

Service Support / Finance and Business Services

Service Support Uniforms and Dress Standards

Document ID:
WMHHS2015208

Custodian / Review Officer:
Director Service Support

Version no:
1.1

Approval Date: 06/07/2016

Next Review Date: 06/07/2019

Approving Officer

Position:
Executive Director Finance and
Business Services

Name:
Nik Fokas

Signature:

.....

Supersedes:
WMHHS2015208v1

Keywords:
Uniforms, dress standards, Service
Support, PPE, clothes, apparel,
maintenance, BEMS, Fire, Security,
Hotel Services, Food Services,
Corporate Services, linen

**Relevant Clinical Pathways,
Guidelines or Evidence Basis:**
N/A



Standard 15:
Corporate Systems &
Safety

1. Purpose

This procedure describes the uniform requirements, minimum dress standards and replacement uniform provisions for Service Support staff where uniforms are provided under an award or certified agreement. Service Support staff are to wear the uniforms issued by West Moreton Hospital and Health Service (West Moreton) as part of standard personal protective equipment (PPE) to support sun safe work practices, reduce the potential for injuries including sunburn, scratches, cuts and abrasions, enable clear identification of staff and promote a professional and positive public image to staff, clients and patients.

2. Scope

This procedure relates to all permanent, temporary or casual Service Support staff involved in service support activities where uniforms are provided under an award or certified agreement at West Moreton Hospital and Health Service. Dress standards and minimum requirements also apply to contractors and consultants performing work for Service Support within West Moreton.

3. Supporting Documents

District Health Service Employees Award – State 2012

Queensland Health Services District Building, Engineering and Maintenance Services Certified Agreement 5:2011

Work Health and Safety Policy (WMHHS2014120)

Work Health and Safety – Personal Protective Equipment Management (WMHHS2014128)

Occupational Health and Safety Footwear in the Workplace Procedure (WMHHS2013359)

Infection Prevention – Aseptic and Non Touch Technique Procedure (WMHHS2014053)

Identification of Employees, Visitors and Contractors (WMHHS2014079)

4. Procedure

Uniform entitlements

The uniform entitlements for staff within Service Support are outlined in the following appendices:

- Infrastructure and Assets – Appendix A
- Fire Safety and Security Officers – Appendix B
- Grounds and Gardens – Appendix C
- Food Services – Appendix D
- Hotel Services – Appendix E.

Dress standards

The following dress standards apply to all staff covered by this procedure:

- Uniforms issued under award provisions must be worn in a clean, tidy, professional and hygienic manner at all times. *Note: Laundering and appearance of approved supplied uniforms are the responsibility of the employee and must be in adherence with this procedure.*
- Issued uniforms are required to be worn in their entirety and as designed i.e. long sleeves and long pants are to be worn down (unless a risk assessment indicates otherwise).
- Staff wearing a uniform are required to wear the uniform in its full attire unless the uniform was visibly soiled with blood and other body fluids during a shift.
- Uniforms and clothing should not be ripped or torn.
- Clothing or accessories displaying offensive images/ text/ messages is not acceptable and must not be worn.
- Only the current uniform supplied is to be worn, all previous uniforms with prior Government logos, patches etc. are not to be worn.
- Uniform shirts must be clearly identifiable for colleagues, patients and visitors with identification badge displayed.

Uniform replacement

Replacement of uniform items is on the basis of fair wear and tear and remains at the discretion of the line manager. The following guidelines have been developed to assist line managers in determining whether a uniform meets the criteria for replacement at West Moreton expense on the basis of fair wear and tear:

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

Indications for replacement may include (but are not limited to):

- discolouration
- stains
- the uniform has been worn continuously and incurred fair wear and tear beyond its normal life expectancy
- the fabric is damaged or seams are split
- thinning of fabric
- the uniform is no longer a reasonable fit (if alteration is not a reasonable option).

When a staff member requests new clothing to be issued, the old clothes will need to be handed in to be disposed of by the line manager.

If a staff member loses a piece of clothing e.g. a hat or jumper, they will be required to reimburse the health service for the cost to replace it.



Uniform maintenance and repair

It is the employee's responsibility to ensure their uniform is laundered and maintained to an acceptable standard at all times.

Resignation from Queensland Health

Employees resigning from service or temporary employees completing their contract period for West Moreton must return all supplied uniforms (in a clean and laundered condition) and staff identification and proximity cards to their line manager. This is as per award conditions.

Maternity arrangements

Suitable maternity uniforms will be provided for female employees when required.

Hair

The following hair standards apply to all staff covered by this procedure:

- Hair should be worn in a clean, tidy and professional style that does not impose a breach to aseptic technique or other relevant Infection Control or Occupational Health and Safety Guideline.
- Shoulder length to long hair is to be tied back at all times.
- Hair accessories should be kept to a minimum in the interests of staff and patient safety.
- Beards and moustaches should be kept trimmed and well groomed.

Nails

The following nail standards apply to all staff covered by this procedure:

- Nails must be of a length that will not compromise patient care and safety, neither should they create an occupational hazard for the wearer.
- Nail varnish and/or false/acrylic nails must not be worn.
- Nails should be short (no longer than 5mm) and neatly trimmed. They should not be enhanced by the application of items such as tip wraps, gels or nail jewellery.

Jewellery, tattoos and body piercing

The following jewellery, tattoo and body piercing standards apply to all staff covered by this procedure:

- Minimal jewellery is recommended such as plain flat wedding band and plain sleeper or stud earrings. Rings with sharp surfaces are not to be worn in the interests of patient safety.
- Body piercing and body art should be discrete and appropriate to the patient care and not constitute an occupational hazard in the workplace. Management will determine the appropriateness of any body piercing worn.
- All rings, watches, bangles or other jewellery applied to the hands or arms are to be removed prior to any dressings or any invasive procedures with a patient in accordance with the Aseptic non touch technique (ANTT) procedure.
- Tattoos of an offensive, violent or pornographic nature must be covered whilst on duty.

Staff identification badges and lanyards

The following standards apply to the wearing of staff identification badges and lanyards.

- Staff identification cards are part of the expected dress standard shall be worn and clearly displayed at either chest height or on a West Moreton approved lanyard whilst on duty.
- Staff identification cards are to be removed for the duration of a maintenance activity or direct patient/client care only with approval by the line manager when there is an assessed risk of causing harm or breaching workplace health and safety or infection control guidelines.
- Staff shall not modify, alter or change their official staff identification badge in any way.
- If your identification badge is lost or stolen report to Security immediately as it will need to be deactivated for security reasons. You will be required to obtain a replacement identification badge.



Religious and cultural requirements

West Moreton is sensitive to the requirements of individual employees to wear modified uniforms or adopt particular grooming habits due to genuine religious or cultural beliefs. Employees must request approval through their line manager and reasonable requests will be considered with a common sense approach and in accordance with anti-discrimination legislation.

Other considerations

The following considerations also apply:

- Using headphones/earphones is not permitted.

Compliance

Line managers are responsible for ensuring that all staff comply with the requirements of this procedure and breaches are managed (including any required disciplinary action) in accordance with Human Resources processes. Staff presenting to work in attire not meeting the criteria of this procedure are to be requested to don the correct attire as soon as possible.

Uniform register

Clothing will be supplied to staff under a relevant SOA.

All clothing items will be provided with appropriate West Moreton branding.

The clothing and footwear supplier will conduct fittings in one of three ways, dependent on the location of the supplier and the number of employees requiring fitting:

- Supplier representatives will visit facilities to measure and fit employees.
- The employee can visit any of the supplier outlets.
- The supplier is to send fitting charts and samples to West Moreton.

When clothing is issued it will be recorded against the staff members name on the uniform register managed by the line manager.

5. References and Suggested Reading

AS/NZS 4501.1:2008 Occupational protective clothing—guidelines on the selection, use, care and maintenance of protective clothing

AS 2210.1:2010 Safety, protective and occupational footwear—Guide to selection and use

Mental Health and Specialised Services Guidelines for Workplace Standards of Dress and Entitlements ((WMHHS2014291)

6. Definition of Terms

Definitions of key terms are provided below.

Term	Definition / Explanation / Details	Source
Personal protective equipment	Safety clothing and equipment for specified circumstances or areas, where the nature of the work involved or the conditions under which people are working, requires the wearing of, or use for their personal protection to minimise risk.	Department of Health
FSO	Fire Safety and Security Officer	
HR	Human Resources	
West Moreton	West Moreton Hospital and Health Service	
ANTT	Aseptic Non-Touch Technique	



7. Procedure Revision and Approval History

Version No	Modified by	Amendments authorised by
1	Kate Everding, Manager Quality Assurance and Risk Kristie McKenna, Emergency Management Officer Louisa Tronc, A/ Administration Officer	Barry Jeppesen, Manager Infrastructure and Assets Ruth O'Brien, Manager Corporate Services Ryan Thomas, Manager Emergency Management Richard Katt, Director Service Support
2	Kate Everding, Manager Quality Assurance and Risk	Barry Jeppesen, Manager Infrastructure and Assets Richard Katt, Director Service Support

8. Audit Strategy

Level of risk	Medium
Audit strategy	Manager / Supervisor follow up by auditing staff compliance
Audit tool attached	Monitoring of compliance: Line Managers must ensure that the uniform and dress standards are consistently enforced. Audit of Uniform register
Audit date	Annually in December
Audit responsibility	Quality Assurance and Risk Officer
Key Elements / Indicators / Outcomes	Number of incidents of non-compliance with uniforms and dress standards. 100% compliance with uniform dress standards. 100% of items provided entered in the Uniform register
Endorsing Committee	N/A

9. Appendices

- Appendix A - Infrastructure and Assets
- Appendix B - Fire Safety and Security Officers
- Appendix C - Grounds and Gardens
- Appendix D - Food Services
- Appendix E - Hotel Services



Appendix A – Infrastructure and Assets

Uniform entitlements are outlined in accordance with section 11.1.1 of the *Queensland Health Services Districts Building, Engineering and Maintenance Services Certified Agreement 5: 2011*. West Moreton will provide protective footwear and five sets of uniforms for all full-time permanent employees and temporary employees engaged for six months or more. Part-time employees will be provided uniforms on a pro-rata basis based on days worked. This will be provided at no cost to the employee.

Protective footwear will also be provided for other Infrastructure and Assets staff who are required to enter the workshop area or worksites.

Uniform principles

Work wear for maintenance staff will comply with the following principles and minimum requirements:

- Sun safe – long sleeves, long pants, broadbrim hat.
- 100% cotton – this is a requirement for electricians but will be applied to all maintenance staff.
- Professional and branded – work wear provided (including shirts, pants and jackets) will have a West Moreton identifier embroidered by the supplier.
- Consistent across all sites.

Uniform description

- Sky blue long sleeve shirt with identifying West Moreton embroidery and first name or an approved suitable nick name
- Navy cargo long trousers with identifying embroidery
- Black jacket with identifying West Moreton embroidery and first name or an approved suitable nick name
- Broad brimmed hat
- West Moreton identification card.

Uniform requirements

To meet West Moreton's workplace health and safety obligations maintenance employees are required to wear protective footwear and sun safe clothing at all times while working at all West Moreton sites. This PPE will reduce the potential for injuries including sunburn, heatstroke, infections, scratches, cuts and abrasions to staff.

All maintenance staff are required to wear long sleeve shirts and long pants. Painters are permitted to wear short sleeves when working indoors based on a work environment assessment, however long sleeve shirts must be worn when working outside.

Compression garments (tops and/ or pants) to be worn under the uniform will be provided to staff based on a medical recommendation through a medical certificate and approval from the Manager Infrastructure and Assets.

Labour hire staff and external contract staff are also required to wear long sleeve shirts, long pants and safety footwear at all times and across all sites. Uniforms will NOT be provided to labour hire or external contract staff by West Moreton. Labour hire and external contract staff will be expected to wear work wear of an equal standard to that worn by West Moreton staff. Long sleeves are to remain down at all times unless a risk assessment indicates otherwise.

Broadbrim hats are supplied and are required to be worn if working out doors or moving from one site to another outdoors. A sun safe brimmed hat is required to be added to safety helmets when working outside on a site where safety helmets are required to be worn.

A high visibility vest is required to be worn when working on or beside roadways, or around equipment such as forklifts.

Footwear

Footwear must be deemed safe and appropriate to the work performed. Safety footwear must be compliant with *AS 2210.1:2010 Safety, protective and occupational footwear–Guide to selection and use* and is provided in accordance with provision of 11.1.1 of the *Queensland Health Services Districts Building, Engineering and Maintenance Services Certified Agreement 5: 2011*.



Where an Officer presents a medical certificate supporting the requirement for special/ prescription footwear, the special footwear must afford the same level of protection as required for the staff member work area. It is the employee's responsibility to provide a new medical certificate each year.

Compliance

Employees who are not wearing the clothing and/or protective footwear provided by West Moreton will be asked to leave the site and to change into clothing that meets these requirements before returning to work.

External contract and labour hire staff who are not wearing long sleeves, long pants and protective footwear will also be asked to leave the site and return only when they are compliant with these requirements.



Appendix B – Fire Safety and Security Officers

Uniform entitlements

Permanent Full time Fire Safety and Security Officers (FSO) will be supplied with “6 uniforms of good quality in the first year of service. Replacement uniforms will be provided in subsequent years by the employer on a fair wear and tear basis” (District Health Service Employees’ Award 10.1.1(a) (i)). Casual FSOs may be issued with one or two sets of good quality used uniforms on engagement; line manager may review this entitlement as a demonstrated need arises. This will be provided at no cost to the employee.

Uniforms remain the property of Queensland Health and must be returned to relevant line managers when replaced or at the termination of employment.

Uniform description

- White shirt with epaulettes
- Navy cargo long trousers
- Broad brimmed hat
- Black ‘bomber’ style with identifying embroidery
- West Moreton identification card
- West Moreton issued Notebook.

Footwear

Footwear must be deemed safe and appropriate to the work performed and/or the work area in accordance with the *Occupational Health and Safety Footwear in the Workplace Procedure (WMHHS2013359)*.

- Footwear is not supplied as part of the West Moreton Fire Safety and Security Officers uniform.
- Footwear is to be clean, closed and covered with flat soles of a non-slip material.
- Where an FSO presents a medical certificate supporting the requirement for special/prescription footwear, the special footwear must afford the same level of protection as required for the work area. It is the employee’s responsibility to provide a new medical certificate each year.

Communication tools

FSOs are required to wear a radio, dect phone and pager at all times.

Issued notebooks

All FSOs employed within West Moreton are to be personally issued with notebooks by their line manager.

- Both FSOs and their line managers are to sign the Security Notebook Register upon issue and return of notebooks.
- Notebooks are to be brought to each shift as part of standard non-optional uniform.
- Notebooks are to remain with the individual FSO between locations during the course of their employment with West Moreton.
- FSOs should take every reasonable precaution to ensure their notebook is never left unattended and is stored securely.
- Under no circumstances should a member of staff be in possession of more than one officially issued notebook.
- Notebooks must contain the following information:
 - Name of the FSO who the notebook has been issued to;
 - The serial number of the notebook;
 - The date the notebook is brought into use and authenticated;
 - The date of completion or withdrawn from use if earlier; and
 - A column for comments and a record of management check/inspections.
- Staff are required to make an evidential record in their personal issue notebook when they:
- Witness or obtain any evidential material that would be considered relevant to a security breach, code event, misconduct, offence etc.
- Take any action to secure evidence after witnessing events, including taking of witness statements and recording of own witness notes.



Appendix C – Grounds and Gardens

Uniform entitlements are outlined in accordance with the *District Health Service Employees' Award – State 2012*. West Moreton will provide six sets of uniforms for all full-time permanent employees. Part-time and casual employees will be provided uniforms on a pro-rata basis based on days worked. This will be provided at no cost to the employee. Footwear is not supplied as part of the West Moreton Grounds and Gardens uniform.

Uniforms remain the property of Queensland Health and must be returned to relevant line managers when replaced or at the termination of employment.

Uniform description

- Hi-visibility navy/ yellow long sleeve shirt with identifying embroidery
- Hi-visibility navy/ yellow long sleeve polo shirt with identifying embroidery
- Khaki cargo long trousers with identifying embroidery
- Broad brimmed hat
- West Moreton identification card.

Uniform requirements

To meet West Moreton's workplace health and safety obligations maintenance employees are required to wear protective footwear and sun safe clothing at all times while working at all West Moreton sites.

All grounds and gardens staff are required to wear long sleeve shirts and long pants.

Broadbrim hats are supplied and are required to be worn if working out doors or moving from one site to another outdoors.

Footwear

Footwear must be deemed safe and appropriate to the work performed. Safety footwear must be compliant with *AS 2210.1:2010 Safety, protective and occupational footwear–Guide to selection and use*.

Where an Officer presents a medical certificate supporting the requirement for special/ prescription footwear, the special footwear must afford the same level of protection as required for the staff member work area. It is the employee's responsibility to provide a new medical certificate each year.



Appendix D – Food Services

Uniform entitlements are outlined in accordance with the *District Health Service Employees' Award – State 2012*. West Moreton will provide six sets of uniforms for all full-time permanent employees Part-time and casual employees will be provided uniforms on a pro-rata basis based on days worked. This will be provided at no cost to the employee. Footwear is not supplied as part of the West Moreton Food Services uniform.

Uniforms remain the property of Queensland Health and must be returned to relevant line managers when replaced or at the termination of employment.

Uniform description (Ipswich Hospital)

- Operational Services Officer
 - Burgundy blouse or shirt
 - Burgundy polo shirt
 - Navy trousers, shorts or skirt
 - West Moreton identification card.
- Supervisor
 - Blue blouse or shirt
 - Navy trousers, shorts or skirt
 - West Moreton identification card.
- Cook
 - White chef shirt
 - Black and white chef trousers
 - Black bib apron
 - West Moreton identification card.

Uniform description (The Park – Centre for Mental Health)

- Operational Services Officer
 - Chambray blouse or shirt
 - Bright blue polo shirt
 - Black trousers
 - Black bib apron
 - West Moreton identification card.
- Cook
 - White chef shirt
 - Black trousers
 - Black bib apron
 - West Moreton identification card.
- Tug Driver
 - Hi-visibility navy/ yellow long sleeve shirt with identifying embroidery
 - Hi-visibility navy/ yellow long sleeve polo shirt with identifying embroidery
 - Khaki cargo long trousers with identifying embroidery
 - Broad brimmed hat
 - West Moreton identification card.
- Stores Controller
 - Bright blue polo shirt
 - Navy Cargo shorts
 - West Moreton identification card.
- Kiosk
 - Lime green shirt
 - Navy trousers, shorts or skirt
 - Lime green $\frac{3}{4}$ waist apron
 - Lime green baseball cap
 - West Moreton identification card.



- Kiosk Supervisor
 - Merlo blouse or shirt
 - Navy trousers, shorts or shirt
 - Merlot $\frac{3}{4}$ waist apron
 - Merlot baseball cap
 - West Moreton identification card.

Note: West Moreton approved and issued polo shirts may also be worn by Food Services staff.

Footwear

Footwear must be deemed safe and appropriate to the work performed. Safety footwear must be compliant with *AS 2210.1:2010 Safety, protective and occupational footwear–Guide to selection and use*.

Where an Officer presents a medical certificate supporting the requirement for special/ prescription footwear, the special footwear must afford the same level of protection as required for the staff member work area. It is the employee's responsibility to provide a new medical certificate each year.



Appendix E – Hotel Services

Uniform entitlements are outlined in accordance with the *District Health Service Employees' Award – State 2012*. West Moreton will provide six sets of uniforms for all full-time permanent employees. Part-time and casual employees will be provided uniforms on a pro-rata basis based on days worked. This will be provided at no cost to the employee. Footwear is not supplied as part of the West Moreton Hotel Services uniform.

Uniforms remain the property of Queensland Health and must be returned to relevant line managers when replaced or at the termination of employment.

Uniform description (Ipswich Hospital and The Park – Centre for Mental Health)

- Operational Services Officer
 - Green blouse or shirt
 - Green polo shirt
 - Navy trousers, shorts or skirt
 - West Moreton identification card.
- Supervisor
 - Blue blouse or shirt
 - Navy trousers, shorts or skirt
 - West Moreton identification card.

Note: West Moreton approved and issued polo shirts may also be worn by Hotel Services staff.

Footwear

Footwear must be deemed safe and appropriate to the work performed and/or the work area in accordance with the *Occupational Health and Safety Footwear in the Workplace Procedure (WMHHS2013359)*.

- Footwear is not supplied as part of the West Moreton Hotel Services uniform.
- Footwear is to be clean, closed and covered with flat soles of a non-slip material.
- Where a Hotel Services Officer presents a medical certificate supporting the requirement for special/prescription footwear, the special footwear must afford the same level of protection as required for the work area. It is the employee's responsibility to provide a new medical certificate each year.

