

Annual Report 2009-2010



CentaCare

CentaCare
Wilcannia – Forbes



...Supporting families and communities in Western NSW.

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From the Chair of the Board

As I reflect on the last twelve months, I am delighted with the development of the broad range of services the dedicated CentaCare team provides to encourage and support so many people in western NSW, adapting services in response to specific needs, and building the capacity of our rural and remote communities. I am also pleased to see an all of agency approach to sharpening evaluation processes, as a means of measuring service impact, and reviewing service effectiveness.

CentaCare provides the atmosphere and conditions that allow many people to develop their skills and move towards reaching their full potential. The CentaCare team, under the guidance of their leader Sister Margaret Flynn, has aided their clients to develop their ability to contribute to their own well being and that of society.

Congratulations to all staff and the members of local communities who encourage and support CentaCare in various ways. We are very grateful for all that has been in this year and wish all well for the year ahead.

Sr. Marie Carey



Sr. Marie Carey RSM



I am delighted with the development of the broad range of services the dedicated CentaCare team provides



CentaCare Board

Sr. Marie Carey RSM (Chairperson)
Mr Allen Duggan
Mrs Maryanne Tinlin
Mr Basil Toohey

From the Chief Executive Officer

The extraordinary changes to the broad stretches of the diocese this year are a powerful symbol of unexpected influences on all levels of life. The parched earth being flooded, new life appearing and struggles of another kind emerging as the waters threatened homes and livelihoods. It is within this context, that our CentaCare team has adapted and shaped its services to build resilience in both individuals and communities.

This year we have seen further expansion of services and growth in most of our branches, with new offices opening in Brewarrina and Wilcannia. The increasing diversity of services within each branch has also led to excellent models of integrated support within a 'one-stop-shop' approach.

Another highlight of the year was the gathering of our whole CentaCare community to strengthen a sense of team

bound by our shared mission and values, regardless of distance and variety of service outreach. It was a great opportunity for so many new staff to meet as one team, and to understand our service outreach and the mission which unites and drives us.

In all, it has been a great year of consolidation, with an increased focus on developing collaborative partnerships to strengthen the capacity of communities. I thank our wonderful team for their dedication and genuine care for those they serve. I also thank the CentaCare Board for their unwavering support and guidance. May the greening of the land be a reflection of the new life and possibilities we strive to support in the many communities we serve.

Margaret Flynn,
Chief Executive Officer



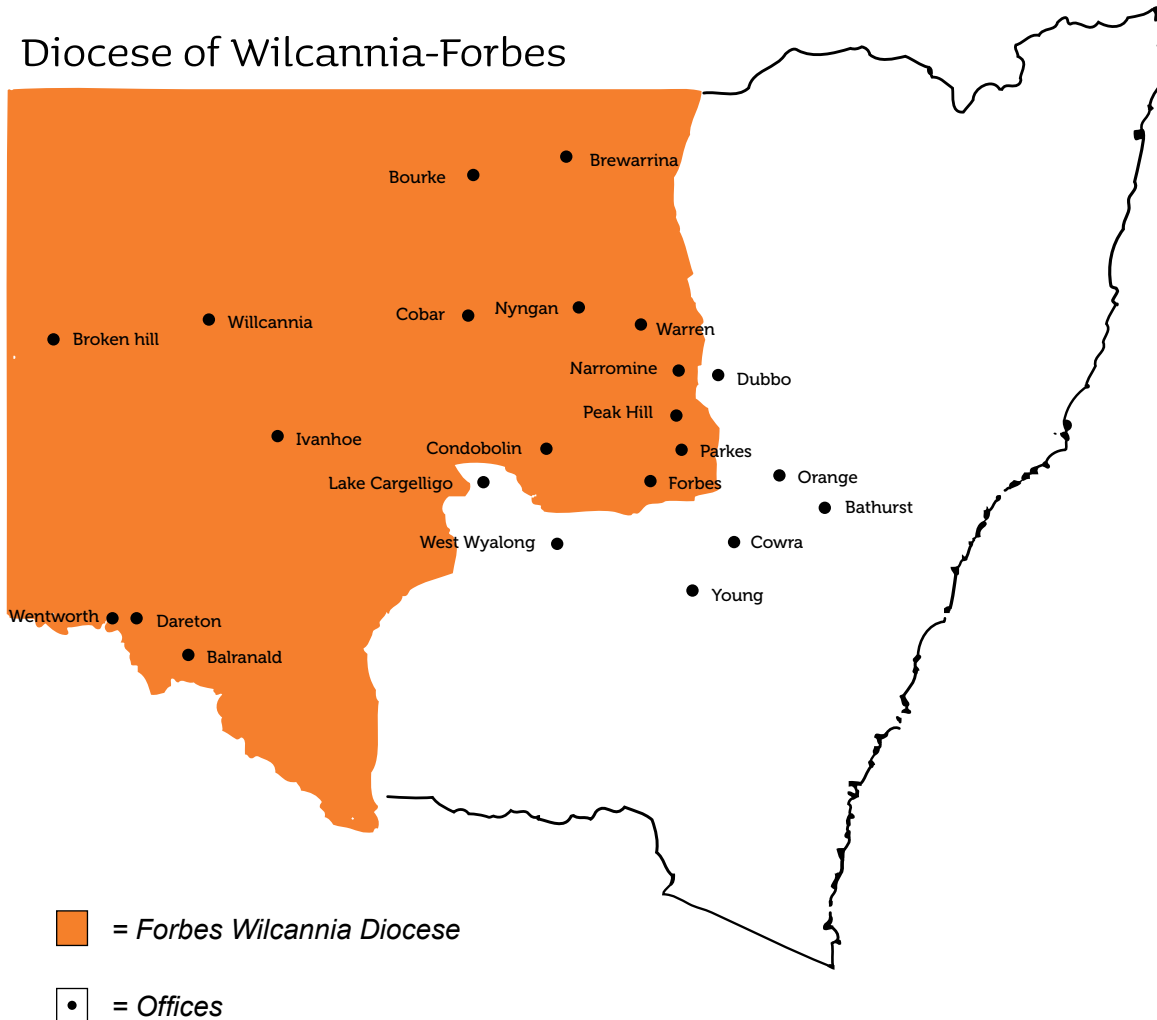
It has been a great year of consolidation, with an increased focus on developing collaborative partnerships.



Margaret Flynn



Diocese of Wilcannia-Forbes



Our Mission

To empower individuals, families and communities in Western NSW, by enhancing social and emotional well-being and strengthening networks of support.

Our Vision

CentaCare has a vision of communities imbued with a spirit of justice, where there is tangible respect for:

- The sacredness of all creation
- The dignity of each person
- The inherent right of all to participate fully in our co-creative mission

Our Values

- Respect for the dignity of human life
- Equality and justice for all
- Interdependence and community
- Excellence, innovation and leadership

CentaCare's Strategic Objectives

For 2010 – 2013

Our Strategic Plan 2010 – 2013 has five main goals with related and interdependent strategies.

1. Excellence

- To develop a culture of excellence responsive to the needs of community

2. People

- To provide continual development of our people

3. Infrastructure & Governance

- To increase efficiencies to support our business and management operations

4. Partnerships

- To strengthen and develop partnerships at all levels

5. Growth

- To optimize our services and solutions to communities in western NSW

Significant Developments

Our Goal

To be recognised as the leading and most trusted provider of social services to rural communities.

1. EXCELLENCE

With our aim to strive for excellence and provide the most effective services to people, a major focus of the last year has been the refining and strengthening of our Service Evaluation Framework. All services across the organisation now have a watertight Program Logic which gives succinct detail of each service target group, intended outcomes, and related activities. These Program Logics inform more detailed Work Plans and Key Performance Indicators (KPIs) which are reviewed regularly at supervision. Evaluation questions based on the intended outcomes of each service are prepared for participants to complete at the commencement of their engagement in a service and on a quarterly basis thereafter. This framework has given us the capacity to provide accurate reports on the impact of each service, and to assist in our efforts for continuous improvement in all we do.

The expansion of our multi-disciplinary teams within each branch has also led to increased models of integrated service. The provision of this holistic in-house support is proving to be of huge benefit to clients, and becoming a trademark of CentaCare's service outreach.

2. PEOPLE

Recognising that our greatest resource lies in the quality of our teams, there has been a considerable investment in professional development across the agency.

In March, we held an all of community gathering in Mudgee. The beautiful setting was chosen to give respite to the exposure to parched landscapes, and to give acknowledgement to the consistent endeavours of our team. Much of the focus of this gathering was around strengthening our commitment to the mission that binds us despite our geographical spread and diversity of service outreach. This gathering was particularly important following such rapid growth – to give us a sense of the whole, an understanding of our corporate reach, and to share our dreams for communities in western NSW.

Over the year, thanks to a generous donation,

Certificate IV in Frontline management and Supervision training was offered to 18 new managers; Financial Counselling training to new members of the Financial Counselling and Manage Your Income teams; Mental Health First Aid to most of our teams and many other opportunities for individuals to further develop their skills to enhance their support to individuals and communities.

3. INFRASTRUCTURE

This year saw the opening of new branches in Brewarrina and Wilcannia where local community members have been employed and supported to develop relevant services for their communities; large upgrades of our IT network allowing our expanded team to access shared information no matter where they are based; the introduction of a new finance package to increase efficiencies within the finance area and provide greater access to information for managers to assist in the decision making process.

4. PARTNERSHIPS

Our constant aim is to work to develop and strengthen partnerships at all levels to create the best possible responses to communities in western NSW, and to build their capacity. These partnerships are crucial to our operations,

for advocacy for the rural sector and Aboriginal communities, for funding, pro-bono and mentoring support, for advice and inspiration in shaping services for our unique context, and for the sharing of issues and best models of practice within our many networks. In particular, we have valued the role of facilitating a breadth of community engagement through the Communities for Children and Schools, Business Partnership Brokers programs, which provide tangible evidence of the impact of collaboration around clear and shared objectives.

5. GROWTH

While we have experienced substantial growth in services offered across western NSW, of equal significance has been the development of expertise and innovative models in direct response to specific community issues and needs. Examples of this are the OutBack PitStop project in support of young people leaving detention, Manage your Income enhancing financial literacy skills within Aboriginal communities, the many creative activities which engage farming families who have struggled with the prolonged drought, and developing employment related opportunities for disadvantaged jobseekers. Much of this development is due to the fact that our CentaCare is based within the rural context, and works with communities to develop the most effective responses to their needs.



Service Summary

Family & Community Services

Parent Child Services

Services include:

- Aboriginal Family Health Strategy
- Communities for Children
- Families NSW
- Home Interaction Program for Parents and Youngsters (HIPPY)
- Strong Young Mums (SYM)

Families assisted: 420

- 89% reported improved knowledge of support services
- 84% report improved relationships with children
- 81% reported improved knowledge related to parenting skills
- 76% reported improved confidence in parenting skills
- 64% reported increased use of support services



HIGHLIGHTS

- Murrin Bridge Men's Shed – Community owned and driven, was accessed by over 40 men and their families.
- Grenfell Family Day – attracted over 100 families.
- SYM Enterprise – a new level of the successful program which allows women the opportunity to apply learnt skills and to get a sense of the workforce.
- Us through Arts Resources developed and launched in Dubbo.
- Learn A Lot – set of 3 books.
- Sing a Sing in Wiradjuri (Song books and CD).
- Transition to School Begins at Home (3 picture books), plus community awareness campaign with using messages on school buses, posters and picture books.



Family Relationship Services

Services include:

- Counselling
- Family Dispute Resolution
- Men and Family
- Relationships
- Drought Support
- Country Mateship

Activities included:

- Mental Health First Aid workshops
- Plan Your Money workshops
- Farm Gate gatherings
- Silk painting
- Reflexology

People assisted: 1050

- 88% reported improved relationships with family and peers
- 79% reported increased self esteem, self worth and confidence
- 68% reported increased engagement in community



HIGHLIGHTS

CentaCare provided counselling and a range of workshops to drought affected communities including White Cliffs, located 255kms NE of Broken Hill with a seasonal fluctuating population of 50 to 400 people.



“...provided a range of workshops to drought affected communities...”

Mental Health Services

Services include:

- Family Mental Health Support Services
- Personal Helpers and Mentors Services

People assisted: 756

- 86% reported improvement in their own emotional health and wellbeing
- 84% reported improved knowledge and understanding of mental health and wellbeing
- 78% reported an increase in confidence when supporting family members with a mental illness

HIGHLIGHTS

- Carers' created beautiful quilt for Carers' week.
- Provided 10 Mental Health First Aid workshops.
- Respite and recreation programs including camps, art workshops, and fishing trips.
- Guest speakers Mark Le Messurier and Professor Michael Nagal presented on mental health issues and coping strategies.
- Developed a fortnightly Care Coordination Committee to streamline referrals for mental health crisis and rehabilitation at Broken Hill.
- Facilitated the 'Bye Can Empower Yourself Everyday' self esteem program. A six week program focused on the emotions and daily struggles of a mental illness.



HIGHLIGHTS

- Promotion of the East Dubbo Community Garden; a partnership with Housing NSW.
- Tenants that attended a Workshop on Rights and Responsibilities in March 2010 reported that they felt better informed and would be more confident in approaching their housing provider.
- CentaCare was granted Innovation funding to conduct small workshops in conjunction with Men's Sheds in Dubbo and Bathurst.

Housing & Accommodation Services

Services include:

- Youth Accommodation Service
- Brewarrina Accommodation Service
- Tenancy Participation Resource Service

Financial Wellbeing Services

Services include:

- Financial Counselling
- Manage Your Income Program

Numbers assisted: 400

- 92% reported that the financial issue had been resolved
- 86% reported improved money management skills



Case Study



After many months of negotiations by the CentaCare Financial Counsellor a client had a 75% overall reduction in total payments over the life of an original loan, equating to \$40,000 saving to the client. This result lifted a major financial burden to the client who had been struggling for several years to live a quality life.

He joined the Manage Your Income program when

he participated in an Understanding Money workshop which included developing money plans and budgets. He soon signed up for the Strive to Drive activity as he was keen to get his license to assist him finding work. He then began saving to buy a small car for himself and daughter. At the same time, he was assisted by CentaCare's LETS Employment service to find a job.

Employment and Training Services



HIGHLIGHTS

- Beach Volleyball court at Forbes High School - developed with disengaged students with the aim to foster positive engagement in the school.
- Bourke Junior Rugby League project involving 160 young people. CentaCare was the driving force behind this whole of community project involving PCYC, Outback Division of General Practice, Juvenile Justice, Department of Education, Country Rugby League and parents promoting better health, positive parenting and community participation. It was extremely successfully in fostering parental engagement in junior sport and increasing school attendance and behaviour.
- OutBack PitStop mechanics workshop. This innovative program engages young people leaving detention and at risk of disengaging from school.

Youth Services

CentaCare's Youth services stretched across Central and North West NSW, assisting young people to re-engage in education or into vocational training and employment.

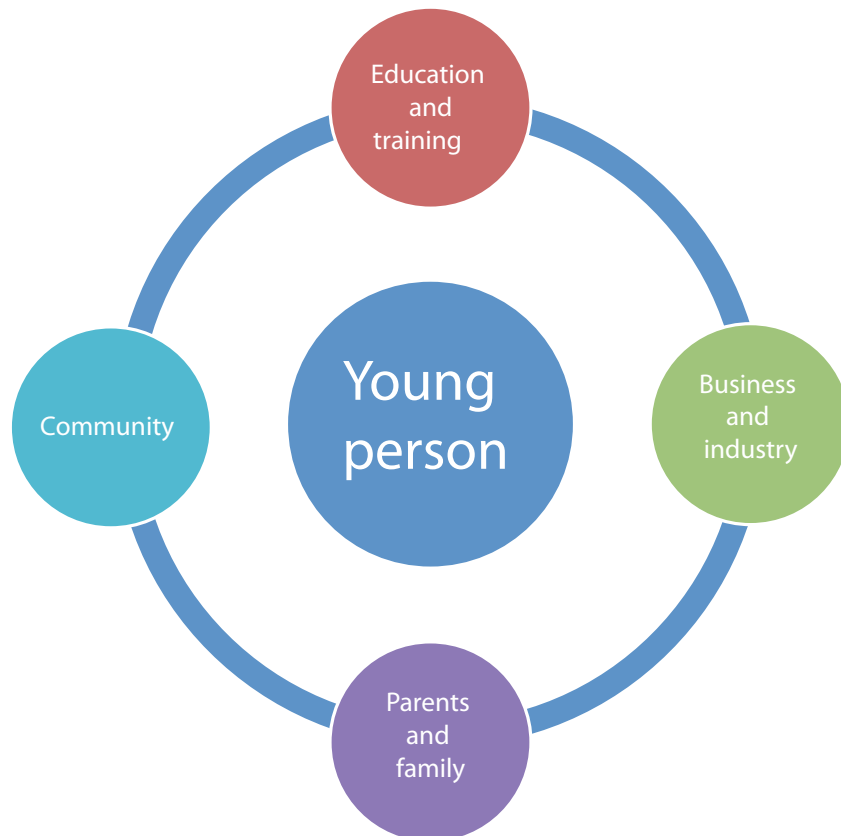
Services included Australian Government funded programs; Connections, Reconnect and Youth Pathways, State funded programs; Links to Learning, Local Offender Program and Youth Accommodation Service, and the CentaCare developed OutThere Learning program funded through donations.



School Business Partnership Brokers

In January 2010 CentaCare launched the Partnership Broker program across the whole of the western region, with the new team based in Broken Hill, Dareton, Dubbo, Orange, Forbes and Bathurst covering from Lithgow to Broken Hill and from the Riverina to the Queensland border.

The program aims to facilitate greater collaboration across four key groups; Education and Training providers, Business and Industry, Parents and Families and Community Groups, to improve education and transition outcomes for all young people.



Case study

In response to concerns raised in a central west community regarding school attendance issues, truancy and a rise in suspended young people committing crime (particularly shoplifting and break and enter), the Partnership Broker team facilitated several meetings with a broad range of local education and community services and the Shire Council.

These meetings led to a collaborative approach which resulted in a number of organisations agreeing to provide services within the school context, including parenting education, health education, and counselling.

There is also agreement to share data between school and relevant services to ensure greater co-ordination of support to families.

HIGHLIGHTS

Over 500 consultation meetings were held in the first three months which have contributed to a comprehensive resource of regional information, as well as each region's Strategic Plan.

Local Employment and Training Solutions

LETS (Local Employment and Training Solutions) officially began on 1 July 2009 in partnership with CatholicCare Sydney.

Operating from six permanent offices across western NSW and servicing 17 outreach locations on a weekly basis, the LETS team supported over 2,400 Job Seekers and placed 1,200 into employment.



Case Study

A jobseeker, just released from prison came to LETS with significant barriers including drug and alcohol misuse, violence and anger management issues.

His employment mentor provided assessment and encouragement and referred him to the CentaCare counselling service, an external management course, and liaised with Probation and Parole on the client's behalf. He was also assisted with work clothes, hygiene and personal appearance issues and gaining skills such as forklift and Occupational Health and Safety tickets.

He was then nominated for a casual position laying pipes and fulfilled a 3 month contract working 12 hour shifts. When this employment ceased he was nominated for a fulltime position and was successful. He recently told his employment mentor "You have changed my life...you have saved my life."

Challenges and disappointments happen regularly but it's the stories like this that keep us on a high and show the difference that can be made in people's lives.



Our Partners

The work of CentaCare is only possible thanks to the generous support of State and Commonwealth governments, Corporations, Benevolent Trusts, sectors of the Catholic Church and private donors. Their support allows us to provide quality services to families and communities of Western NSW. In particular, we thank:

Australian Government

Departments

- Education, Employment and Workplace Relations
- Families, Housing, Community Services and Indigenous Affairs

NSW State Government

Departments

- Community Services
- Education and Training
- Health
- Housing NSW
- Juvenile Justice

Other Organisations

- AMP Foundation
- CAGES Foundation
- Caritas Australia
- Catholic Diocese of Wilcannia - Forbes
- Catholic Mission

- Catholic Parish West Wyalong
- Commonwealth Bank of Australia
- Community Engine
- Elders Limited
- Father John Therry School Balmain
- Greg and Jane Chapple
- Knights of the Southern Cross
- LJ Hooker
- Lloyd Energy Systems Ltd
- Loreto College Kirribilli
- Loreto Normanhurst School
- Mary Ward International
- Nicole Sammel Tax Lawyers
- Northparkes Mines
- Private Individual Donors
- Rio Tinto
- Scott Ferguson
- Sisters of Charity Foundation
- Social Ventures Australia and SVA
- Angel Investor Network
- Vincent Fairfax Family Foundation



YOU CAN MAKE A DIFFERENCE

CentaCare is a not-for-profit organisation. With your support we can continue to develop and provide quality services to members of our community.

Donations of \$2.00 and over are tax deductible. You can specify which program you would like your donation to assist, otherwise, we value being able to direct your gift to the area of most pressing need at the time.

Financial Report

Summary Statement of Financial Performance

For the year ended 30 June 2010

| | \$ | \$ |
|--------------------------------|------------------|------------------|
| Income | 2009/2010 | 2008/2009 |
| Government Funding | 8,836,394 | 4,837,877 |
| Donations & Fundraising Income | 638,580 | 508,557 |
| Other Sources of Funding | 60,944 | 110,247 |
| Fees | 8,292 | 89,130 |
| Investment Income | 47,630 | (35,128) |
| Interest | 138,412 | 179,439 |
| Other Income | 105,281 | 78,367 |
| Total Income | 9,835,534 | 5,768,489 |

| | \$ | \$ |
|----------------------------------|------------------|------------------|
| Expenditure | | |
| Salaries and related costs | 5,824,122 | 3,161,710 |
| Program operating costs | 1,367,496 | 961,936 |
| Occupancy Costs | 1,121,710 | 560,611 |
| Motor Vehicle and Travel | 337,658 | 206,544 |
| Depreciation | 717,207 | 487,864 |
| Other | 453,666 | 236,417 |
| Total Expenditure | 9,821,859 | 5,615,082 |
| Operating Surplus/Deficit | 13,675 | 153,407 |

Note: The figures contained above and in the following graphs are consistent with and derived from the full audited Financial Statements which are available from the Director upon request.

FINANCIAL RESULTS

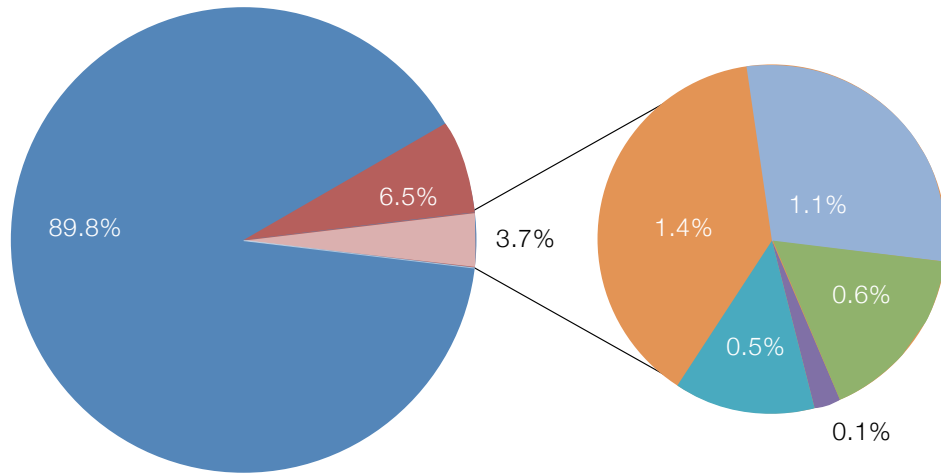
The financial outcome for CentaCare Wilcannia-Forbes for the 2009-10 financial year resulted in a surplus of \$13,675. The annual revenue in 2009-10 grew by 71% to \$9.836 million compared to that in 2008-2009 of \$4.067 million. Comparisons between this past year and previous years are difficult in that over a third of our business is now formed by our Employment and Training Services.

The total expenses for 2009-10 were \$9.822 million. The large growth achieved by CentaCare has been reflected in significant infrastructure expenditure with

increases in occupancy and depreciation expenses. Due to the characteristics of our organisation, Salary and Wage related expenditure remains the significant proportion of our expenditure. With Service provision spread over 52% of the state, motor vehicles and travel expenditure remains high when compared with more metropolitan social service providers. As we continue to expand into remote communities, we expect this trend to continue.

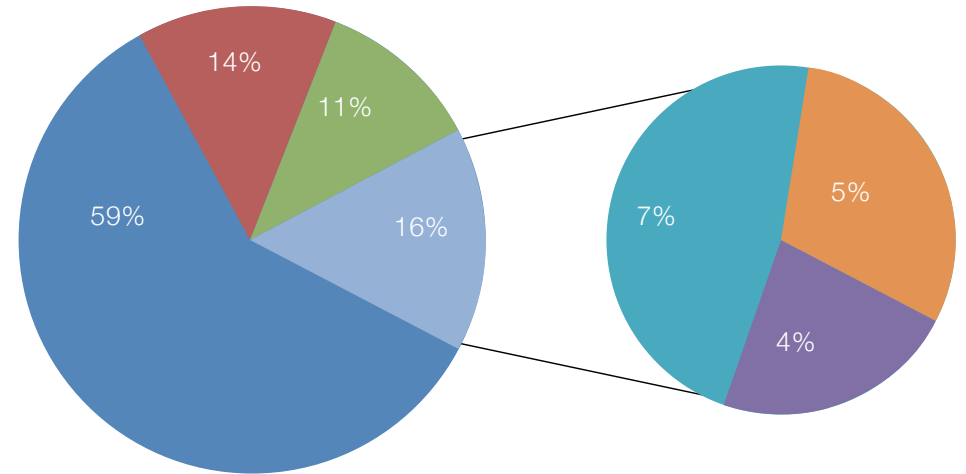
In summary, CentaCare Wilcannia Forbes remains in a strong financial position.

Income 2009/2010



- Government Funding
- Donations and Fundraising Income
- Other Sources of Funding
- Fees
- Investment Income
- Interest
- Other Income

Expenditure 2009/2010



- Salaries and Related Costs
- Program Operating Costs
- Occupancy Costs
- Motor Vehicle and Travel
- Depreciation
- Other



Regional Offices

Head Office

136 Lachlan Street
PO Box 957
Forbes NSW 2871
Ph: (02) 6851 6936

Broken Hill

261 Argent Street
PO Box 159
Broken Hill NSW 2880
Ph: (08) 8087 3477

Forbes

134 Lachlan Street
PO Box 957
Forbes NSW 2871
Ph: (02) 6851 1991

Narromine

12 Dandaloo Street
PO Box 411
Narromine NSW 2821
Ph: (02) 6889 4932

Bourke

20 Richard Street
PO Box 610
Bourke NSW 2840
Ph: (02) 6872 1551



CentaCare
Wilcannia – Forbes

CONDITIONS OF EMPLOYMENT

Procedure Number: 3.8/1

Date of Issue: 16/2/08

Review Date: 21/01/11

Next Review Scheduled: March 2012

Contact Person: Human Resources Manager

Policy Statement

CentaCare strives for fair and just arrangements regarding conditions of employment in line with statutory standards for the Social Services sector. In doing this CentaCare also aims to reflect the Agency's values and to achieve a fair and equitable work place.

The following conditions apply to all staff employed by CentaCare Wilcannia Forbes. (Please note that where any inconsistency occurs between the contents of this document and applicable legislation, the latter takes precedence).

1. Overview

1.1 CentaCare employees work under a number of awards and some are award-free. This document intends to provide some consistency across the agency. These policies operate in conjunction with relevant Award provisions where they exist.

2. Employment Agreement

2.1 At the time of appointment all staff should receive a Contract of Employment which states the rate of pay and the conditions of employment offered by CentaCare as part of their employment agreement.

3. Hours of Employment

3.1 All full-time day employees work a 38 hour week or an average of 38 hours per week.

3.2 Hours of employment and days of attendance of part-time staff should be clearly stated in their Contract of Employment. All staff are expected to record their attendance at work in the attendance book, and complete a leave form detailing time away from normal work hours. This form is signed by the Branch/Regional Manager and forwarded to Corporate Services on a fortnightly basis.

3.3 CentaCare employees may be required to work reasonable additional hours from time to time.

4. Weekend Work

4.1 No work will be undertaken on weekends without the express permission of the Program Manager, who then notifies the relevant Branch/Regional Manager.

5. Meal Breaks

5.1 A lunch break of not less than thirty minutes must be taken after five hours of work.

5.2 A dinner break of not less than thirty minutes shall be allowed when duty extends beyond 7.00 p.m. on any day.

6. Weekend Activities

- 6.1 Social and other events sponsored by CentaCare on weekends, or during periods which are outside the normal working day, because they are seen as services offered for the benefit of the staff and are not compulsory, are not considered as time worked.

7. Time in Lieu (only applies to CentaCare staff covered by an Award and does not apply to those who are Award Free)

- 7.1 Time in Lieu is accrued where full-time staff are required to work more than 76 hours per fortnight (Monday to Friday inclusive). Part-time staff are entitled to Time in Lieu where they work in excess of their prescribed hours of duty.
- 7.2 Time in Lieu arrangements only apply if the extra hours worked have the **prior** approval of the Program Manager and the *Approval to Work Extra Hours Form* has been completed. Employees may only work extra hours without prior approval in an emergency situation.
- 7.3 Following approval, Program Manager forwards details of changed work hours to the relevant Branch/ Regional Manager.
- 7.4 No claim for overtime is to be approved where an employee elects to work solely for his or her own benefit or convenience.
- 7.5 Employees who are required to work extra hours shall be entitled to time in lieu on an hour for hour basis provided time worked does not accumulate to more than 152 hours in a four week period.
- 7.6 Generally when extra hours are worked due to a requirement to commence work prior to the span of hours in the relevant Modern Award, then staff should negotiate with their Program Manager to take the Time in Lieu on the day the extra hours are to be worked or the following day. (eg. If staff are conducting an evening workshop which ends at 9pm, then subject to the approval of the Program Manager, they could commence work that day at 1pm rather than their normal starting time of 9am. If this is not possible, then they could take the next morning off). Details should be included in the *Approval to Work Extra Hours Form*.
- 7.7 Time in Lieu accrued due to excursions and/or camp activities is accrued according to the relevant Modern Award.
- 7.8 Any accumulated time in lieu is to be taken in accordance with the relevant Modern Award. Requests for time in lieu must be accompanied by an *Application for Leave* form and must have the approval of the relevant Manager.
- 7.9 Branch/ Regional Manager keeps a record of Extra Hours worked and Time in Lieu taken.
- 7.10 Branch/ Regional Manager ensures that the employee has the opportunity to clear any time in lieu prior to termination. If it has not been possible for a staff member to take outstanding time in lieu prior to termination then it will be paid in accordance with the relevant Award upon receipt of the required documentation.

8. Flexi- time applies to CentaCare staff who are Award-free

- 8.1 While those staff who are Award-free do not accrue time in lieu, Flexi time is granted in acknowledgement of extra time committed. The *Application for Leave Form* is to be completed indicating the hours absent from work.

9. Termination of Employment

- 9.1 On termination of employment with the Agency, staff will be expected to clear any outstanding positive or negative balance of working hours prior to their termination date.

10. Salary Payments/Rates of Pay:

- 10.1 CentaCare enters into agreements regarding rates of pay with all employees at the time of employment.
- 10.2 CentaCare uses the pay rates of the relevant Awards in determining the rates of pay and any annual increments which might apply for Award staff.
- 10.3 The salary paid to members of staff is generally reviewed in February each year. A salary increase is granted only on the formal recommendation of the Service Director who has responsibility for the program in which the staff member's position is located. This recommendation is made after consultation with the Program Manager. In the case of Managers, the recommendation is made in consultation with the CEO of CentaCare
- 10.4 Normally, salary increases are recommended only after a period of 12 months employment in the Agency, or at least 12 months have elapsed since a previous increase was granted.
- 10.5 The pay office will not automatically apply a salary increase unless a formal recommendation has been forwarded to the Payroll Manager.

11. Pay Day:

- 11.1 Salaries are paid fortnightly and the pay period ends on alternate Fridays. Salaries are paid by direct deposit into staff members' bank accounts.
- 11.2 Where emergency leave is approved by the Program Manager, it should be noted that the recording of such leave will be deducted from the employee's entitlements in the next available fortnightly pay.
- 11.3 Each member of staff receives a pay advice slip giving details of the calculation of their salary. In most cases this is mailed to their employment location. Arrangements can be made with the Pay Officer for pay advice slips to be mailed direct to the staff member's home address.

12. Deductions from Salaries:

- 12.1 Tax deductions are automatically made from salary payments according to information provided by staff members on their Employment Declaration forms.
- 12.2 Staff may request to have extra tax deducted and should inform Payroll. Other deductions include the contributions to staff members' nominated superannuation funds.

13. Payment Summaries:

- 13.1 Payment Summaries are issued to staff as soon as practicable after 30 June each year.

14. Annual Leave:

- 14.1 All full time and part time employees are entitled to annual leave as determined by the National Employment Standards (NES). Approval to take annual leave at a specific time is given by the employee's Branch/Regional Manager following consultation with the Program Manager. Approval for managerial leave is given by the Service Director responsible for the Program.
- 14.2 Applications for annual leave should be submitted on the Application for Leave Form to the Program Manager at least five weeks prior to the requested commencement date of leave. If the requested leave is approved by the Program Manager, they should inform the Branch/Regional Manager who checks entitlements with the Payroll Officer and signs the form if sufficient leave has been accrued.

- 14.3 If there is insufficient leave accrued, the form will be returned to the employee.
- 14.4 Employees are expected, where possible, to use all of their entitlement to annual leave within 12 months of it being accrued. Where any difficulty arises in relation to this, it should be discussed with the appropriate Service Director. Reasonable efforts will be made to assist employees to take leave at the time most suitable to them, however CentaCare's needs must also be considered.
- 15. Personal/Carer's Leave:**
- 15.1 All staff, except casuals, are entitled to 10 days personal/carer's leave per year which is cumulative from year to year as determined by the NES. Personal/Carer's leave is not paid out on termination of employment.
- 15.2 In general, where there is not sufficient personal/carer's leave accrued, the employee can access their flexible hours credit or accrued annual leave. If the employee does not have sufficient flexible hours credit or accrued annual leave, then the leave will be treated as leave without pay..
- 15.3 Employees who are absent from work due to sickness on three consecutive days or more are required to provide a medical certificate. This medical certificate should be attached to the leave form, signed by the Branch/Regional Manager, and forwarded to the Payroll Officer for processing as soon as possible after return to work.
- 15.4 Branch/Regional Managers and Program Managers should be notified as soon as possible on the day an employee becomes unfit for attendance at work. If the absence is expected to be for an extended period, a Doctor's certificate is to be forwarded as soon as possible. This information must be passed on to the Payroll Officer.
- 15.5 On return to work, employees complete the Application for Leave Form, and attach a Doctor's certificate if it has not already been provided in cases where the sick leave has been for three days or more. This form is given to the Branch/Regional Manager for signature before being forwarded to the Payroll Officer.
- 15.6 Casual staff are not entitled to paid personal/carer's leave, as a loading is added to their hourly rate of pay to allow for this. However, they should follow the procedure for notifying the Branch/Regional Manager of any proposed absence from work due to sickness.
- 16. Long Service Leave:**
- 16.1 Long Service Leave will be provided to eligible staff in line with the relevant Long Service Leave Legislation.
- 16.2 Unpaid leave such as Maternity, Paternity and Adoption, or any other unpaid leave, while not interrupting the continuity of service, does not count towards Long Service Leave, e.g. an employee who has taken 12 months unpaid Maternity Leave must complete an extra year (11 years) before being entitled to Long Service Leave. Long Service Leave must be taken as soon as possible after it falls due, having regard to the needs of the Agency. Leave is normally taken in one continuous period. However, other arrangements (consistent with the relevant legislation) can be negotiated in line with CentaCare's policy in aiming to assist employees to take leave at a time most suitable to them.
- 16.3 Alternatively, where an employer and an employee so agree, taking of leave may be postponed to an agreed date.
- 16.4 An employee on Long Service Leave is entitled to receive the 'ordinary pay' payable to them at the time he/she enters on leave. For instance, if a worker qualifies for leave but

does not take it for some months, the rate he/she is receiving at the time of taking leave (not when leave fell due) is the rate for Long Service Leave purposes.

- 16.5 Any public holidays or other holidays prescribed by the relevant Award which occur within the Long Service Leave period will extend the period of Long Service Leave and will be paid as public holidays. Employees who complete, or who have already completed, at least 10 years service are entitled to pro-rata benefits on termination of service for any reason, including dismissal for serious misconduct, whether the termination is by the employer or the employee and whether or not proper notice of termination is given.
- 16.6 In the case of employees who have completed 10 years service but less than 15 years service, the entitlement is calculated on the total employment period.
- 16.7 In the case of employees who have completed 15 or more years service, the entitlement is calculated only on the employees' completed years of service.
- 16.8 An employee may request the portability of their long service leave when they resign from CentaCare and commence work at another approved Catholic Employer (eg. another CentaCare) generally within 3 months. The request must be in writing from the new Catholic employer and approved by the CEO.
- 16.9 Employees with at least 5 years but less than 10 years total service are entitled to similar pro-rata benefits in the following circumstances.
- If dismissed for any reason, other than the employee's serious and wilful misconduct;
 - If the employee terminates the service on account of illness, incapacity, domestic or other pressing necessity;
 - If the employee dies.
- 16.10 An employee who leaves for any other reason will not qualify for benefits.

17. Maternity Leave:

- 17.1 On becoming aware that an employee or their spouse is pregnant or adopting a child, the Branch Manager or Service Director should inform the employee of their entitlement to parental leave and their responsibility to give notice of their intention to take leave.
- 17.2 Full-time, part-time female staff who have completed 12 months continuous service with the Agency have the right to request to take Maternity Leave as determined by the NES and Paid Parental Leave Scheme.
- 17.3 A casual employee qualifies after working on a regular and systematic basis for at least 12 months, with a reasonable expectation of ongoing employment. Other casuals or seasonal employees are not eligible.
- 17.4 The employee should at least ten weeks before the anticipated commencement of the Maternity leave give written notice of her intention to take Maternity Leave.
- 17.5 Not less than four weeks prior to the date upon which she intends to commence Maternity Leave, the employee shall give notice to her employer:
- Stating the expected date of confinement.
 - Confirming her intention to take Maternity Leave.
 - Specifying the period of leave she intends to take.
 - Stating the date of commencement of the leave.
- 17.6 The employee is required to provide the following documentation;

- a medical certificate confirming the pregnancy and expected date of birth or a notice from the adoption agency stating the date of placement
- a statutory declaration stating any parental leave sought by the spouse
- a statutory declaration stating that the employee will be the child's primary care-giver (extended paternity and adoption leave only)

17.7 CentaCare employees who are on Maternity Leave may request in writing to the Service Directors and CEO to allow them:

- to extend their Maternity leave by a further continuous period of up to 12 months unpaid as determined by the NES.

17.8 Maternity Leave may be lengthened by the employees as per the process outlined in the NES.

17.9 Maternity Leave may be shortened if the employer consents. The employee must give at least 4 weeks written notice of this change.

17.10 A CentaCare employee is entitled to return to the position they held immediately before commencing Maternity Leave. If this position no longer exists, CentaCare will provide the employee with a similar position as possible in status and pay to that of the employee's former position.

18. Paternity leave:

18.1 A male employee who has completed at least 12 months continuous service may apply for unpaid Paternity Leave as determined by the NES.

19. Adoption Leave:

19.1 If an employee has completed 12 months continuous service and is adopting a child, is entitled to unpaid Adoption Leave as determined by the NES.

20. Higher Duties Allowance:

20.1 Program staff who are asked to assume the duties of another staff member on a higher classification when that person is on annual leave, extended sick leave, long service leave or other leave exceeding one week, will be paid at a higher classification. This rate will be negotiated with CentaCare management prior to the commencement of the higher duties and will be according to the relevant Award.

20.2 Service Directors must have the consent of the CEO prior to requesting a staff member to work in a management position.

20.3 An appointment of a staff member to assume the duties of a Service Director whilst on leave exceeding three weeks will be made by the CEO.

21. Leave Without Pay:

21.1 Any employee wishing to apply for leave without pay should complete the Application for Leave Form and discuss the matter with their Program Manager. The Program Manager will make a recommendation to the Service Director regarding the leave, without making any commitments to the staff member as to whether leave will be granted. If the recommendation is in favour of being granted, the Program Manager should outline a contingency plan for replacement of the absent staff member (if that is possible) and also an assessment of the effect of the absence on the program generally.

- 21.2 The Service Director responsible for the program in which the applicant is employed will consider all applications for leave without pay up to five days. Leave without pay in excess of five days can be approved only by the CEO.
- 21.3 Each application will be considered on its own merits. The following are guidelines which may be used in assessing applications:-
- The reasons why the staff person wishes to be absent from work.
 - Whether the application has been recommended by the Program Manager and whether contingency plans proposed during the absence will be effective.
 - An assessment of the effectiveness of the work performance of the staff member, as determined in the last performance appraisal.
 - Whether the staff member has been working for the Agency for more than one year.
 - Whether the staff member has applied for leave without pay on a prior occasion – if so, how long ago and the period of the leave.
- 21.4 Leave without pay will not be approved unless all outstanding leave (including pro rata leave) and other leave entitlements (including flexible hour's credit) are exhausted.

22. Study Leave

- 22.1 CentaCare aims to assist the professional development of staff during their period of employment with CentaCare. To this end, CentaCare will endeavour to involve staff in seminars, both internal and external, which are relevant to the performance of duties of the staff member concerned. Professional development also plays a key part in the analysis undertaken during CentaCare's staff appraisal process.
- 22.2 Study leave is defined as time off during working hours either as unpaid leave or paid leave to attend, as appropriate, part-time courses of study chosen by a staff member and relevant to the work of CentaCare.
- 22.3 This is distinguished from staff development "in service" seminars, which are organised or approved by the CEO or delegate as an integral activity of the Agency's work.
- 22.4 Purpose of Study Leave – The purpose of study leave is to assist individual staff to improve their formal qualifications, or to update existing qualifications which are relevant to the performance of present duties, or as a means of helping an individual to progress into a different position in the CentaCare staffing structure.
- 22.5 Process – The process by which a request for study leave will eventuate be varied. However, staff should initially discuss the request with the Program Manager. The Program Manager should discuss this with the appropriate Service Director, who normally has delegation to approve study leave applications. Service Directors should discuss their personal requests for study leave with the CEO.
- 22.6 Guidelines for Requests for Approval of Study Leave – Requests for study leave will be assessed according to the following criteria. Therefore, each request should cover the following areas:
- The relevance of the study to CentaCare's work.
 - The appropriateness of the study for the staff member making the request.
 - The impact on the Program of the time away by the staff member concerned and any contingency arrangements that can be made.
 - An assessment of 'need' by the staff member for study leave.
 - Details of the request, e.g. replacement staff, travel, work time hours involved for the study leave, the total amount of time involved in study, etc.

22.7 Guidelines for Approval of Study Leave – The following will provide some information for those applying for study leave:

- Study leave is granted for attendance at formal courses, lectures, examinations, workshops and seminars only. It is not available for private study.
- Courses should, where possible, be arranged outside normal working hours. Where this cannot be arranged then unpaid leave will normally be granted if the Program Manager and Service Director (or in the case of Service Directors, the CEO) are satisfied as to the appropriateness of the request.
- Paid leave may be granted, depending upon the details of the request (see above).
- Allowance may be made for minimal travelling time to or from the course for purposes of paid study leave.
- Requests for study leave prior to the employment of new staff and where a person to be appointed is already attending a relevant course of study will be considered on their merits.
- Service Directors can approve paid study leave of up to four hours per week to a maximum of 38 hours per annum. Any requests in excess of this will be referred to the CEO.

22.8 **Benefits to other CentaCare staff –**

The policy is principally designed to enable staff to have the opportunity to enhance their competencies while working at CentaCare.

22.9 It is also desirable that knowledge gained through CentaCare's study leave arrangements be shared with other CentaCare staff. This may occur via written reports, short seminars or discussions at staff meetings.

23. **Compassionate Leave**

23.1 An employee, except casual employees, is entitled to two days paid leave as determined by the NES, on the death or serious illness of an employee's immediate family (wife, husband, father, mother, child or step-child, brother, sister) or a member of the employee's household. Flexibility in leave arrangements is required in order to respect cultural protocols.

24. **Travel/Private Vehicle Costs**

24.1 Reimbursement is paid to CentaCare employees who, with the approval of CentaCare management, use their private motor vehicles on CentaCare business. The amount paid is according to rates prescribed by the Award.

24.2 Employees who use their own vehicle cannot make claims for the private use of that vehicle. Travel between a staff member's private home and the office where he/she is normally located is considered to be private travel.

24.3 When an employee is using his or her private vehicle on CentaCare business on the way to or from work, the distance to be claimed should be calculated in the following way:-

The normal distance between home and the office where the employee is normally located should be deducted from the total distance of the round trip between home, the place of business and the office in which the person is normally located.

24.4 Where possible, longer trips using private vehicles should be kept to a minimum and where the claim for travel is likely to exceed 150km on a round trip, it should first be authorised by the Program Manager.

24.4 Travel Claim Forms should be submitted to the CentaCare administration monthly. Travel claims are paid to staff with normal salary payments. Claim forms should be authorised by a Program Manager prior to submission to CentaCare administration.

25. Jury Service

25.1 An employee required to attend jury service during ordinary working hours will be paid their base rate of pay for jury service for a maximum of 10 days per year as determined by the NES.

25.2 The employee should notify the Program Manager who, in turn, should inform the Service Director as soon as possible of the date when attendance is required for jury service. The person should also provide proof of attendance, the duration of such attendance and the amount received in respect of such jury service.

26. Superannuation

26.1 CentaCare is bound by the Superannuation Legislation and will make contributions as determined by the Legislation to an approved Superannuation Fund as chosen by the employee.

26.2 If the employee does not complete and return to CentaCare the Standard Choice Form, then CentaCare will make the contributions to Spectrum Super which is the default Fund.

26.3 Employees may make voluntary contributions which will be deducted from the salary either as Salary Sacrifice or as an after tax deduction.