DRESS CODE
STAFF

POLICY NUMBER: NDIS STAFF 7

INTENT

This policy outlines the dress standards expected of all employees delivering services as a representative of Real Living Options Association Inc. The aim is to ensure staff present professionally, comfortably, support Participant safety, and comply with workplace health and safety (WHS) requirements.

DEFINITION

Dress Code – A work dress code is a set of standards that businesses develop to help provide their employees with guidance about what is appropriate and safe to wear to work.

POLICY STATEMENTS

Real Living Options Association Inc. takes pride in the professional manner in which all staff present themselves at work and when representing Real Living Options Association Inc. in public through an appropriate professional dress standard.

Employees are expected to dress in a clean, neat, and professional manner appropriate to the nature of their duties and the setting in which they are working. Clothing and footwear must allow for safe, active engagement with Participants and reflect the values of respect, dignity, and professionalism.

Real Living Options Association Inc. acknowledges the casual nature of some of the work being undertaken and accepts that casual attire is suitable for many of these activities. However, there is an expectation that attire will always be clean and tidy, and appropriate for the activity being undertaken.

PROCEDURES

- Employees must, at all times, dress in a manner that is appropriate for the work that they are undertaking.
- Clothing must be clean, tidy, and free of offensive slogans, graphics, or messages.
- Employees must maintain good personal hygiene and grooming while on duty.
- A neat and tidy dress standard is required when representing Real Living Options Association Inc. at external meetings and forums. Where a uniform is provided, it must be worn as required.
- All Employees must be appropriately dressed for the activity to be undertaken by wearing:
    - Comfortable, non-restrictive clothing that allows for mobility and safe manual handling.
    - Clothing that is culturally appropriate and does not cause discomfort to Participants.

- Modest attire that maintains professional boundaries (e.g., no low-cut tops, short shorts, short skirts, or see-through garments).
- Closed-toe, non-slip shoes must be worn at all times when providing in-home or personal care support. Slip-ons, flip flops/thongs, or open-toed shoes are not permitted during active support shifts. Comfortable, clean sports or walking shoes are recommended for community access roles. Office team members should wear comfortable sandals or closed in shoes that are safe for working in an office environment.
- Minimal jewellery is recommended to reduce risks of injury or harm during physical assistance or transfers.
- Facial piercings may be worn where appropriate and not considered a risk to safety or dignity.
- When providing support, long hair should be tied back where necessary to maintain hygiene and safety.

- Lifestyle Assistants who are accompanying a Participant in an outdoor activity should wear a hat, sunglasses and clothing which protects against the sun and is appropriate to the situation.
- Examples of unacceptable clothing include:
  - Ripped, dirty, or revealing clothing
  - Flip-flops/thongs or high heels during support shifts
  - Clothing with offensive or political slogans
  - Pyjamas or loungewear
  - Excessive perfumes or scents that may trigger sensitivities
- Real Living Options Association Inc. recognises and respects the cultural, religious, and accessibility needs of its workforce. Reasonable adjustments to the dress code will be made where necessary, provided they do not compromise safety or professionalism.
- If there is an issue related to clothing or personal hygiene that requires addressing the General Manager or Support Manager must notify the staff member of the appropriate standard required. All records of any incidents of breaches of this dress code shall be recorded and kept on file.
- Failure to comply with this policy may result in disciplinary action, including being stood down from shift, formal warnings, or review of suitability for certain roles. Ongoing non-compliance may lead to termination of employment.

DELEGATIONS

General Manager

- Ensure as far as practicable that an appropriate dress code is maintained by all office staff

Support Manager

- Ensure as far as practicable that an appropriate dress code is maintained by all Lifestyle Assistants

RELATED DOCUMENTATION

- Induction Checklist for all positions
- NDIS GOV 15 Code of Conduct
- Code of Conduct document

REFERENCES

- Work Health and Safety Act 2011
- NDIS Practice Standards and Quality Indicators
- Code of Conduct and NDIS Code of Conduct
- Workplace Health and Safety Regulation 1997

AMENDMENTS/REVIEWS

07/06/2012, 22/02/2018, 22/04/2021, 06/11/2025