFDS Belt	1 x RFDS Belt	1 x RFDS Belt	1 x RFDS Belt
<b>Hat</b>	1 x Full Brimmed Hat	1 x Full Brimmed Hat	1 x Baseball Cap*	1 x Full Brimmed Hat

\*Please note that wearing the Baseball Cap whilst outdoors is at employees' own risk as it provides limited sun protection.

## 1.5 Maternity Wear

Pregnant employees are expected to adhere to this policy and RFDS dress standards. Maternity garments are available for order. RFDS (Qld) Services will provide pregnant employees with one standard supply of maternity wear, which will consist of two (2) maternity shirts and two (2) maternity bottoms 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.

## 1.6 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.

## 1.7 Resupply of Uniform Garments

Uniform items will be replaced on a reasonable wear and tear basis at the discretion of the employee's Line Manager. As a guide, the resupply of uniforms is generally limited to 2 tops and 1 bottom within a 12 month period. 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.

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## 1.7 Resupply of Uniform Garments (cont)

The following criteria have been developed to assist in determining when a uniform should be replaced:

- > The uniform is altered in appearance from when originally issued.
- > The uniform is considered to look unprofessional by the Line Manager.
- > The altered appearance is irreparable.
- > 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).

## 1.8 Volunteers

Volunteers for the RFDS are not entitled to wear the RFDS (Qld) Services uniform. However, they are encouraged to wear clothing embroidered with the RFDS logo that can be purchased from the RFDS merchandise shop.

## 1.9 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, ADF crew employees are also permitted to order a baseball cap, however elect to do so at their own risk as a baseball cap provides limited sun protection. Only the uniform hats that are monogrammed with the RFDS logo should be worn with the RFDS uniform. Employees may elect to have their name embroidered on the back of their hat; this will be at the employee's own expense and must conform to the hat embroidering guidelines of:

- > Arial, size 12 font, bold and centred
- > 1.5 line spacing
- > Clean white embroidering cotton
- > Employee's name on the first line and position title on the second line (if desired)

**John Smith**
   or  **John Smith  
Critical Care Specialist**

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## 2. Ordering Uniforms

RFDS (Qld) Services uniforms may only be ordered from the approved RFDS uniform supplier by RFDS Uniform Coordinators. The RFDS has one approved main supplier for uniform garments and other approved suppliers for specialist uniform garments. Uniform Coordinators for each service group have been identified to assist employees in ordering garments.

Service Group	Uniform Coordinator
Office Wear	Base Services Coordinator / Administration Officer
Mobile Dental Unit	Townsville Base Services Coordinator
ADF crew	Health Workforce Development Officer
Charleville Health Clinic	Practice Manager

Uniform order forms are located on the RFDS intranet > People & Corporate Services > Uniforms > RFDS (Qld) Services folder. Charleville Health Clinic employees must use the designated order form only.

The uniform order forms indicate which items are available to each service group to ensure that only items from the approved range are ordered for the relevant role. The order form has tick box account options for 'Company Issue' where an employee is eligible for an initial standard supply or resupply. For 'Personal Purchase' where the employee elects to purchase items above the standard entitlements, complete the credit card information in the space provided.

It is recommended that all employees, wherever possible try on garments prior to placing an order. You can achieve this by either:

### Workwear Group orders:

- > (In Brisbane) Making an appointment to visit the Workwear Group's Showroom, 41 Tradecoast Drive, Eagle Farm. Appointments can be made by contacting the Workwear Group Customer Service on 07 3608 2295.
- > (Outside of Brisbane) Trying on garments from sample ranges that can be requested from the supplier. Please contact your Uniform Coordinator or the HR Administration Officer (in People & Corporate Services department) for more information.
- > Using the sizing chart on the intranet. Uniform Coordinators have been provided with a tape measure.

### Sisley flight suit orders:

- > Using the Sisley size chart and measurements form. If Sisley has an existing file with your sizes on record, please advise the Uniform Coordinator.

When selecting garments it is recommended that employees choose garments that are a bit loose rather than too tight as it is easier to have the garment altered to fit (if required).

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## 2.1 Ordering Procedure

- 2.1.1 After downloading the order form from the Intranet employees should complete the form taking note of the items available to their occupational group and the type of order. If items are being ordered under ‘Company Issue’, the order must be authorised by the relevant Line Manager before the order can be processed. Uniform order forms must be completed in full, including all relevant signatures or the uniform order will not be processed.
- 2.1.2 Employees should then send the completed form to the nominated uniform coordinator (as indicated in the table above). The uniform coordinator will send the order to the uniform supplier and load a copy in the relevant employee’s file in the electronic payroll system. Orders will generally be delivered within 4 to 6 weeks.
- 2.1.3 Uniform items will be delivered to the relevant uniform coordinator, who will check the order for accuracy against the order form and the invoice and deliver the uniforms to the relevant employee. Once received, employees are required to ensure the invoice is authorised by their relevant Manager and sent to Finance for payment.

## 2.2 Ordering Procedure - Specialist Items

The Workwear Group is the main uniform supplier for the RFDS, however, specialist items are sourced from alternative suppliers. ADF crew must contact the Health Workforce Development Officer to order flight suits.

Where an employee is required to wear specific uniform garments as part of their role, the RFDS will purchase these items on behalf of the employee and will form part of the employee’s uniform. These garments must be embroidered with the RFDS logo as per the National Marketing Guidelines. The relevant Executive Leader (or delegate) and the Head of People and Corporate Services are required to provide authorisation for the purchase of any special items.

## 2.3 Made to Measure Items

Where an employee is unable to be fitted with a uniform from the available size range (i.e. requiring a smaller or larger garment than is available from the regular range) the employee is required to order the closest standard size and arrange for alterations through a tailor/seamstress. The Workwear Group are unable to offer a Made to Measure service.

Where the garments are company issued (i.e. either via initial standard supply or resupply) the RFDS will pay the cost of alterations upon presentation of an authorised Expense Claim Form and receipt.

However, when personal purchase orders are placed, the employee is responsible for these charges. See also Tax Information Section below.

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## 2.4 Uniform Returns/Exchanges

It is the responsibility of the employee to ensure that all care is taken to order the correct size and style of uniform. The option to order sample styles/sizes is available to ensure orders are accurate. Uniforms may only be returned for the following reasons; however they must be in 'new' condition, unworn, unaltered in any way and with the tickets attached:

- > If the item is faulty;
- > If the item does not match what was requested on the order form.

Faulty or incorrectly supplied garments must be returned within 14 days of receipt with a copy of the invoice. Returns should be organised through the employee's Uniform Coordinator.

If a garment is found to be faulty once worn or laundered it should be returned to the uniform supplier for inspection and evaluation. If a garment is found to be faulty it will be replaced or repaired depending on the amount of time the garment has been worn, its condition and the nature of the fault.

If an employee wishes to return an item that has been personally purchased, or for any reason other than the above, the cost of the return/exchange will be the responsibility of the employee.

## 3. GENERAL GROOMING

### 3.1 Jewellery

Jewellery should be discrete 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 is not permitted (i.e. nose rings, eyebrow rings, tongue, etc).

### 3.2 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.

### 3.3 Body Art

Body art includes (but is not limited to) tattoos, piercings, scarring and beading. 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. No body art may be worn in circumstances which could cause injury by being caught or removed during the course of employment activities.

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, etc).

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## 4. MISCELLANEOUS

### 4.1 Footwear

All footwear must portray a professional image, comply with health and safety requirements and be suitable for the duties performed by RFDS employees. Therefore footwear must be enclosed around the front and back of the foot, have non-slip soles and must be made of a sturdy and durable material. Thongs, sandals, sandshoes, runners, knee high boots, ballet-type slippers and/or heels of excessive height are not considered suitable for the workplace. If an 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 must be provided to Human Resources and approval sought from the employee's line manager.

Footwear must be limited to black, brown or navy. Female employees (with the exception of nurses) are also permitted to wear red footwear that reflects the RFDS red and coordinates well with the RFDS red/ black belt.

Socks or stockings must be worn with footwear. Sock colours should be limited to white, navy, black or brown. Stockings are expected to be worn with the ladies corporate skirts and dresses unless climatic conditions would make the wearing of stockings too uncomfortable for the wearer. These must be either skin tone, navy or black and unpatterned.

Expenses relating to the purchase of footwear, stockings and socks are the responsibility of the employee.

#### > Footwear standards in RFDS Aircraft

All RFDS employees and aircraft occupants must wear fully enclosed footwear. This also applies to other RFDS Aerial work or charter category operations conducted (eg. clinic, field day or similar tasking).

Exception may occur when patients or patient escorts are presented to the operating crew and are otherwise attired. Under these circumstances, the operating crew may permit the carriage of a patient or patient escort without the required level of footwear protection.

### 4.1 Wearing of the 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 encouraged 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. They should represent the values of the RFDS and must not bring the RFDS into disrepute.

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The RFDS uniform is not permitted to be worn in the following situations:

- > When participating in public speeches, interviews, marches, rallies, or public demonstrations, unless authorised by the employee's General Manager/Regional Manager.
- > Any situation that could bring discredit to, or create a negative perception of, the RFDS.

## 4.2 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. All alterations will be at the employee's own expense.

## 4.3 ID Cards/ ASIC Cards

The RFDS identification badge 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 instead of an ID badge.

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.

## 4.4 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.

Employees are required to be mindful that not all casual clothes are suitable for the work environment. Clothing that is intended for the beach, yard work, dance clubs, exercise sessions and sporting contests are not appropriate for work. Clothing that reveals too much cleavage, back, chest, stomach or underwear is not appropriate to wear at the RFDS under any circumstances. Even on a casual dress day clothing should be clean, neatly ironed and in good condition. Torn, dirty or frayed garments are not acceptable at any time.

## 4.5 Tax Information

The RFDS personally purchased uniform is fully 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.

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#### 4.6 Return of Uniform Upon Termination of Employment

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.

The RFDS requests that employees who have ‘personal purchase’ garments, return these items to the RFDS upon termination of their employment. Where an employee has personally purchased items, the employee will be eligible to claim the uniform incentive from the RFDS which is reimbursement up to 25% of original cost. Reimbursement is subject to the uniform item being professionally dry-cleaned and in excellent wearable condition to be considered for resale in the Recycled Uniform Stock.

Where an employee has been issued with an initial standard uniform entitlement and their employment is terminated (by either party) within their six month probationary period the RFDS may request 50% of monies paid (by the RFDS) on uniform items to be reimbursed to the RFDS.

#### Related Documents

- > RFDS National Employee Code of Conduct
- > Working with Children and Youth Policy
- > Recycled Uniforms Procedure
- > Sun Safety and Heat Stress

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