Fact sheet

MyUniform
quick reference guide
for Caregivers

As per the 'Corporate Uniform and Professional Image policy and procedure', caregivers receive a uniform entitlement at the start of their employment with us. This entitlement is refreshed every 18 months.

Uniforms are supplied by 'WorkWear Group' - to date this process has been managed manually, using paper based forms. Moving forward all SJGHC caregivers will have access to the 'MyUniform' online portal (owned and managed by WorkWear Group).

What is MyUniform?

MyUniform is an online portal that SJGHC caregivers use to order uniforms - similar to online shopping. It allows you to place orders in accordance with your job type and contractual entitlement (taken from our payroll system). Through the portal you can:

- view your uniform entitlement balance
- place uniform orders
- track uniform delivery status
- process exchanges or refunds

Should you wish to order extra uniforms (in addition to your entitlement), MyUniform will allow you to do this by displaying the dollar value difference at the checkout and prompting you to provide you credit card details to pay the outstanding amount.

Deliveries can be sent to your home address, or work. Whichever you choose, you will just need to make sure someone is able to sign for your delivery. For this reason PO boxes are not accepted.

How to use MyUniform

The process for ordering your uniform is easy - simply log in with your SJGHC credentials (i.e. e-number and password):

- via MyUniform icon located on your ZENworks window
- or from anywhere via internet by typing myunifom.sjog.com.au

You will receive an email confirming the details of your order once it has been successfully submitted, and you can track your order via the AusPost website.

Help and troubleshooting

If you need help ordering your St John of God Health Care uniform through MyUniform, contact WorkWear Group.

Telephone orders

If you cannot access the MyUniform portal, you can place an order over the phone with Workwear Group.

How to contact WorkWear Group

Phone: 1800 041 624 (Monday - Friday 8am to 6pm EST)

Email: enquiry@workweargroup.com.au

Online chat: Login to MyUniform and click the chat button.

Change your MyUniform password

Phone SJGHC Service Desk: 1300 00 6800 (Monday - Friday 8am to 5.30pm WST)

Email: service.desk@sjog.org.au

Uniform entitlement and policy queries

Speak with your divisional super user for any queries about your uniform entitlement including allergy requests, maternity and volunteer packs.

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MyUniform for Caregivers

Logging into MyUniform

Access internet from anywhere and type in **myunifom.sjog.org.au** or log in via the MyUniform icon with your SJGHC credentials (i.e. e-number and password).

NB: Caregivers with multiple jobs or with requests for maternity, allergy, volunteer and contractor uniforms or replacement of damaged uniforms must go to their divisional uniform super users for assistance to place orders online.

Placing an order

1. After you log in MyUniform please select the appropriate uniform ordering option:

- your uniform workstream with Entitlement paid by SJGHC

- your uniform workstream to Self-Purchase with your credit card

2. A pop up box displaying your uniform entitlement will appear. Review and then close this by clicking on the 'X' in the top corner.

3. Select your required size and quantities for each item and click 'add to cart'. If you exceed your entitlement, your cart will separate the payment required by employee and employer.

4. When you have added all your items, click 'proceed to checkout'. Your uniform entitlement will pop up again, review and close by clicking the 'X'. Click 'continue to checkout'. Add your delivery address. Parcels need to be signed for when delivered. PO Boxes are not accepted.

5. Check your payment details. If your order is within your entitlement, you will see 'No Employee Payment Required.' If you order exceeds your entitlement, you will need to include your credit card details.

6. Review and finalise your order by clicking 'place order'.

Tracking your order

1. Click 'orders' at the top of the screen.

2. Click on customer order#.

3. Click the 'go' button next to 'track your order'. You will then be taken to the AusPost website to view your delivery details.

To edit, exchange or refund an order

1. Click 'orders' at the top of the screen.

2. Click on the 'customer order#'.

3. Click 'amend or return exchange'.

To edit an order that has not been shipped:

1. Click 'amend pack' and update details accordingly.

To exchange item/s:

1. Click 'return/exchange pack'.

2. Find the item/s and click 'exchange'.

3. Enter quantity and select the reason for exchanging.

4. Select the size and quantity of replacement item/s, scroll to the bottom of the screen and click 'OK' and then 'save and next steps'.

5. Review your order and click 'continue'.

6. Review order summary and click 'update order'. Make a note of your 'return authorisation number ' (RA Number).

7. You will receive an e-parcel label via email. Attach this to your package and post.

To refund item/s

1. Follow the steps above and enter the quantity of the item/s you would like to return as '0'.

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