Introduction

Bega Valley Shire Council (BVSC) employees engage with the community in a number of frontline customer environments on a regular basis. Employees of BVSC are expected to represent Council in a positive manner which includes their personal presentation standards.

Council recognises a corporate wardrobe promotes a:

- Professional image
- Strong customer focus
- Safe work environment

Scope

The procedure applies to all Council employees inclusive of permanent, term and casual employees.

Objectives

- Establish guidelines for the purchasing and wearing of BVSC corporate uniform
- Outline acceptable dress standards for all staff to observe when representing Council in a professional capacity
- Provide management with clear guidelines in monitoring and managing the standard of dress and appearance of staff in their area of responsibility

Personal presentation

A high standard of personal presentation is required from employees at all times whilst on duty. It is expected items of personal hygiene are attended to daily and all clothing is clean, neatly pressed and in good condition.

All office based employees who elect to not to wear the corporate uniform are expected to adhere to corporate dress standards as outlined in this procedure. The following list of non-exhaustive items of clothing is considered inappropriate corporate attire including:

- Casual T shirt, crop tops, backless and strapless tops and singlets.
- Jeans, cargos, denim shorts
- Skirts above the knee and low neck line tops
- Open toed shoes including sandals, thongs.
- Runners, sandshoes, “crocs” or Ugg boots
- Hats in the office
Body Art and piercing

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

Council’s image and that of the region can be affected by the presentation of our staff. Any form of body piercing, other than ear piercing, must be discreet and ensure a professional image is portrayed at all times.

All jewellery including ear rings and other items must adhere to WH&S requirements and be suitable for the nature of the task being completed.

Safety

It is the Supervisor’s responsibility to ensure appropriate Personal Protective Equipment (PPE) is supplied and worn by employees. Employees who mistreat, abuse or fail to comply with Council’s requirements for safety and PPE will be subject to disciplinary action.

Identification

Name Badges

The wearing of name badges improves visibility with the community. Employees in the front line service role should wear a form of visible identification at all times.

Name badges must be kept in good condition and are available in 3 options (in accordance with the logo in the style guide)

1. Name and Title
2. First name only
3. First name and last name

Identification Cards (for employees in a Regulatory/Compliance role)

All employees are to be issued with an identification card that contains a recent photograph and reference to the relevant legislation that authorises the employee to undertake their role.

Council logo and corporate image

All garments supplied as a component of the uniform will bear the Council logo. Embroidery of Council logo is to be organised through the approved uniform supplier. No Area/Group names on uniform are to be displayed on any garment, unless approved by the General Manager.

Only uniforms on approved suppliers’ list and registered items with Australian Taxation Office (ATO) are available under council’s subsidised corporate uniform scheme.

To meet ATO guidelines and to ensure the appropriate image is portrayed the uniform is to be worn in its entirety rather than as individual pieces with employees own clothing.

Front line customer service staff

The corporate uniform is encouraged but not compulsory except for front line service staff including but not limited to customer service; childcare centres; libraries; building inspectors; rangers; weed inspectors; pools, works supervisors/coordinators, and waste field staff. (A staff member is considered front line if they deal with the direct public community members more than 50% of their day).

Each employee required to wear a uniform will receive a clothing allocation.
Employees must complete a corporate uniform requirement form and submit to the Stores area. Stores will generate an order number which will be provided to the uniform supplier. The Corporate Uniform Requirement Form can be located on Council’s intranet.

Employees who want to purchase uniforms in excess of the uniform allocation can do so at their own expense. Any employee who purchases more than the allocated amount will receive an invoice from the Finance Team. Payment of this invoice can be processed in two ways:

- Payment at the Customer Service area
- Payroll deduction, at a minimum of $50 per pay with a limit of $700. All amounts MUST be cleared over no more than six pay periods.

Council uniform allocation for indoor fulltime frontline staff:

- 4 shirt combinations
- 2 bottom combinations
- 1 Jacket to counter frontline staff and 1 cardigan (or wind jacket for frontline staff such as children services and pool)

Part time staff will be given half the allocation referred to above. Casual staff receives the equivalent of the part-time allocation, or as per the discretion of the relevant section manager.

Clothing maybe replaced on a “new for old” basis. The actual item must be provided to the relevant supervisor who will deem the item inappropriate before a replacement can be issued. Lost or stolen items of clothing must be replaced immediately. The relevant supervisor will make the determination as to whether Council will replace a stolen or lost item of clothing.

Please note
Upon termination, all uniforms must be returned to the Stores area.

Polo Shirts
A corporate polo shirt will not be a day to day item for indoor staff. Employees in the following teams are permitted to incorporate a polo shirt into their uniform as appropriate:

- Libraries
- Children services
- Pools
- Building Inspectors, and
- Any employee that does not have more than 50% contact with the face to face public.

Employees attending official Council events as part of their duties are also able to wear the corporate polo.