

1. Purpose

This policy endeavours to enhance the image of Fishcare Victoria and its employees and volunteers.

Fishcare recognises that a uniform promotes a:

- Professional image
- Strong customer focus
- Safe work environment

2. Scope

This policy applies to all Fishcare employees and volunteers.

3. Policy Objectives

The objectives of this policy are to:

- a) Establish guidelines for the purchasing and wearing of Fishcare uniforms.
- b) Outline dress standards staff and volunteers are to observe when representing Fishcare in a professional capacity and provide clear guidelines for accepted standards of dress and appearance during working/volunteering hours.
- c) Provide the Executive Officer with clear guidelines to use in monitoring and managing the standard of dress and appearance of staff and volunteers.

4. Policy

4.1 Personal Presentation

A high standard of personal presentation is always required from employees & volunteers whilst on duty.

- All employees and volunteers must be clean and well-groomed. Grooming styles dictated by religion and ethnicity aren't restricted.
- All clothes must be work-appropriate. Activewear and beachwear are not allowed.
- All clothes must project professionalism. Clothes that are too revealing or inappropriate are not allowed.

- All clothes must be clean and in good shape. Discernible rips, tears or holes are not allowed.
- Employees and volunteers must avoid clothes with stamps that are offensive or inappropriate.

4.2 Body art and piercings

Tattoos that could be perceived as offensive should be discreetly covered where possible (e.g. tattoos of naked men/women, skulls or daggers dripping blood). This item is to be administered at the discretion of the Executive Officer

Fishcares image and that of the region can be affected by the presentation of our staff & volunteers. Any form of body piercing, other than ear piercing, must be discreet and ensure a professional image is always portrayed.

4.3 Safety

It is the Regional Facilitators responsibility to ensure that appropriate Personal Protective Equipment (PPE) is supplied and worn by volunteers and participants when required. Should the Regional Facilitator not be in attendance, it is the Volunteer Activity Coordinator to assume responsibility. Employees or volunteers who mistreat, abuse or fail to comply with Fishcare Victoria's requirements for safety and PPE will be subject to disciplinary action.

5. Identification

Name Badges

The wearing of identification improves visibility with the public and friendliness when delivering activities and workshops. Employees and volunteers should always wear a form of visible identification when dealing with the public.

Employees and volunteers can wear 2 forms of visual identification:

- a) A **name badge (optional)**, which must be kept in good condition, without attached stickers. Name badges are available in the following format and are available in 3 options:
 1. NAME & TITLE is the mandatory format for Facilitator and Executive Officer roles. This format is optional for other volunteers.
 2. FIRST NAME ONLY.

3. FIRST NAME & TITLE

Badges and replacement badges can be ordered through the Executive Officer.

- b) **Working with Children's Card (mandatory)**, which must also be kept in good condition, without attached stickers. This is to be worn in a transparent pouch attached to a lanyard and displayed when delivering workshops and activities.

6. Fishcare Logo

All garments supplied as a component of the uniform will bear the Fishcare logo. Embroidery of the Fishcare logo is to be organised through an approved uniform supplier.

7. Volunteer Uniforms

Each employee and volunteer will be issued with a uniform according to their role requirements as follows:

- a) Uniforms may be replaced on a new for old basis
- b) Fishcare uniforms are an item of PPE because they create a physical barrier from the work environment. For the most part, uniforms are supplied to reduce work place health & safety risk, for example, it offers protection from the sun and cold.
- c) PPE items are supplied to all employees and volunteers carrying out works for Fishcare. Approval for any new or replacement PPE is required from the Executive Officer.

8. Headwear

Fishcare provides hats with a wide brim with the Fishcare Logo. Headwear helps reduce the exposure to sun and heat.

9. Footwear

Shoes are the responsibility of individual volunteers & staff. Fishcare always recommends covered shoes to be worn.

As with clothing, Fishcare expects all volunteers to wear shoes which meet a presentable standard for their work area. The following non-exhaustive list of items of footwear may be considered inappropriate footwear:

- Thongs
- Ugg boots

10. Staff Uniforms

The corporate uniform is encouraged though not compulsory. Fishcare Victoria pays for and orders these uniforms:

- a) Each employee will receive a clothing allocation each financial year. A financial year being from 1 July to 30 June requiring the uniform to be received and invoiced prior to 30 June of that financial year.
- b) Employees must provide details of their requirements to the Executive Officer. Upon receipt of employee requirements, uniforms will be ordered through the Executive Officer through an approved supplier.

11. Exceptions

There may be exceptions to these guidelines that prevent employees from wearing the relevant uniform. Allowable exceptions include:

- Maternity Wear
- Illness or accident
- Non-availability of size required
- Religious restrictions or requirements
- Disability and/or impairment

In such cases it is recommended that you contact the Executive Officer to discuss your needs.

12. Responsibilities of Regional Facilitators

It is the responsibility of Regional Facilitators to ensure all volunteers under their supervision are issued with and wear the uniform provided in accordance with this Policy.

13. Dispute Resolution

If the Executive Officer considers that a staff member's or volunteers' attire is inappropriate according to the standards set in this policy, they may approach the individual and ask appropriate changes to be made.

If a Regional Facilitator considers that a volunteers' attire is inappropriate according to the standards set in this policy, they may approach the individual and ask appropriate changes to be made.

If volunteer considers that a fellow volunteers attire is inappropriate according to the standards set in this policy, they may inform the Executive Officer privately to discuss the matter. The Executive Officer will then make a judgement and if required, approach the individual and ask appropriate changes to be made.

14. Uniform Use

The uniform is only to be work at Fishcare registered events. Volunteers and Staff should avoid wearing uniforms in public when not working.

Under no circumstances, should staff or volunteers wear the Fishcare uniforms in bar, pubs, or gambling venues.

Under no circumstance should staff or volunteers post photos on social media of unofficial Fishcare events wearing the Fishcare uniform.

Endorsed by Committee

29 November 2019

This policy can be updated as required.