

FREQUENTLY ASKED QUESTIONS

This information sheet reflects some of the most commonly asked questions about our uniform. It will be updated and redistributed as new questions come to hand. We hope that the answers to these questions are of assistance.

1/ What uniform items am I entitled to?

Caregivers are entitled to the following garments based on the number of contracted hours they work.

Status	Contracted hours per week	Shirts / Chefs Jackets	Bottom	Jacket / Cardigan / Jumper
Permanent	>30	3	2	1
Permanent	15.1 - 30	2	2	1
Permanent	1 - 15	2	1	1
Casual	Casual	1	1	0

2/ Who pays for my new uniform?

St John of God Health Care fully funds your initial uniform allocation.

3/ How often does St John of God Health Care replenish or replace my uniform?

Shirts and lower garments will not normally be replaced within 18 months from date of issue, and knit wear and outer garments will not normally be replaced within 24 months. However, Managers have discretion to authorise replacements sooner where required.

4/ Can I buy extra uniform items?

Yes, you can buy extra uniform items. Caregiver purchase order forms are available on the Intranet (Services>Supply>Uniforms). They contain the price of each garment, including embroidery where appropriate. Simply fill in the order form that relates to your work stream and then fax, mail or email to orders@workweargroup.com.au with your credit card details or a money order.

5/ Are the extra garments that I buy tax deductible?

Caregiver purchases of extra garments in our uniform range will be tax deductible (garments funded by St John of God Health Care are not tax deductible by caregivers).

6/ Does the uniform feature our logo?

Yes. All upper garments feature the pomegranate cross of our logo embroidered in gold thread. Lower garments purchased by caregivers will also need embroidery to enable the caregiver to claim a tax deduction.

7/ Where can I see the uniform range for my work stream?

All information about our new uniform is on our Intranet (Services>Supply>Uniforms).

8/ How do I select my size and where can I go to try on garments?

You can visit NNT's website at <http://www.nnt.com.au> and click on the link **PRODUCT GUIDES** menu which provides fitting guides as well as a video that will help you establish your size. *Note that not all the items are available for viewing on the website as some items are unique to St John of God*

Your division also will have regular fitting sessions scheduled where NNT representatives attend with garments so that caregivers can try them on and get help with sizing. Check your division's arrangements with your divisional uniform representative.

9/ How do I place an order?

If you require a new or replacement uniform, you need to get an order form for your work stream from your manager or download one from the Intranet. You then complete the order form as per your allocation (see answer to question 1) and get your manager's sign off. You then send your completed, signed order form to **either the Supply Office in your area ie East or West:**

- Email: Supply.Uniforms.East@sjog.org.au or Supply.Uniforms.West@sjog.org.au

- Post:

- Attention: Supply Uniforms Officer, Group Supply Service, PO Box 1845, Osborne Park DC, WA 6916
- Attention Supply Uniforms Officer, Group Supply Service, PO Box 1295, Wendouree Village DC, VIC 3355
- This process will change soon. In the weeks to come the manager of your department will be able to order your uniform on line.

If you want to place an order for additional items that you wish to purchase, please download the Caregiver Purchase Order Form appropriate for your work stream from the Intranet. Once you have filled it in, you will need to mail the order form with your credit card payment details to NNT at orders@workweargroup.com.au

Please do not e mail or fax your order forms to NNT as they will not be processed.

Only orders generated from St John of God procurement will be processed by NNT.

10/ When will I receive my uniform?

Please allow 2-3 weeks for delivery. Your uniform will be delivered – marked for your attention to your division. Please note: Self purchase orders will be delivered orders to your home address or a personal address provided by yourself on the form.

If you have not received your uniform within this time frame please contact your uniform representative or your manager.

11/ Am I able to return or exchange items?

Items embroidered with the St John of God Health Care logo cannot be returned for refund or exchange. For garments without a logo, NNT will provide an exchange for the alternative size. Any garments which you believe are faulty or have been incorrectly delivered must be returned to NNT within 25 days of you receiving them. They will then be assessed by NNT's Quality Assurance team. If the claim is upheld, a replacement garment will be issued. Please contact NNT's Customer Service department on 1800 644 517 to obtain a Return Authority Number before returning goods.

12/ Am I able to order garments outside the standard size range?

NNT offers a special measurement service for you if standard size garments are not suitable and you need a special item manufactured. This is not an alteration service and is not intended to cater for you if you are between standard sizes. It is a special service for people who are genuinely outside of the size range offered in each garment, as determined by NNT

In the interest of getting measurements correct, NNT may also contact you for a personal garment that you wear that suits your requirements in terms of measurements. This process assists greatly in achieving a satisfactory fit, as it is not possible to trial fit garments during manufacturing. The garment will be returned to you within 2 weeks. If you require special measurement garments, please contact NNT Customer Service on 1800 644 517 for a Special Measurement form that you will need to complete and return to them.

Please note: knitwear styles are not available under this service.

13/ Where can I get more information?

There are a number of ways you can get more information or have further questions answered. These include:

1. Ask your manager
2. Ask your divisional uniform representative
3. Check out St John of God Health Care's Intranet (Services>Supply>Uniforms)
4. NNT Customer Service is available on 1800 644 517
5. NNT's website is <http://www.nnt.com.au> – *note that not all the items are available for viewing on the website as there are some items are unique to St John of God.*

14/ What if I'm allergic to wool?

As with our current uniform, any caregiver with a wool allergy will be catered for. NNT will provide a poly-viscose option for caregivers with a wool allergy on a case by case basis. Divisional Uniform representative can raise this with NNT on your behalf.

15/ Do we get a uniform allowance?

As St John of God Health Care is now issuing uniforms directly, caregivers do not receive a uniform allowance.