	ONE2ONE POLICY			
	Title	Leave	**Policy No**	60
	Indicator	CM2 - Governance and operational management	**Reviewed**	14/05/2026

1. PURPOSE AND SCOPE

The purpose of this policy is to set out One2One's Leave policy for employees. All full-time and parttime employees are entitled to take leave for many reasons, including to go on holiday, when they are sick or to take care of sick family members. Leave is in accordance with the relevant award or independent agreement as stipulated in employment contracts.

All leave must be approved by the appropriate delegation. This policy guides the leave process, however, does not amend or override the terms and conditions of the employment contract or the National Employment Standards (NES).

This policy has been framed around the NDIS Practice Standards and applies to all One2One's supports and services.

2. DEFINITIONS

Acts of God: in law also known as a force majeure are circumstances that are outside anyone's control and could not be foreseen or guarded against e.g., natural disasters such as tsunamis etc.

Annual Leave loading: also known as holiday loading, is an extra payment employees may be entitled to on top of their usual pay. This amount is derived from the National Employment Standards (NES) and is currently a loading of 17.5% extra for eligible Awards and Agreements.

Ordinary hours: means 7.6 hours per day for employees whose weekly ordinary hours of work are 38 hours and prorated for any other permanent employee working less than 38 hours per week.

Shift Worker: As defined in the NES, a shift worker is an employee who works for more than 4 ordinary hours on 10 or more weekends or at least eight 24-hour care shifts during the yearly period in respect of which their annual leave accrues.

3. POLICY CONTENT

One2One acknowledges and at times encourages staff to take leave for many reasons which include going on holidays, personal illness, or injury or to look after members of the staff's immediate family that may be sick. The following leave provisions form the framework stipulated under the National Employment Standards (NES) and the Social Community Home Care and Disability Services Industry Award 2010 (SCHADS Award).

Notice and Evidence requirements

Pursuant to Section 107 of the Australian Fair Work Act 2009, One2One will require staff to provide notice and evidence of taking leave:

- as soon as practicable prior to taking leave and
- the period or expected period of the leave.

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Annual Leave

All employees (except for casual employees) get paid annual leave. This entitlement comes from the National Employment Standards (NES). Annual Leave accumulates gradually through the year and any unused leave will roll over from year to year.

Annual Leave is generally taken at a time agreed upon between the employee and One2One. An employee should apply for leave at least four (4) weeks prior to the anticipated leave date. One2One will not unreasonably refuse a leave request but will be entitled to take into account the operational requirements of One2ne and its consumers.

Excessive Annual Leave accruals

Over the course of your employment, some employees can accrue excessive annual leave balances.

Not taking a reasonable amount of annual leave may pose a threat to the health and safety of staff and represent a significant financial liability for One2One.

Under the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010, a staff is deemed to have excessive leave accrual if:

- the employee has accrued more than eight weeks of paid annual leave, or
- for a shift worker* if they have accrued more than 10 weeks of paid annual leave.

One2One will endeavour to encourage staff to take annual leave according to staff employment terms and conditions which include but not limited to directing staff to take annual leave in accordance with permitted legislated provisions.

Cashing Out Annual Leave

Some awards or registered agreements allow eligible employees to cash out annual leave. Cashing out annual leave means an employee receives payment instead of taking time off work. The SCHADS Award allows eligible employees to cash out annual leave. The following rules apply when cashing out annual leave:

- an employee needs to have at least 4 weeks annual leave leftover after cashing out,
- a written agreement needs to be made each time annual leave is cashed out,
- an employer cannot force or pressure an employee to cash out annual leave,
- the payment for cashed out annual leave must be the same as what the employee would have been paid if they took the leave.

One2One will adopt the above provisions for staff employed permanently through a private and domestic contract.

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Compassionate/Bereavement, Ceremonial/Cultural Leave

All One2One staff (including casual employees) are entitled to compassionate leave (also known as bereavement leave). Compassionate leave can be taken when a member of the staff's immediate family or household dies or contracts or develops a life-threatening illness or injury. For the purpose of compassionate leave, One2One views the following as immediate family:

- spouse or former spouse,
- de facto partner or former de facto partner,
- child,
- parent,
- grandparent,
- grandchild,
- 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).

One2One at its total discretion may request evidence to substantiate Compassionate leave.

Family and Domestic Violence Leave

All employees in Australia are entitled to Family and Domestic Violence Leave as per the National Employment Standards (NES). Family and domestic violence means violent, threatening or other abusive behaviour by certain individuals known to an employee that seeks to coerce or control the employee and causes them harm or fear. To access paid family and domestic violence leave, the individual could be an employee's close relative, a member of an employee's household, or a current or former intimate partner of an employee.

Jury Service

The jury system forms an integral part of the judicial system which is coordinated by the Sheriff of Western Australia in Perth metropolitan areas and the regions. Jury duty is a legal responsibility bestowed upon every Australian citizen and employers and employees must cooperate with each responsibility. If an employee is summonsed to participate in jury duty, they must provide evidence to their Coordinator or supervisor.

Long Service Leave (As per Long Service Leave Act 1958)

Long service leave is a paid leave entitlement for employees who have worked continuously in a business for a specified period of time. Full-time, part-time and casual employees are entitled to long service leave. All One2One staff accrue long service leave from the date of commencement calculated for each hour of scheduled work. One2One staff can take long service leave:

- After 10 years of continuous employment working for One2One or a Consumer – 8 2/3 weeks' paid leave and
- For every 5 years of continuous employment after the initial 10 years – 4 1/3 weeks' paid leave.

Parental Leave

All staff working in Australia are entitled to parental leave. For Parental leave, One2One will utilise guidelines from the NES as well as the employees' agreement.

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Personal Leave- Sick and Carer's

Sick and carer's leave (also known as personal leave or personal/carer's leave) lets an employee take time off to deal with a personal illness, caring responsibilities, and certain family emergencies. Personal leave entitlements are covered under the National Employment Standards (NES).

Employees are currently entitled to 10 days each year if employed full-time and pro-rata if employed part-time. Paid personal leave accrues gradually with each hour of service. When approving personal leave, One2One will utilise guidelines from the NES as well as the employees' agreement.

To evidence personal leave, One2One will require a completed leave form and either a doctor's certificate or statutory declaration, for periods of personal leave taken,

- for more than 2 consecutive days,
- following a weekend or public holiday or,
- If requested by your manager or supervisor.

Evidence requirements of leave can be waivered at a manager's or supervisor's discretion.

Holidays and Christmas Shutdown

A shutdown is when a business temporarily closes during slow periods of the year, such as Christmas and New Year. It is also called a 'close down'. A shutdown is not the same as a stand-down. A stand down is when an employer sends employees home if there is no useful work for them to do. One2One may shutdown during the Christmas and New Year period and can direct staff to take annual leave during a shutdown.

Unintended Leave (Acts of God)

In the event of an act of God or a force majeure, One2One may at its entire discretion implement measures that ensure we safeguard the health, safety and wellbeing of all staff, consumers and stakeholders. This may include but not limited to standing down staff, declining leave requests or directing an employee to self-isolate if there is a risk to health safety and wellbeing. Unintended leave may be required in the event of a natural disaster (such as Cyclones and fires), outbreaks (such as SARS, MERS, and Covid-19 etc.), war, strikes, embargoes, abnormal weather conditions or any unforeseeable circumstance beyond reasonable control.

In the event of legislated travel or additional restrictions and employees breach a mandatory provision, One2One may stand down the employee(s) without pay if it's proven beyond reasonable doubt that the staff wilfully disobeyed legislative guidelines to ensure safety, health and wellbeing are maintained. One2One will in all instances follow legislative guidelines and recommendations to ensure we are meeting our duty of care obligations.

Leave Without Pay

One2One acknowledges at times staff will need to take leave for various reasons and may not have sufficient leave accrued to satisfy a specific paid leave provision. Typically, staff can apply to take leave without pay when they have exhausted their other leave provisions. One2One reserves the right to direct staff to take a specific leave provision if staff are eligible. In some cases, One2One will request staff to take Annual Leave if the staff has Annual Leave accrued. Staff may be entitled to apply for leave without pay at other times at One2One's discretion.

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Excessive Leave Coverage Bonus

Covering leave for a buddy Service Coordinator is an accepted part of the role however One2One likes to recognise times when they go above and beyond. One2One will offer a $50 per workday bonus to Service Coordinators who provide (above a full caseload) more than 4 weeks leave relief in a row, or more than 5 weeks leave relief in a financial year. Tracking day by day the caseloads and leave coverage is difficult. The management team will do it's best to identify when Coordinators are eligible for the bonus however Coordinators are also encouraged to speak up if they are due a bonus for leave coverage. The CEO will investigate and apply the bonuses accordingly.

4. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One

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