KORU CARE AUSTRALIA
DISABILITY & AGED CARE SUPPORT

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Uniform and Standard of Dress Policy and Procedure

Koru Care Australia

This policy sets expectations for professional presentation, safe and practical work clothing, personal hygiene, footwear, identification and protective equipment when representing Koru Care Australia.

Document governance	Details
Document owner	Operations Manager / Director
Applies to	Directors, employees, contractors, volunteers, students, agency staff, support workers and any person representing Koru Care Australia.
Service context	NDIS, aged care, brokered services, private services, community support, transport, personal care, domestic assistance, social support, meal preparation, yard maintenance and related administration.
Version	1.0
Status	Approved
Effective date	21/07/2026
Review date	21/07/2027, or earlier if legislation, standards, infection-control guidance, uniforms, work activities or service delivery arrangements change.
Policy code	KCA-POL-USD-001

Worker quick guide	What this means in practice
Present professionally	Arrive clean, neat and appropriately dressed for the work you are performing and the people you support.
Dress for the task	Choose clothing and footwear that allow safe movement, manual handling, driving and support delivery.
Wear safe footwear	Wear enclosed, secure and serviceable footwear appropriate to the work environment. Use non-slip footwear where wet or slippery surfaces may be encountered.
Maintain hygiene	Maintain good personal hygiene and follow infection-prevention requirements for hair, nails, jewellery and protective clothing.
Use PPE when required	Wear gloves, masks, aprons, eye protection, sun protection or other PPE when the task, risk assessment or infection-control requirements require it.
Protect dignity and inclusion	Dress standards must be applied respectfully, consistently and with reasonable consideration of cultural, religious, disability, pregnancy and gender-related needs.
Report issues	Tell management promptly if you cannot meet a dress or footwear requirement, require an adjustment, or identify a safety concern with issued clothing or PPE.

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1. Purpose

The purpose of this policy is to ensure that people representing Koru Care Australia are professionally presented and wear clothing, footwear and protective equipment that support safe, respectful and high-quality service delivery.

Koru Care recognises that support work is varied. A worker may move between a client home, community setting, vehicle, outdoor environment and office during the same day. Clothing requirements must therefore balance professional presentation with worker safety, infection prevention, client dignity, cultural respect, comfort and the practical requirements of each task.

2. Scope

This policy applies to all people who work for, volunteer with, contract to, represent, or act on behalf of Koru Care Australia. It applies whenever a person is working, attending a client service, transporting a client, representing Koru Care in the community, attending training or meetings on behalf of Koru Care, or using Koru Care-branded clothing or identification.

Different work activities may require different clothing or protective equipment. Where a client-specific risk assessment, infection-control direction, food-safety requirement, workplace procedure or lawful safety requirement sets a higher standard, the higher standard applies.

3. Definitions

Term	Meaning
Approved uniform	Koru Care-branded or otherwise approved clothing designated by management for work use.
Standard of dress	The minimum expectations for workers who are not required to wear a formal uniform, or for circumstances where a uniform is not appropriate.
PPE	Personal protective equipment such as gloves, masks, aprons, protective eyewear, high-visibility clothing or other equipment used to reduce work health and safety or infection risks.
Direct care	Hands-on or close-contact support including personal care, medication support, meal preparation, domestic assistance and other activities where infection-control or manual-handling requirements may apply.
Worker	For this policy, includes employees, contractors, volunteers, students, agency staff and any other person performing work or services for Koru Care.

4. Policy principles

- Workers must be neat, clean, professional and appropriately dressed for the duties they are performing.
- Clothing and footwear must support safe movement, manual handling, driving and emergency response.

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- Dress and grooming must support infection prevention and must not create an avoidable risk to clients, workers or the public.
- Clients must be treated with dignity and respect. Clothing must be appropriate for entering private homes and providing close personal support.
- Koru Care will apply dress standards fairly and respectfully and will consider reasonable adjustments and genuine cultural, religious, disability, pregnancy or health needs.
- Workers must use any required PPE and follow task-specific safety directions, even where this changes the usual uniform or dress requirements.

5. Uniform requirements

Where Koru Care issues, supplies or requires approved uniform items, workers are expected to wear the approved items during work unless management has authorised an alternative for a particular activity or circumstance.

- Uniforms must be clean, in good repair and suitable for the duties being performed.
- Uniform items must not be deliberately altered in a way that creates a safety issue or presents an unprofessional appearance.
- Where workers are required to supply complementary items such as pants, shorts, skirts, cardigans or jackets, those items must meet this policy and be appropriate to the work being performed.
- Koru Care branding must not be worn in a way that could reasonably imply a person is working or speaking on behalf of Koru Care when they are not authorised to do so.
- Uniform items or allowances, where applicable, will be managed in accordance with employment contracts, applicable industrial instruments and Koru Care arrangements.

6. Standard of dress for workers not wearing a formal uniform

Workers who are not required to wear a formal uniform must wear clean, neat and practical clothing that is suitable for a professional care and community-services environment.

The following are not suitable for normal client-facing work unless specifically approved for a particular activity:

- clothing that is excessively revealing, including very low necklines, very short shorts, skirts or dresses, or garments with large cut-away sections;
- clothing containing offensive, discriminatory, sexualised, intimidating or inappropriate words, images or advertising;
- clothing that is dirty, heavily damaged, excessively torn or otherwise not in a serviceable condition;
- loose garments, cords, scarves, jewellery or accessories that create a foreseeable snagging, manual-handling, driving or infection-control risk;
- sleepwear or clothing that would reasonably be viewed as unsuitable for a professional workplace; or
- footwear that is unsafe for the duties being performed.

Jeans, leggings, tracksuit-style garments and other practical clothing may be acceptable where they are neat, in good condition, appropriate to the task and consistent with professional presentation. Management may give additional directions for particular roles, events or service settings.

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7. Footwear

Footwear must be suitable for the work environment and the duties being performed. Workers must be able to walk safely, assist clients, respond to hazards, operate a vehicle and perform reasonable work movements without footwear creating an avoidable risk.

- For direct care, domestic assistance, transport, meal preparation and most client-facing duties, footwear should be enclosed, secure on the foot and in good repair.
- Non-slip soles should be worn where workers may encounter wet, greasy or slippery surfaces.
- Thongs, loose slides and other unsecured footwear must not be worn for duties involving direct care, manual handling, driving clients, cleaning, food preparation or other activities where they create a safety risk.
- Workers performing yard maintenance, maintenance or higher-risk physical tasks must wear footwear appropriate to the hazards, including safety footwear where required by the risk assessment or task instructions.
- Workers are responsible for keeping footwear clean and serviceable and must report any requirement for specialised protective footwear to management.

8. Identification, name badges and representing Koru Care

Workers must wear or carry Koru Care identification where issued and where required for the service, client setting or role. Name badges or photo identification must be displayed in a way that is visible and safe, unless a task or client-specific risk requires it to be temporarily removed or secured.

Workers must not lend Koru Care identification, uniforms or access items to another person. Lost or stolen identification must be reported to management as soon as possible.

9. Grooming and personal hygiene

Workers must maintain a high standard of personal hygiene. This includes arriving for work in clean clothing and managing personal hygiene in a way that supports client comfort, dignity and infection prevention.

Strong perfumes, aftershaves or fragranced products should be avoided where a client has a known sensitivity, respiratory condition, allergy or preference that makes their use inappropriate.

10. Hair, nails and make-up

Hair must be clean and maintained in a way that does not interfere with safe work. Long hair must be tied back or otherwise secured when there is a risk of contact with clients, food, bodily fluids, equipment, moving parts or cleaning tasks.

For direct personal care and food-handling activities, fingernails must be clean and kept at a practical length that does not scratch a client, damage gloves or interfere with effective hand hygiene. Artificial or false nails and chipped nail polish must not be worn where infection-control or food-safety requirements prohibit them.

Make-up, if worn, should be appropriate for the work environment and must not interfere with the safe use of PPE.

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11. Jewellery and accessories

Jewellery and accessories must not create an avoidable risk to the worker or a client. Workers providing direct care, manual handling, domestic assistance or food preparation must minimise jewellery that may harbour contamination, tear gloves, catch on equipment or clothing, or cause injury during close contact.

- Large hoop or dangling earrings should not be worn during direct care or tasks where they may be caught or pulled.
- Rings, bracelets, watches and similar items may need to be removed for hand hygiene, glove use, food handling or particular client-care activities.
- Religious or cultural items may be worn wherever they can be worn safely. Management will work with the worker to identify reasonable alternatives where a safety issue arises.

12. Protective clothing and PPE

Workers must wear protective clothing and PPE where required by the task, client support plan, risk assessment, infection-control precautions, product safety instructions or management direction.

- PPE may include disposable gloves, masks or respirators, aprons, gowns, eye protection, hearing protection, high-visibility clothing, sun-protective clothing and task-specific footwear.
- PPE must be used correctly, removed safely, disposed of or cleaned as required, and must not be reused where it is designed for single use.
- Workers must not continue a task without required PPE where doing so would expose a person to an unacceptable risk.
- Shortages, damage, poor fit or other problems with PPE must be reported promptly to management.

13. Direct personal care and infection prevention

When providing personal care or other close-contact supports, workers must ensure clothing and accessories do not create unnecessary infection, manual-handling or dignity risks. Cardigans, loose outer layers, scarves and similar garments should be removed or secured where they may contact the client, become contaminated or interfere with safe care.

Workers must follow Koru Care hand-hygiene, infection-prevention and PPE procedures. Clothing that becomes significantly contaminated with blood, bodily fluids, chemicals or other hazardous material must be changed as soon as practicable and handled in accordance with infection-control or safety procedures.

14. Domestic assistance, cleaning and physical support work

Workers performing domestic assistance, cleaning or other physical tasks must wear clothing that allows safe bending, reaching and movement without creating a risk of entanglement or inappropriate exposure. Enclosed, non-slip footwear must be used where wet floors or cleaning products may create slip risks.

Workers must use any task-specific protective equipment required for cleaning chemicals, outdoor work or other identified hazards and must follow product labels, safety data sheets and Koru Care procedures.

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15. Meal preparation and food handling

Workers preparing or handling food must present in a clean and hygienic manner and follow applicable food-safety and infection-control requirements.

- Hair must be secured where it could contact food.
- Hands and nails must be clean and suitable for effective hand hygiene.
- Aprons or other protective garments must be worn where required and kept clean.
- Footwear must be enclosed, stable and suitable for kitchen or food-preparation surfaces.
- Jewellery and accessories must be removed or managed where they create a food-contamination or safety risk.

16. Yard maintenance, outdoor work and extreme weather

Workers performing yard maintenance or other outdoor tasks must dress for the hazards and weather conditions. This may include long clothing, sturdy footwear, gloves, sun protection, high-visibility clothing or other PPE identified by the task risk assessment.

- Sun-protective clothing, a suitable hat and sunscreen should be used for prolonged outdoor work.
- Workers must stay adequately hydrated and take appropriate breaks during hot weather.
- Loose clothing or accessories must not be worn around powered tools or equipment where they could become entangled.
- Work must be paused and management contacted where weather, clothing or PPE limitations make the task unsafe.

17. Transport and driving

Workers who drive for work or transport clients must wear clothing and footwear that allow safe control of the vehicle. Footwear must be secure and must not interfere with the pedals. Clothing, lanyards, jewellery or accessories must not obstruct the driver, seat belt, mirrors or vehicle controls.

Where a worker changes into protective clothing for a task, they must ensure any contaminated or bulky PPE is removed or safely managed before driving where it could affect safe vehicle operation.

18. Client outings, community events and non-uniform activities

For some client outings, community activities, events or activities where a uniform may be impractical or may unnecessarily identify a client as receiving support, management may approve alternative clothing. Workers must still meet the professional, safety, identification and boundary requirements of this policy.

Workers should seek guidance before the activity where they are unsure whether a uniform, name badge or alternative dress is appropriate.

19. Cultural, religious, disability and other individual considerations

Koru Care respects cultural, religious and personal diversity and will consider reasonable requests to vary standard dress or uniform requirements. This may include religious dress, cultural garments, disability-related

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clothing or footwear needs, pregnancy-related adjustments, medical requirements and gender-affirming presentation.

Any adjustment must continue to meet essential safety, infection-control and role requirements. Management will consult with the worker to identify a practical and respectful solution and will not unreasonably refuse a request.

20. Worker responsibilities

- Attend work in clothing and footwear that meet this policy and are appropriate to the scheduled duties.
- Maintain issued uniform items and identification in a clean and serviceable condition.
- Follow PPE, infection-control, food-safety and task-specific clothing requirements.
- Consider the needs and preferences of clients, including sensitivities, cultural considerations and the dignity of people receiving support.
- Advise management promptly if a medical condition, disability, pregnancy, religious requirement or other circumstance affects their ability to meet a dress requirement.
- Report damaged PPE, unsafe uniforms, footwear concerns or other dress-related safety issues.

21. Management responsibilities

- Clearly communicate role-specific uniform and dress expectations during induction and when duties change.
- Provide or arrange required PPE and any Koru Care-issued uniform or identification items in accordance with workplace arrangements.
- Apply standards consistently, respectfully and without unlawful discrimination.
- Consider reasonable adjustments and individual circumstances while maintaining essential safety and service requirements.
- Address concerns promptly and privately, including where clothing or footwear creates an immediate safety, infection-control or professional-conduct issue.
- Review dress-related incidents, complaints and feedback and improve controls where required.

22. Non-compliance and immediate safety concerns

Where a worker attends work in clothing, footwear or presentation that does not meet this policy, management will ordinarily discuss the concern with the worker and provide a reasonable opportunity to correct it.

Where the issue creates an immediate safety, infection-control, client-dignity or service-delivery risk, the worker may be directed not to perform the affected duty until the issue is corrected. Depending on the circumstances, the worker may be asked to change clothing, use required PPE, return home to change, or be allocated alternative duties where available.

Repeated or serious breaches may be managed through coaching, retraining, performance management or disciplinary action in accordance with Koru Care procedures, applicable workplace laws and procedural fairness.

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23. Reporting concerns and requesting adjustments

Workers should raise concerns with their manager, the Operations Manager or the Director. This includes concerns about uniform fit, footwear, PPE, cultural or religious requirements, disability-related needs, pregnancy, medical restrictions, client-specific risks or the cost or availability of required items.

A worker will not be disadvantaged for raising a genuine safety concern or requesting a lawful workplace adjustment. Koru Care will consider the circumstances and work with the worker to identify a reasonable response.

24. Monitoring, implementation and review

This policy will be included in induction and made available to workers. Managers will monitor compliance through day-to-day supervision, client feedback, incident review, workplace observations and staff consultation.

The policy will be reviewed at least annually, or earlier where there is a relevant change to legislation, infection-control guidance, work activities, service delivery, uniforms, identified risks, or following a significant incident, complaint or audit finding.

25. Roles and responsibilities

Role	Responsibilities
Director / Operations Manager	Approve uniform and dress requirements; ensure safe systems of work and appropriate PPE; consider adjustment requests; oversee serious or repeated non-compliance.
Managers / Coordinators	Communicate expectations; monitor day-to-day compliance; address concerns respectfully; arrange PPE or uniform items where applicable; escalate unresolved safety or conduct matters.
Workers, volunteers and contractors	Meet the required standard of dress; maintain hygiene and issued items; wear required PPE; dress for the task; report concerns and request adjustments early.
All staff	Support a respectful and inclusive workplace and avoid comments or conduct about another person's appearance that are bullying, discriminatory, humiliating or inappropriate.

26. Related Koru Care documents

- Code of Conduct
- Work Health and Safety Policy
- Infection Prevention and Control Policy
- Transport and Driver Safety Policy and Procedure
- Manual Handling Policy and Procedure
- Incident Management and Reportable Incident Procedure
- Workplace Conduct, Bullying, Harassment and Discrimination Policy
- Privacy and Confidentiality Policy
- Food Safety / Meal Preparation Procedures, where applicable

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- Employee Contracts and Contractor Agreements

27. Legislative, regulatory and standards framework

This policy should be read in the context of applicable Australian and Victorian workplace, disability, aged care, safety and anti-discrimination requirements, including:

- Occupational Health and Safety Act 2004 (Victoria) and applicable occupational health and safety regulations and guidance.
- Fair Work Act 2009 and applicable modern awards, enterprise agreements or employment arrangements.
- Equal Opportunity Act 2010 (Victoria), Sex Discrimination Act 1984, Disability Discrimination Act 1992, Age Discrimination Act 2004 and Racial Discrimination Act 1975.
- NDIS Code of Conduct and NDIS Practice Standards, including safe and competent support delivery, dignity, privacy and acting with integrity.
- Aged Care Act 2024, Aged Care Rules 2025, Aged Care Code of Conduct, Statement of Rights and Strengthened Aged Care Quality Standards, where applicable to the service.
- Applicable infection-prevention, food-safety, manual-handling and public-health requirements relevant to the work being performed.

28. Staff acknowledgement

I acknowledge that I have read and understood this Uniform and Standard of Dress Policy and Procedure. I understand that I am required to comply with the policy, wear clothing and footwear appropriate to my duties, use required PPE, and raise any concern or request for adjustment with management.

Name	Signature	Date

29. Review history

Version	Date	Summary of changes	Approved by
1.0	21/07/2026	Policy adapted to Koru Care Australia from the supplied Uniform and Standard of Dress practice standard and expanded for Koru Care service settings.	Director

30. Reference sources used for this policy

Source	Relevance to this policy
Supplied Uniform and Standard of Dress practice standard	Professional presentation, uniform use, footwear, protective garments, identification, grooming, hygiene, cultural considerations, management responsibilities and monitoring.

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Source	Relevance to this policy
Koru Care Social Media and Digital Communications Policy document style	Document governance, worker quick guide, numbered policy structure, staff acknowledgement and review-history format.
NDIS Code of Conduct and NDIS Practice Standards	Safe, competent and respectful service delivery, dignity, worker capability and appropriate conduct.
Aged Care Code of Conduct and Strengthened Aged Care Quality Standards	Dignity, respect, safety, quality care and worker conduct in aged care services.
Work health and safety and infection-prevention requirements	Safe clothing, footwear, PPE, hygiene, risk controls and task-specific requirements.
Equal opportunity and anti-discrimination framework	Fair and respectful application of dress standards and consideration of reasonable adjustments and cultural or religious needs.