

NSW Health State-wide Uniform - Frequently Asked Questions

Updated 8th September 2014

Contents

Contents.....	1
1.0 Overview	3
2.0 Who Has To Wear The Uniform?	3
2.1 What does it mean if I am listed as a discretionary or pre-approved uniform wearer?	3
3.0 Allocation	3
3.1 What allocations are available for existing employees?.....	3
3.2 I did not use my regular/renewal allocation, will it carry over?.....	3
3.3 I am a new starter with NSW Health what allocations are available to me?	4
3.4 My regular allocation missing?	4
3.5 My renewal allocation is missing?	4
3.6 I am unable to order an outerwear as part of my renewal.	4
3.7 Can I claim my uniform purchase as a tax deduction?	4
3.8 I sometimes work additional shifts, can I order more uniforms?.....	4
3.9 How long does my manager have to approve my uniform order?.....	5
3.10 Do I have to order my entire garment allocation at the same time?	5
4.0 New Starters/New Role Within NSW Health	5
4.1 If I change positions (promotion/new role), will I receive a new set of uniforms, irrespective of which LHD I work in?.....	5
4.2 I am a New Starter but I cannot log on and place an order.....	5
5.0 Sizing	5
5.1 What is the Sizing Range?	5
5.2 How do the recommended sizes work?.....	5
5.3 I put incorrect measurements in my profile and have submitted my order, what do I do?	6
6.0 Range	6
6.1 I am pregnant. How will I order maternity uniforms?.....	6
6.2 I am a community nurse. What uniform should I have access to?.....	6
6.3 I am employed by Justice Health as an RN/EN and cannot order any upper garments.....	6
6.4 I am allergic to synthetic materials/ I can't wear polyester. Will there be a cotton option available?	6
7.0 Returns.....	7

7.1 What happens if my uniform doesn't fit me?.....	7
7.2 How do I return garments?.....	7
7.3 Is postage included?.....	7
7.4 What happens if I don't like the uniform style I have selected?	7
7.5 What happens when I return my uniforms but forget to submit the return/exchange form?	7
8.0 Frequently Asked Ordering Questions.....	7
8.1 I cannot order from the 'Fair Wear and tear' module?	7
8.2 Can my manager order my uniform on my behalf?.....	8
8.3 If my manager is ordering on my behalf will they be able to view my personal profile details? .	8
8.4 How can I view order status?.....	8
8.6 When I go to first login my old LHD is showing why?	8
8.7 I cannot find my manager in the search section.....	8
9.0 Manager Access	8
9.1 I have recently been appointed as a manager and I need to approve uniforms, how do I obtain access to do this?	8
10.0 Delivery Time Frames and Tracking	9
10.1 What are the estimated delivery times for uniform orders?	9
10.2 I won't be home to receive my order; will it just be left at my home address?.....	9
10.3 Can I have my uniforms delivered to my p.o box?	9
10.4 Can I track my uniform delivery?	9
10.5 My tracking number says it is invalid, what do I do?.....	9
Appendix	10
A - Renewal Schedule Dates	10

1.0 Overview

The new State-wide uniform will provide NSW Health employees with:

- Practical and functional uniforms in a variety of styles for both male and female employees;
- Designated colours for each Workstream to help patients easily identify employees irrespective of facility or LHD;
- Seamless transfers between LHDs for employees, eliminating the need to purchase new uniforms;
- Online order system with individual profiles created and maintained by employee.

2.0 Who Has To Wear The Uniform?

The requirement to wear a uniform is determined by your award classification and your local LHD uniform policy. If you are unsure please check with your direct Line Manager.

2.1 What does it mean if I am listed as a discretionary or pre-approved uniform wearer?

Discretionary (D) uniform employees can 'elect' to wear the uniform or may be required based on the Local Health District's Policy. Your order will require online Manager approval or you can purchase yourself on the system using a secure credit card facility.

Pre-approved (P.A) uniform employees are able to order their allocated garments without Manager approval if you are a new starter these do not require manager approval however if you are ordering under renewal this will require a manager approval. Please refer to the [Roles By Work stream](#) document for clarification.

3.0 Allocation

3.1 What allocations are available for existing employees?

From the 2nd September 2014 all LHD's will be under the renewal model. All existing staff employed before this date with NSW Health will have access to

1. Renewal – yearly allocation [Allocation Model](#)
2. Personal Purchase – no minimum purchase.
3. Fair Wear and Tear – no minimum purchase, must be approved by a manager.

Staff that have not used their renewal kit must do so before trying to order under Fair Wear and Tear.

Renewal periods commence from the same time each year, please refer to the schedule outlined in [Appendix A](#)

3.2 I did not use my regular/renewal allocation, will it carry over?

No. If your full allocation is not drawn down it will not be carried over to the next year's allocation amount.

3.3 I am a new starter with NSW Health what allocations are available to me?

All new starters after the 3rd September will have access to:

1. Regular – initial allocation [Allocation Model](#)
2. Personal Purchase – no minimum purchase
3. Fair Wear and Tear – no minimum purchase, must be approved by a manager.

New employees who have not used their regular allocation must do so before trying to order under Fair Wear and Tear.

New starters should also ensure that they place their new starter order prior to the renewal change date for their LHD, otherwise the regular allocation will be missing.

3.4 My regular allocation missing?

If you have just commenced work at NSW Health please ensure that you log on and order your uniforms before the renewal date for your LHD [Appendix A](#) otherwise your regular allocation will be missing. To order you will need to create an order under renewal for the available amount and anything additional up to your allocation ([Allocation Model](#)) will need to be ordered via Fair Wear and Tear.

For existing staff we would like to remind you that the allocation is provided yearly and do not carry over to the following year. At this time, all existing staff will be deemed to have been issued with their initial kit and will only be entitled to the renewal allocation. These employees will need to order via Renewal and speak directly to their manager about ordering additional up to the initial kit via Fair Wear and Tear.

3.5 My renewal allocation is missing?

If you have changed work streams, contracted hours, cost centre or you transfer to another Local Health District since the Renewal allocation switches on for your LHD the renewal allocation will no longer be available.

You will have access to order uniforms via the Fair Wear and Tear module and you will need to select the reason code before finalising your order. Fair Wear and Tear orders will route to your manager for approval.

3.6 I am unable to order an outerwear as part of my renewal.

The renewal allocation is based on the award that you are paid and you're contracted hours; under the garment allocation model knitwear/outerwear is not part of the allocation. If you require additional you will need to discuss with your manager prior to placing an order for this under Fair Wear and Tear.

3.7 Can I claim my uniform purchase as a tax deduction?

Yes, in order to claim your uniform as a tax deduction it must be an upper and lower garment worn together (i.e. top and bottom) and keep all receipts relating to your purchase.

3.8 I sometimes work additional shifts, can I order more uniforms?

Please consult with your direct Line Manager who can authorise additional orders online under the fair wear and tear module. If you still have renewal allocation available you will need to use this first.

3.9 How long does my manager have to approve my uniform order?

All orders not approved within 35 days will be automatically cancelled and you will be required to re-submit your order.

If you have chosen email notifications an email will be sent to you to advise that the order is cancelled. You will need to speak to your manager regarding this matter if the order has been cancelled.

3.10 Do I have to order my entire garment allocation at the same time?

No. You do not have to order your whole allocation at the same time and you may draw down your allocations in partial orders, however this must be within the renewal timeframe for your LHD.

4.0 New Starters/New Role Within NSW Health

4.1 If I change positions (promotion/new role), will I receive a new set of uniforms, irrespective of which LHD I work in?

Uniforms are categorised by Workstreams. If you move from one Workstream to another you will be provided with new upper garments. All lower garments are common throughout the uniform range. To order these you will need to complete an order through the Fair Wear and Tear module and your manager will need to approve.

4.2 I am a New Starter but I cannot log on and place an order.

The TAMS System is a direct feed from the payroll data and until you are active on the data you will not be able to order a uniform. It is recommended that if you are a new graduate that you wear the uniform that you wore for your practical assessment when starting. If you are not a new graduate then please follow the dress policy for the LHD that you are working. Generally access to the system will occur prior to your first pay period.

5.0 Sizing

5.1 What is the Sizing Range?

Based on your individual measurements saved in your profile TAMS will recommend the best suited size for you when you select your garments. A [Female Measurement Guide](#) and a [Male Measurement Guide](#) have been developed to help you take your measurements correctly. The standard women's sizes offered range from size 6 to size 30, men's sizes range from XXS to 6XL. These sizes are not visible in the system as ADA SYSTEMS use their own measurement algorithm based on your measurements to recommend the best fit. If you fall outside these size ranges, you will be contacted by ADA SYSTEMS Customer Service and made to measure garments will be prepared for you.

5.2 How do the recommended sizes work?

TAMS will recommend garments based on the measurements you have entered into your profile. If you prefer a more relaxed/looser fit or a tighter fit you have the option of selecting one size up or down. This option is available in the second part of your ordering stage by clicking the recommended size button in the 'size' field.

Because TAMS works from your individual measurements you will not see standard Australian sizing (i.e. 10, 12, S, M, and L etc. Each garment will be represented by an internal size code that assists the supplier with processing only. You need to pay particular attention to the measurements for each garment, not the size. Please refer to the measurement guides for instructions on taking your measurements: [Female Measurement Guide](#) and [Male Measurement Guide](#).

5.3 I put incorrect measurements in my profile and have submitted my order, what do I do?

Log into TAMS and check your order status, if your order status is “pending approval” you can cancel your order and update your measurements and resubmit your order. If your order status is “processing” contact ADA Systems customer service on [1800 601 390](#) and ask them to amend the order if the items have not been shipped. If your order status is “shipped” you will have to treat the order as a return and follow the “returns” processes when your garments arrive.

6.0 Range

6.1 I am pregnant. How will I order maternity uniforms?

Login to TAMS; select the ‘Maternity’ check box in your profile. Enter your approximate due date and save your details. Go to “Place Order” and select the Maternity allocation and select your garments. All Maternity uniform orders will require online Manager approval.

6.2 I am a community nurse. What uniform should I have access to?

When you first login to the system and create your profile, check the box next to “Community Health Nurse Allocation”. Save your details. When you place your order you should have access to both the Scrub Style and Corporate uniform. All Community Health Nurse orders will require online Manager approval. Please refer to the Nursing & Midwifery sections of the [Uniform Catalogue](#).

6.3 I am employed by Justice Health as an RN/EN and cannot order any upper garments.

Go to your profile in TAMS and check the box ‘Community and Justice Health Nurse Allocation’. Select ‘Place Order’ and you will have access to the navy corporate blouse/shirt. Please note this order will require your manager’s approval.

6.4 I am allergic to synthetic materials/ I can’t wear polyester. Will there be a cotton option available?

There is a limited range of 100% cotton scrubs styles that are available to for Nursing. Allergy uniform orders require online Manager approval. Please refer to the **Allergy Clinical** section on page 7 of the [Uniform Catalogue](#).

7.0 Returns

7.1 What happens if my uniform doesn't fit me?

Firstly retake your measurements. Be sure to follow the measurement guides [Female Measurement Guide](#) and [Male Measurement Guide](#). Check that the measurements are the same as the ones you have entered in your profile. If you need to return your garments follow the returns process provided.

7.2 How do I return garments?

Garments will be sent in a reusable satchel with a "Returns/Exchange" form and returns address sticky label.

To return / exchange items:

- a) Call ADA Systems customer service on 1800 601 390 to obtain a return authorisation number
- b) Fill out the "Returns / Exchange" form and ensure you write the return authorisation number provided by ADA on the returns form
- c) Attach the returns address sticky label on the satchel
- d) Include the returns form with your garments being returned
- e) Post the item at any Australia Post outlet / box. Please ensure you keep the receipt for tracking purposes.

7.3 Is postage included?

Yes. The postage charge is included in the price of the uniform.

7.4 What happens if I don't like the uniform style I have selected?

The new State-wide uniform is made up of numerous styles many of which are new. During the initial rollout, commencing 11/02/13 concluding 31/7/13, employees are able to style exchange until 02/09/2014. (i.e.: if you have ordered 3 of the 5 scrub style tops and you prefer 2 styles you are able to send the other one back and exchange for another style free of charge). At the completion of the initial rollout style exchanges will not be permitted.

7.5 What happens when I return my uniforms but forget to submit the return/exchange form?

After 30 days of receiving the returned garments with no paperwork, ADA will place the items back into the warehouse for resale. You will need to reorder your items via Fair Wear Tear or Personal Purchase.

8.0 Frequently Asked Ordering Questions

8.1 I cannot order from the 'Fair Wear and tear' module?

Fair wear and tear module is only available once you have exhausted your Regular or Renewal Allocation. For example, if you are a full time nursing & midwifery employee you are allocated 5 upper garments and 5 lower garments. If you have only drawn down 3 of your 5 garments, the fair wear and tear option will not be available until all 5 garments have been allocated. All fair wear and tear orders require online Manager approval. Please refer to the [Employee User Guide](#) for instruction on how to place an order.

8.2 Can my manager order my uniform on my behalf?

Your manager will only be able to order on your behalf if you do not create a profile within TAMS. If you create a profile you will be required to order your own uniform.

8.3 If my manager is ordering on my behalf will they be able to view my personal profile details?

Yes. If your Manager is ordering your uniform online on your behalf they will need to input your personal details into your profile (such as: measurements, home address, contact information etc).

8.4 How can I view order status?

Login to TAMS. Click on "Order History" and select the relevant order to view what garments have been despatched. Please refer to the [Employee User Guide](#) for instruction on how to view order status.

8.6 When I go to first login my old LHD is showing why?

Now that your LHD is using Stafflink employees will have the one employee number and multiple assignment numbers. The previous LHD that you may have worked at may have your assignment number still active. (e.g. if you were an agency nurse you are still active in their agency nurse list). Follow the first login process and do not use the dash adjacent your employee number.

To access your current role you will need to create the profile for your old LHD and click save at the bottom of the page. A menu will display on the left side of your profile. Select 'Profile Selection' this will allow you to select switch to a different assignment. Please note all mandatory fields in the profile set up are denoted with an asterix sign. (i.e. selecting a manger is not a mandatory requirement to set up the profile). Please refer to section 4 of the [Employee User Guide](#) for instructions on Dual Assignments.

8.7 I cannot find my manager in the search section

TAMS is based on a feed from the payroll data which includes middle names. In the parameters box enter your managers' surname only into the name field. If this does not show your manager it means that he/she is not set up as such in the system and will require completing the Manager Access Form [TAMS Manager Access](#)

By providing your managers name the State Wide Service Desk will be able to advise if he/she is set up as a manager 1300 28 55 33.

9.0 Manager Access

9.1 I have recently been appointed as a manager and I need to approve uniforms, how do I obtain access to do this?

Log onto your local intranet or the HealthShare NSW intranet site, complete the "[Total Apparel Management System User Access Permission Request Form](#)" and send through to uniforminformation@health.nsw.gov.au. You will receive a confirmation email when the Manager permission has been assigned to your login.

If you are moving into another manager s role, then that manager needs to be deactivated so that you can link to his/her employees, complete the "Total Apparel Management System User Access

Permission Request Form” choose deactivate for that manager and send through to uniforminformation@health.nsw.gov.au .

Please refer to the [Manager Fact Sheet](#) for further instructions.

10.0 Delivery Time Frames and Tracking

10.1 What are the estimated delivery times for uniform orders?

Working Days	Order Type	
6	New Starter or first time order	Regular Allocation
	Returns	
12	Maternity	Regular Allocation
	Fair Wear and Tear	
12	Regular allocation	Regular Allocation
15	Personal Purchase	Regular Allocation
6-12 weeks	Made to Measure Garments	Special Order
	Allergies	

10.2 I won't be home to receive my order; will it just be left at my home address?

All deliveries require a signature as proof of delivery. If you are not home to receive your order Australia Post will leave a collection card for you.

10.3 Can I have my uniforms delivered to my p.o box?

Yes. A collection card will be left in your PO Box to pick the parcel up in the post office.

10.4 Can I track my uniform delivery?

If you received an email or SMS notification with your despatch tracking number go to www.auspost.com.au/track-item and type in your tracking number to view the progress/location of your order. You may also login to TAMS to see the updates on the order and which processing phase it is in (i.e. “Item is being shipped” or “Item shipped”).

10.5 My tracking number says it is invalid, what do I do?

If your tracking number is not valid please contact ADA Systems customer service on 1800 601 390.

Appendix

A - Renewal Schedule Dates

LHD	Renewal Allocations – (Available from dates)
Central Coast Local Health District	02 September
Far West Local Health District	20 May
HealthShare	01 February
Hunter New England Local Health District	01 July
Illawarra Shoalhaven local Health District	13 May
Justice Health	29 April
Mid North Coast Local Health District	06 May
Murrumbidgee Local Health District	13 May
Nepean Blue Mountains Local Health District	08 April
North Sydney Local Health District	13 May
Northern NSW Local Health District	06 May
NSW Pathology Initiative	02 September
South Eastern Sydney Local Health District	08 April
South West Sydney Local Health District	22 April
Southern Local Health District	02 September
Sydney Local Health District	01 February
Sydney Children’s Hospital Network	08 April
Western Local Health District	01 February
Western Sydney Local Health District	02 September