



Employee Handbook

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Purpose

The purpose of this document is to provide a comprehensive overview of our organisation and a summary of relevant policies as they pertain to employees.

Scope

This policy applies to all employees of the organisation.

Definitions

The organisation, St Kilda Mums, we, us, our - St Kilda Mums Inc., also trading as Eureka Mums and Geelong Mums.

NES - the National Employment Standards under the *Fair Work Act 2009* (Cth) as amended or replaced from time to time.

Transport Award - *Road Transport and Distribution Award 2020*, as amended or replaced from time to time.

SCHADS Award - the *Social, Community, Home Care and Disability Services Industry Award 2010* or, as amended or replaced from time to time.

Key Facts and People

Registered Organisation Name:	St Kilda Mums Inc. 2009
Also known as:	St Kilda Mums, Geelong Mums and Eureka Mums
ABN:	11296752873
Tax Status:	(ITEC, PBI, DGR) DGR - 933190817
Registered for GST:	Yes
Year Established:	2009
Volunteers:	Over 3000
Welfare agencies supported:	Over 250
Postal Address:	PO Box 1047 Clayton South VIC 3169
Phone Number:	1300 789 509
Website	www.stkildamums.org, geelongmums.org, eurekamums.org

Social handles	@stkildamums, @geelongmums, @eurekamums.org
Primary contact	CEO@stkildamums.org

Mission

We exist to provide safety, opportunity and dignity for children and families in Victoria.

Vision

Our vision is a future where we share more, waste less, and care for every child.

Goal

Our goal is to ensure children and families are happy, healthy and safe. This is possible when families can provide their children with the best possible foundation in life.

Values

The organisation has certain values that go to the heart of what we do:

- Respect - For each other. For the earth. For ourselves.
- Inclusivity - We thrive when we share and support each other.
- Integrity - We are transparent in our work.
- Innovation - We strive for excellence to maximise impact.

Policy

1. Flexible working arrangements

The organisation is a family first employer and all requests for flexible working arrangements will be considered. The organisation is open to having a conversation with you about how you can work flexibly in your role.

1.1. What are flexible working arrangements?

Examples of flexible working arrangements can include changes to:

- hours of work (eg. changes to start and finish times)
- patterns of work (eg. job sharing)
- locations of work (eg. working from home)

1.2. Who can request flexible working arrangements?

An employee can request flexible working arrangements if they:

- are the parent of a child who is of school age or younger
- are a carer
- have a disability
- are 55 years or older
- are experiencing violence from a member of their family

- are caring for or supporting an immediate family or household member who requires care or support because of family or domestic violence
- are a student currently enrolled in an accredited course

Employees may have a range of reasons they want flexible working arrangements that do not fit these areas and the organisation will consider all requests.

1.3. Flexible working arrangements process

1.3.1. Requesting flexible working arrangements

All requests for flexible working arrangements have to:

- be made by the employee to their manager in writing
- explain what changes are being asked for
- explain the reasons for the requested change and length of the requested change/s

1.3.2. Responding to request for flexible working arrangements

Managers must first discuss the request with the employee to try to reach an agreement about changes to the employee's working conditions, taking into consideration:

- the needs of the employee
- consequences for the employee if changes in working arrangements aren't approved
- any reasonable business grounds for refusing the employee's request

Managers must seriously consider the request and discuss the request to ensure there are no breaches to applicable awards, agreements and legislation.

A manager must respond in writing to the employee's request within 21 days.

If a manager agrees with an employee on a change to working arrangements that is different to what was requested, the written response must set out the details of the agreed change.

A request can only be declined on reasonable business grounds and the written response is to include the reasons for the refusal and how they apply to the employee's requests.

Reasonable business grounds can include:

- the requested arrangements are too costly
- other employees' working arrangements can't be changed to accommodate the request
- it's impractical to change other employees' working arrangements or hire new employees to accommodate the request
- the request would result in a significant loss of productivity or have a significant negative impact on the service

1.3.3. Action if request is denied

If an employee's request is denied, but the employee does not believe that the request was denied on reasonable business grounds, they can then put their request in writing and send it to the CEO.

1.3.4. Termination of flexible working arrangements

Each flexible working arrangement is to be reviewed on a regular basis to ensure it continues to meet the employee's requirements and the organisation's operational requirements.

The organisation, or the individual employee, may terminate such an arrangement and in doing so is to give four weeks written notice of termination.

1.4. What are employees' obligations when they work remotely?

Under work health and safety legislation, employees must take reasonable care for their own health and safety, and the health and safety of others, when performing work for the organisation.

These obligations apply when employees are working remotely. It is important that employees take all necessary steps to make sure they are working in a healthy and safe manner if they are working remotely, including working from home and from client sites.

Employees must also comply with any lawful and reasonable request from their manager, for example, to provide photographs of their workspace, or any other reasonable direction issued for health and safety purposes.

If employees need to report an incident or injury, or a hazard that they have identified while working remotely, they must follow the Occupational Health and Safety Plan and report using the application Canvas.

There can be additional risks to the security of confidential information when working outside the office. Employees must take all necessary steps to protect confidential information when working remotely, including complying with the Data Governance Policy to protect any equipment owned by the organisation and intellectual property, especially personal data and other sensitive information.

2. Expense reimbursement

All reasonable and agreed business related expenses incurred by the employee will be reimbursed upon the presentation of receipts via Canvas for approval by their manager.

3. Timesheets

All casual employees will enter their hours worked daily via Xero for approval by their manager.

4. Leave

Leave entitlements are in accordance with the NES, long service leave laws, and the SCHADS Award or the Transport Award, as applicable. The following section summarises employees' key leave entitlements under these laws and industrial instruments and sets out further detail regarding the organisation's internal processes concerning leave.

All leave must be requested via Xero for approval by the appropriate manager. It is the responsibility of employees to ensure that this is completed.

Managers will be provided with a monthly report on leave balances for their staff.

It is the responsibility of managers to ensure that leave is not approved where there are insufficient leave balances unless by special arrangement.

4.1. Annual leave

Under the NES, employees (except for casual employees) are entitled to 20 days of annual leave, pro-rated for part-time employees, which accrues progressively during a year of service according to their ordinary hours of work and accumulates from year to year.

All annual leave applications must be approved by the appropriate manager before the period of leave other than by special arrangement.

In the absence of a special arrangement recorded in writing with the appropriate manager, all employees should not have an accrued leave balance of more than 8 weeks of annual leave, or a leave deficit of greater than one day. If an employee has accrued annual leave of more than 8 weeks, the organisation may direct them to take annual leave in accordance with the provisions of any applicable Award or the NES.

The organisation and an employee may also agree in writing to cash out annual leave in accordance with the provisions of any applicable Award or the NES.

All unused annual leave is paid out at an employee's base rate of pay upon leaving the organisation.

4.2. Personal/carer's leave

Under the NES, employees (other than casual employees) are entitled to 10 days paid personal/carer's leave, pro-rated for part-time employees, per year of service. An employee (including a casual employee) is also entitled to up to 2 days unpaid carer's leave, which may only be taken after any paid personal/carer's leave entitlement is exhausted.

Employees' entitlement to paid personal/carer's leave accrues progressively during a year of service according to the employee's ordinary hours of work and accumulates from year to year.

Personal/carer's leave is not paid out to employees upon leaving the organisation.

Paid personal/carer's leave may be taken:

- because an employee is not fit for work because of a personal illness, or personal injury, affecting the employee; or
- to provide care or support to a member of the employee's immediate family, or a member of the employee's household, who requires care or support because of a personal illness, personal injury or an emergency.

Where an employee needs to take personal/carer's leave, the employee must:

- give the employer notice as soon as practicable (which may be a time after the leave has started); and
- advise the employer of the period, or expected period, of the leave.

An employee, in the sole discretion of their manager, may be asked to provide evidence as required by the NES.

Where an employee is or expects to be absent from work due to illness for an extended period of time, arrangements may be made by agreement for the employee to take additional unpaid leave.

'Immediate family' means an employee's:

- spouse or de facto partner (or former spouse or de facto partner), child, parent, grandparent, grandchild or sibling; or
- a child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner (or former spouse or de facto partner).

4.3. Compassionate leave

An employee is entitled to two days paid compassionate leave (unpaid for casual employees) for each occasion when a member of the employee's family or a member of the employee's household:

- contracts or develops a personal illness that poses a serious threat to his or her life; or

- sustains a personal injury that poses a serious threat to his or her life; or
- dies.

'Immediate family' has the same meaning as set out above for personal/carer's leave.

Where an employee expects to be absent for an extended period for compassionate leave, arrangements may be made by the employee to take additional unpaid leave (see unpaid leave section below).

4.4. Long service leave

Employees are entitled to long service leave in accordance with the *Long Service Leave Act 2018* (Vic).

Employees are entitled to take long service leave after at least 7 years' continuous employment. If employment ends after 7 years for any reason, the employee must be paid any unused long service leave entitlement. If an employee with an accrued entitlement to long service leave wishes to take some or all of that leave during their employment they may apply to do so in accordance with this policy.

Long service leave must be approved by an employee's appropriate manager and the CEO.

4.5. Purchased leave

All permanent and fixed-term employees are able to purchase an additional 1, 2, 3 or 4 weeks of annual leave, as set out within the employee's contract of employment.

All purchased leave applications must be submitted via Xero for approval by the appropriate manager before the leave is taken, other than by special arrangement.

Purchased leave is recorded in each pay period in the same manner as annual leave.

All purchased leave must be used within the 52 week cycle after it is granted.

If purchased leave is not used in its entirety by the end of the 52 weeks, the employee will be reimbursed the amount that was paid for leave purchased and the employee's leave balance will be reduced by the amount of the leave reimbursed.

All unused purchased leave is paid out at an employee's base rate of pay on leaving the organisation.

4.6. Special unpaid leave

The organisation is committed to balancing the needs of its employees and recognises that on occasions some employees may need to take special unpaid leave.

Approval of applications for special unpaid leave is at the discretion of the manager or CEO.

- Generally, unpaid leave will only be considered where an employee's circumstances are exceptional.
- Where available, an employee's accrued leave entitlements (such as annual leave, personal leave – if appropriate and long service leave) must be utilised before other unpaid leave will be considered.

4.7. Annual closedown

The organisation closes for a period of time over the Christmas and New Year period.

During this time, employees are requested to take annual leave, or purchased leave. Employees will be provided with notice of this requirement in advance.

Where an employee does not have sufficient accrued annual leave for this period, an employee will be entitled to a paid absence, however their leave balance goes into deficit up to a maximum of two days.

Employees may take this period as unpaid leave by special arrangement.

4.8. Domestic and Family Violence Leave

In accordance with the NES, all employees are entitled to 5 days' unpaid leave to deal with family and domestic violence, as follows:

- the leave is available in full at the start of each 12 month period of the employee's employment; and
- the leave does not accumulate from year to year; and
- is available in full to part-time and casual employees.

An employee may take unpaid leave to deal with family and domestic violence if the employee:

- is experiencing family and domestic violence; and
- needs to do something to deal with the impact of the family and domestic violence and it is impractical for the employee to do that thing outside their ordinary hours of work.

The reasons for which an employee may take leave include making arrangements for their safety or the safety of a family member (including relocation), attending urgent court hearings, or accessing police services.

The period of leave taken can be less than a day by agreement and agreement can be reached with the employer to provide more than 5 days' unpaid leave to deal with family and domestic violence.

An employee may be required to provide evidence of the purpose for taking the leave.

An employer must take steps to make sure that information concerning any notice of taking this leave or evidence regarding taking leave is treated confidentially, as far as reasonably practicable. Employers may consult with the employee individually regarding the handling of such confidential information.

4.9. Jury Duty

Under the *Juries Act 2000* (Vic) an employee is entitled to receive the difference between the amount they receive for jury service and the amount they could reasonably expect to have received if they had not attended for jury service.

This applies to permanent and part-time employees and casual employees with predictable hours.

4.10. Parental Leave

Employees are entitled to up to 12 months of unpaid parental leave under the NES. They can also request an additional 12 months of unpaid leave. Up to 8 weeks of unpaid parental leave may be taken at the same time as the other parent takes leave.

Unpaid parental leave is leave that can be taken when:

- an employee gives birth.
- an employee's spouse or de facto partner gives birth; or
- an employee adopts a child under 16 years of age.

Employees are able to take unpaid parental leave if they:

- have worked for the organisation for at least 12 months:
 - before the date or expected date of birth if the employee is pregnant.
 - before the date of the adoption, or
 - when the leave starts (if the leave is taken after the birth or placement of the child); and
- have or will have responsibility for the care of a child.

For casual employees to be eligible for unpaid parental leave they need to have:

- been working for the organisation on a regular and systematic basis for at least 12 months; and
- a reasonable expectation of continuing work with the organisation on a regular and systematic basis, had it not been for the birth or adoption of a child.

4.10.1. Notice of Intention to Take Parental Leave

An employee needs to give their manager at least 10 weeks' written notice of their intention to take parental leave.

If an employee is taking concurrent leave, and has already taken one period of concurrent leave, at least 4 weeks' notice must be given for any subsequent periods.

If this is not practicable, written notice must be given as soon as practicable.

The notice must include the intended starting and finishing dates for the period of leave.

Employees should also include with the written notice a medical certificate with the expected date of birth, or other verification documents as requested (e.g. confirmation of the date of placement of an adopted child).

An employee must re-confirm their parental leave dates at least four weeks before they are due to start their leave, unless it is not practical to do so. If there have been any changes to the dates the employee should tell their manager as soon as possible.

An employee can also request an additional 12 months of unpaid leave.

For pregnant employees in roles where there may be an occupational health and safety risk to the employee or unborn baby, the employee must advise their manager of their pregnancy as early as possible. The organisation may require the employee to provide further medical information about their capacity to perform their duties.

The organisation may require a pregnant employee to take unpaid parental leave within 6 weeks before the expected birth of the child, under the NES.

If a pregnant employee provides evidence that she is fit for work but should not continue in her usual position during a certain period because of pregnancy-related illness or risks, or hazards connected with the position, the organisation will transfer the employee to an appropriate safe job if one is available. If there is no safe job available the employee may take no safe job leave, which may be paid or unpaid depending on the employee's individual circumstances.

There is no minimum amount of continuous service required to be eligible to transfer to a safe job or to be provided with no safe job leave.

4.11. Other leave

Employees may be entitled to additional leave in accordance with their applicable Award, such as ceremonial leave and community service leave.

5. First Aid

Trained First Aiders and Fire Wardens are identified in our Emergency Action Plan, a copy of which you will find on the Safety Noticeboard in your workplace. The Safety Noticeboard also identifies Mental Health First Aiders. You will have the opportunity to undertake First Aid Training and CPR Training at least once a year.

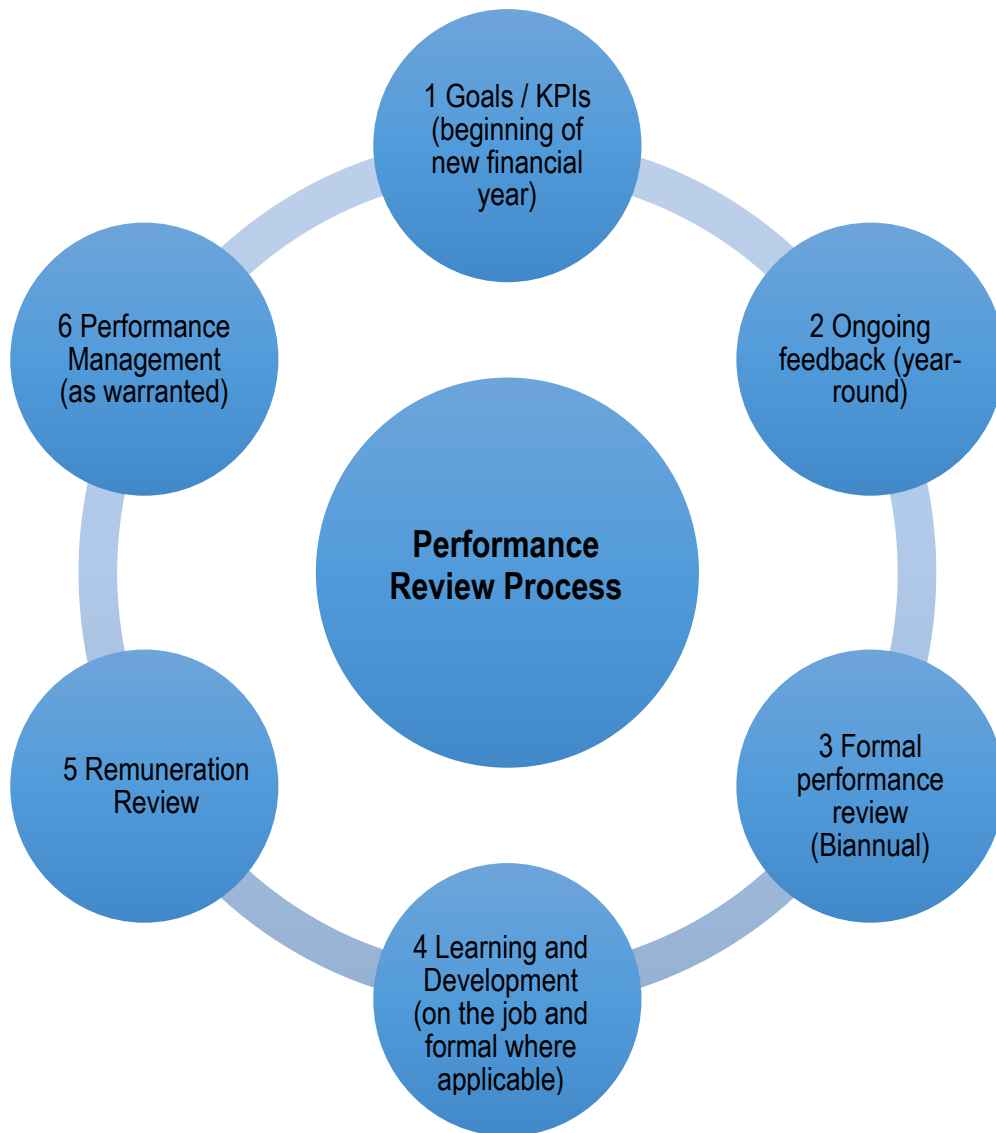
6. Performance Review and Management

An effective approach to performance enables the achievement of the goals of both the organisation and its employees.

The organisation's performance review system is dynamic, with both formal and informal activities occurring throughout the year.

The purpose of the organisation's performance review system is to:

- a. Provide each employee with the ability to identify and achieve their own goals as well as contribute to the achievement of the organisation's strategic goals.
- b. Encourage managers and employees to have ongoing discussions throughout the year to exchange feedback based on performance objectives and standards.
- c. Ensure existence of a formal review framework to provide comprehensive performance feedback to all employees.
- d. Provide a framework for employee learning and development.
- e. Ensure remuneration is set at key points of employment and reviewed annually according to principles of internal equity, external benchmarking and organisational affordability and in accordance with the applicable modern award.
- f. Provide a framework for identifying performance criteria and managing unsatisfactory performance.



6.1. Goal / KPI Setting (beginning of new financial year)

The organisation's Board sets the KPIs for the Chief Executive Officer (CEO) for the financial year in August / September. These KPIs inform the KPIs for each team.

6.2. Ongoing feedback (year-round)

All employees of the organisation are expected to contribute positively to a culture where feedback is given and received with positive intent throughout the year.

Where applicable, positive behaviours and achievement of milestones is commended, and areas for improvement are identified and addressed constructively and respectfully through coaching and self development.

The intent of ongoing feedback is to allow each individual to perform at their best, and to address performance issues in a timely manner.

An effective environment of ongoing feedback should result in “zero surprises” during formal performance reviews.

6.3. Formal performance review (twice a year)

Formal performance reviews (one-on-one's) are conducted twice a year in February/March and September/October each year.

For employees covered by the SCHADS Award, managers should consider whether the employee should progress to the next pay point within a level at the end of each 12 months' continuous employment, in line with clause 13.3 of the Award.

For purposes of the formal performance review, reviews will be conducted by:

- For the CEO - the Board or specific designee; and
- For other employees - the employee's direct manager.

The procedure for formal performance review (twice a year) will generally be as follows:

- Position descriptions should be reviewed by both the employee and the manager and proposed changes discussed as part of the process.
- Each employee completes the relevant self-assessment template and forwards to their manager 48 hours ahead of the one-on-one meeting time.
- CEO/managers request upward feedback from relevant employees.
- In preparation for the meeting the manager compiles the feedback on the same template.
- A one-on-one performance review meeting is held focusing on strengths, accomplishments and development needs (including a discussion of any learning and development requests).
- Both parties sign the performance review forms (indicating the discussion was held) and document any learning and development requests (see 5.4 below). Signed performance review forms are added to each employee's personnel file.

6.4. Learning and Development (on the job and formal where applicable)

All employees of the organisation are encouraged to identify opportunities for on-the-job learning and development; identify opportunities for enhanced quality of work, efficiency and team engagement.

On occasion, it may be appropriate for employees to participate in formal learning opportunities to enhance capability. Planning for learning and development including goal setting will be discussed between the employee and their manager during the Performance Review and requests submitted to the CEO for approval. (Note: Board approval may be required depending upon the cost of the proposed learning.)

Where learning and development is urgently required outside of the formal review process, requests should be made in writing by the employee's manager to the CEO who will, in their discretion, approve or reject the request and advise the manager of this decision. (Note: Board approval may be required depending upon the cost.)

6.5. Performance Management (as warranted)

Performance Management is a remedial process to rectify employee performance or conduct that is not in line with role expectations and/or the organisation's values. Managers initiate a performance management process to make the employee aware of the behaviour or conduct and to assist them to rectify it, so they can improve their performance to meet the requirements of the position and/or the organisation.

In most cases, the first step in the performance management process is that a manager identifies that an employee is not performing and/or not adhering to one or more of the organisation's policies or values.

Note: when conducting formal performance management meetings as per the Code of Conduct and in line with the relevant legislation:

- The employee must be given 24 hours' notice of the meeting in writing and informed of their right to bring a support person along.
- The employee has a right to be informed of the issues for which the meeting has been called. These issues should be included in the written notice above.
- The employee has the right to a 48-hour period to consider their response to the issues presented.
- Where an Action Plan is required to assist the employee to make improvements (action items for the employee to complete), a set time frame must be identified, and completion and review date confirmed by all parties.
- Performance Action Plans must be documented and signed by both parties.
- Where the outcome of the Action Plan is unsatisfactory, the employee may be issued with a written warning as per the Code of Conduct.

7. Remuneration

The organisation recognises the individual value, contribution and technical skills of employees when defining or reviewing employee's wages or salaries.

Benchmarking against similar external charities for comparative purposes ensures external parity where relevant and financially feasible.

Remuneration may include, but is not limited to:

A. Fixed Remuneration

- Hourly rate of pay (wages).
- Annualised salaries, leave entitlements, leave loading, superannuation; and
- Company owned tools of trade (position essential equipment) such as, but not limited to, mobile phone, laptop computer, tablet, wi-fi router, E-tag, digital recorder, camera.

B. Variable Remuneration

- Allowances.

7.1. Principles

Remuneration is based on the following principles:

- Employee remuneration is based upon the position accountabilities they are expected to perform.
- The position accountabilities may be independently assessed to confirm alignment with the position accountabilities vs. proposed remuneration.
- Remuneration will be in line with the sector in which the organisation operates and be cost effective.

- Employees are remunerated with alignment to the organisation's Mission and Values and in accordance with the minimums under any applicable Award; and
- Remuneration reviews are based on individual performance, achievement and the overall financial performance of the organisation.

7.2. Manager's Responsibilities

The responsibility of managers in respect to remuneration for employees is to:

- Ensure accurate position descriptions are in place, which include appropriate metrics to measure performance so as to allow consistent reviews to be undertaken.
- Conduct effective and constructive reviews of employee performance.
- Optimise alignment with the organisation's remuneration practices and other employment policies; and
- Maintain confidentiality and not disclose to others (including other employees and volunteers of the organisation) the remuneration details of any employee of the organisation.

7.3. Recruitment

Any proposed position's remuneration must be approved by the organisation's Board prior to the commencement of the recruitment process. Once the preferred candidate is identified and all applicable checks have been completed, an offer of employment - including confirmation of remuneration benefits - may be made by the CEO, or the CEO's delegate.

7.4. Remuneration Review

The employee's manager may request a review of the employee's remuneration, on completion of the performance review process, in writing, to the CEO, before 30 June each financial year. For employees covered by the SCHADS Award, managers should consider whether the employee should progress to the next pay point within a level at the end of each 12 months' continuous employment, in line with clause 13.3 of the Award.

A request for remuneration review should include a copy of both one-on-one reviews from Sept/Oct and Feb/March in support of this request.

The Board must approve changes or variations to an employee's remuneration prior to the employee being offered any remuneration increase. The remuneration increase will be effective from a date approved by the Board, usually 1 July.

Any changes to an employee's remuneration (excluding changes as a result of an increase to the minimum rates of pay under an applicable Award) will be documented in a letter signed by the CEO before being submitted to Payroll. A copy of this letter will be given to the employee and a digital copy filed in the employee's file.

If the employee is employed on a fixed term contract, the employee's manager may make a request for the renewal or extension of the fixed term contract or recommend that an offer of permanent employment be made, in writing, to the CEO. This should be accompanied by their most recent performance review.

All new employment contracts must be approved as per the Delegations of Authority Policy.

On approval of any change to remuneration, the organisation reserves the right to issue a new employment contract for execution by both the CEO and the employee.

7.5. Off Cycle Remuneration Adjustments

Requests for salary increases outside of the annual performance review process will be considered in exceptional circumstances and should be based on merit and financial feasibility and be accompanied by the employee's most recent position description and performance review.

All off-cycle requests must be put forward in writing for the organisation's Board approval prior to the commencement of any review.

7.6. Confidentiality of Remuneration Details

Remuneration at the organisation is confidential.

The remuneration of individual employees is not to be disclosed to or discussed internally or externally without the permission of the Board, except for people employed in the areas of Fundraising, Finance, Payroll or Human Resources.

Failure to comply with remuneration confidentiality may result in a performance warning for breach of policy.

8. Time in lieu

From time-to-time employees may be required to work overtime.

Time in lieu of paid overtime may be offered to employees who are required to work hours beyond their normal contractually agreed weekly hours.

This arrangement is designed to ensure that an employee is not working excessive hours and to ensure work/life balance. It is not expected that time in lieu will be a standard or regular occurrence.

8.1. Process

- Time in lieu can only be taken if there was pre-approval or direction by the manager, for the employee to work additional hours.
- An employee must agree in writing, with the employee's direct manager or by another manager to whom the CEO has delegated authority, to taking time in lieu instead of being paid for an amount of overtime worked.
- Where approved time in lieu has been accrued, the time off should be taken as soon as practicable after the overtime is worked at a time agreed between the manager and employee, so the employee can have a meaningful rest.
- Any accrued time in lieu should be taken within 3 months of the overtime being worked.
- If time in lieu is not reasonably able to be taken within a period of 3 months from the overtime being worked, the employee will be instead paid for the overtime, in the next pay period following those 3 months.
- If employees choose to stay late to complete work without prior approval, then they will not be eligible to make a request for time in lieu and will need to discuss the matter with their manager.
- If, on termination of employment, time in lieu has been approved but not taken, the organisation will pay the employee for the overtime, at the overtime rate applicable to when it was worked

9. End of Employment

End of Employment refers to the event by which an employee ceases to be part of the workforce of the organisation.

9.1. Return of the organisation's Property Procedure

When an employee leaves, they must immediately return any company property in their possession, or which relates to their employment. All property must be returned in good condition (subject to fair wear and tear).

After the employment has concluded, the employee's email password will be changed to stop access to the google suite and documents stored on Drive.

If the employee will continue to be a volunteer, the access level is changed for platforms where the personal email is used like Facebook and GoCanvas.

If the employee has any computer, devices or other property of the organisation, these must be returned prior to an employee ceasing their employment.

9.2. Exit Interview

All fixed term and permanent employees who have been with the organisation for more than 6 months will be offered an exit interview.

10. Employee Assistance Program

If you are having work-related or personal issues and would like to speak to a professional, you can utilise our Employee Assistance Program (EAP), which provides you with private and confidential counselling.

To use this EAP service, all you need to do is call Psychology Melbourne on (03) 9629 1001, or email clientservices@psychologymelbourne.com.au and say you are an employee of St Kilda Mums Inc and would like to make an appointment. An appointment time can usually be arranged within 24 hours.

This service is provided at no cost to the employee.

11. Policy Review

This policy will be reviewed and updated every two years or sooner if required. It will be approved by the Board and readily accessible by all staff via the People & Policy App on Salesforce.

This policy will be published on the organisation's website.

Any questions in relation to the policy, please contact the CEO.

12. Further Information

If an employee believes they have not been paid for all their entitlements when their employment ends, they should first raise it with their respective manager. If they are not satisfied with their response, they can contact the Fair Work Ombudsman:

Fair Work Online: www.fairwork.gov.au

Fair Work Infoline: 13 13 94

Reference Documents

The following documents are to be used in conjunction with this policy:

- a. Code of Conduct
- b. Dispute Resolution Policy
- c. Recruitment Policy

- d. Service Policy
- e. Succession Management policy
- f. Travel Policy
- g. Volunteer Policy and Procedures Manual
- h. Occupational Health and Safety Policy
- i. Delegations of Authority Policy
- j. Data Governance Policy