

Getting started

ORDERING YOUR NEW WARDROBE

This year, we are taking the next step to bring our teams closer together by moving to a single brand. Updating our wardrobe is an important part of this.

Team members who currently have an allowance or allocation and are required to wear uniforms as part of their role, will be gifted new upper garments (tops, polos, shirts). The number of upper garments gifted will be based on role and hours worked.

Order your uniform through the online portal available at heartofboltonclarke.com.au.

Important points

CHECK

- Confirm your wardrobe entitlement with your leader. The number of upper garments gifted will be based on role and hours worked.
- For teams in Victoria/Tasmania you can start to order from 14 February, for New South Wales from 15 March, for South Australia from 19 April, for Queensland from 26 April and for Western Australia from 21 June.

CHOOSE

- Explore the wardrobe catalogue together with the Mix and Match styling feature to choose the garments that are right for you.
- You'll also be able to touch and feel upper garment samples, if you wish to do so, at the Wardrobe In A Box roadshows. Dates for the roadshows are available in the *Our Wardrobe* section at heartofboltonclarke.com.au.

ORDER

- Place your order through the online ordering portal, which is available in the *Our Wardrobe* section at heartofboltonclarke.com.au.
- Speak with your leader or ordering portal super user if you require assistance with placing an order.



Frequently asked questions

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1. Where will my new uniform be sent to?

- For residential care and retirement living team members, your order will be sent to your place of work.
- For at home support team members, your order can be sent to your personal residence.

2. What should I do when I receive my order?

- Check your order against the delivery docket. Your docket may also include a list of items that are not yet available. These garments will be delivered as soon as possible.
- Try on your uniform items. Do not remove tags and keep the delivery docket and plastic packaging until you are satisfied that no return or exchange of the item(s) is required.

3. What should I do if I need to return or exchange an item?

- If you need to return or exchange an item (e.g. you received an item you did not order, you need a different size, or an item is faulty) inform your leader or your ordering portal super user. They will then complete the Return & Exchange Form available on the online ordering portal and coordinate the process.

4. What will I do with my old uniform?

- There will be containers at sites for a period of up to two months where you will be able to hand-in your old uniform for recycling.

5. How can I find out more?

- Visit *Our Wardrobe* section at heartofboltonclarke.com.au.
- Speak with your leader or ordering portal super user.