

HR9 Leave Management

Thrive Care Group Subsidiaries



This policy is part of Thrive Care Group's (Thrive) comprehensive policy suite, designed to guide and govern operations across all subsidiaries. It establishes a unified framework that ensures consistent standards, accountability, and alignment with Thrive core values and strategic objectives. The policy applies to all employees, contractors, and stakeholders within Thrive and its subsidiaries, supporting seamless governance and compliance throughout the organisation.

HR9 Leave Management

Policy Statement

1. Thrive is committed to ensuring all employees have fair and reasonable access to leave entitlements that meet legal requirements and support wellbeing. We comply with the National Employment Standards, relevant awards, and state legislation, and we aim to provide flexibility wherever possible so employees can balance work and personal responsibilities.
2. Thrive will endeavour to, where possible, approve leave requests by employees in order to best accommodate personal, family, work and community commitments, without compromising the achievement of its business objectives.
3. This policy is to provide clarity and guidance for employees and people leaders in respect to entitlements to various leave types.

Procedures

1. Annual leave
 - a. Annual leave is used by eligible employees for planned time off from the workplace, generally for rest and relaxation.
 - b. Entitlement:
 - i. Full time permanent employees are entitled to four (4) weeks of paid annual leave per completed year of service, accrued based on service.
 - ii. Part time permanent employees are entitled to this leave pro-rata based on their ordinary hours worked, accrued based on service.
 - iii. Casual employees are not entitled to annual leave.
 - iv. Where the employee's entitlement is exhausted, the balance of absence may be unpaid.
 - v. Paid leave will not exceed the accrued balance, meaning no employee can go into a negative leave balance.
 - c. To apply for annual leave, an eligible employee should make a request via Employment Hero through the Leave Requests process. Requests should be made at least four (4) weeks prior to the expected period of leave. Where this is not possible, as much reasonable notice as possible should be provided for the manager to give proper consideration to the request.

d. Approval process:

- i. Manager should review the request and consider this in line with operational requirements before approval is given.
- ii. Manager can decline the request if it is not reasonable for the business to accommodate the request. In this instance, the manager should discuss with the requesting employee to determine if any alternative arrangements can be accommodated.
- iii. Manager can approve leave which exceeds leave balance, however hours of leave which exceed accrued balance will be unpaid.

e. Other considerations:

- i. Annual Leave loading: Where the employee is employed under a Modern Award which applies Leave Loading to accrued Annual Leave, any paid annual leave taken will attract the relevant loading when paid.
- ii. Excessive leave balances: Thrive may direct an employee to take annual leave or agree to cash out annual leave in specific circumstances where the leave balance is determined to be excessive, as determined by relevant Modern Award.
- iii. Shutdown period: Thrive will confirm relevant dates for shutdown over the Christmas and New Year period and give employees a minimum of eight (8) weeks' notice of these dates. In doing so, they can direct employees impacted by the office shutdown to take annual leave during this period.

2. Personal / Carers Leave

- a. Personal / Carers leave is used by eligible employees for unplanned absences, where an employee is ill or injured, or is required to care for a member of their immediate family or household who is ill or injured.
- b. Entitlement:
 - i. Full time permanent employees are entitled to ten (10) days of paid personal / carer's leave per completed year of service, accrued based on service.
 - ii. Part time permanent employees are entitled to this leave pro-rata based on their ordinary hours worked, accrued based on service.
 - iii. Casual employees are not entitled to paid personal / carers leave.
 - iv. Where the employee's entitlement is exhausted, the balance of absence may be taken from annual leave balance, or once paid leave is exhausted, will be unpaid.
 - v. Paid leave will not exceed the accrued balance, meaning no employee can go into a negative leave balance.

- c. To apply for personal / carers leave, an eligible employee should call the office or contact their manager to advise they are unable to work. This contact should be prior to the commencement of their shift, or with as much notice as possible. The employee should confirm they require leave due to personal illness, injury or carer responsibilities, and where possible advise when they are likely to return to work.
- d. The period of leave should be entered into Employment Hero through the Leave Requests process, either on notification of the absence by the employee or manager, or on the employee's return to the workplace.
- e. Evidence, such as medical certificate or statutory declaration, may be required to access paid personal / carer's leave, if an employee is absent for more than two (2) days, for extended absences, where trends are identified in patterns of leave requested, or if an employee notifies absence on the day before or after a public holiday or weekend. The manager will confirm with the employee if this evidence is required.

3. Compassionate Leave

- a. Compassionate leave applies when a member of the employee's immediate family or household passes away, contracts a life-threatening illness or injury, or in cases where a baby in the immediate family or household is stillborn. It also includes instances where the employee or their current spouse or de facto partner experiences a miscarriage.
- b. Entitlement:
 - i. Permanent employees are entitled to two (2) days of paid compassionate leave for each qualifying event. This entitlement does not accumulate and applies to discrete events.
 - ii. Casual employees are entitled to two (2) days of unpaid compassionate leave for each qualifying event.
 - iii. Compassionate leave can be taken as a single continuous two-day period, two separate one-day periods or any other arrangement agreed with the Manager.
- c. To apply for compassionate leave, an employee should contact their manager to advise they are unable to work. This contact should be prior to the commencement of their shift, or with as much notice as possible. The employee should advise them of the nature of the leave requested and when they will return to the workplace.
- d. The period/s of leave should be entered into Employment Hero through the Leave Requests process, by the manager on notification of the absence.

4. Community Service Leave

- a. Community Services Leave applies where an employee is called upon to perform community services by a Recognised Emergency Management Body or the Department of Communities and Justice.
- b. Entitlement:
 - i. Voluntary Emergency Management: Employees can take leave for voluntary emergency management activities if the activity involves responding to an emergency or natural disaster, is undertaken voluntarily, and the employee is requested to participate or could reasonably expect such a request. The activity must involve a recognised emergency management body.
 - ii. Jury Service: Jury service is a paid form of community service leave. Thrive will pay the difference between the court payment for performed jury duty and the employee's regular hours for up to ten (10) days. Casual employees must have at least 12 months of continuous service to be eligible, with payments managed on a case-by-case basis.
- c. To apply for Community Service Leave employees must notify their manager as soon as possible if they have been called to perform community services.
- d. The period/s of leave should be entered into Employment Hero through the Leave Requests process, by the manager on notification of the absence. For casual employees, leave should be entered in TurnPoint as a leave request.
- e. Evidence, such as jury duty notifications or proof of participation, is required to confirm entitlement to Community Service Leave. Employees must upload court payment advice to their leave application in Employment Hero for Jury Duty. Leave applications will not be approved or processed without this advice. Employees are only entitled to a company Jury Service top-up payment if they provide evidence of court payments, for ten (10) days.

5. Parental Leave

- a. Parental leave allows eligible employees to take time away from work for the birth, or placement, of a child through adoption or legal guardianship.
- b. Entitlement:
 - i. Unpaid parental leave (Primary carer): All employees who have completed 12 months continuous service immediately before the expected birth or adoption of a child are eligible to take a period of up to 12 months of unpaid parental leave, provided that the employee has or will have a responsibility for the care of the child. Unpaid leave is taken in a single continuous period.
 - ii. Paid parental leave (Primary carer): Permanent full time or part time employees may be eligible for Company Paid Parental Leave where they have satisfied a minimum of 12 month's continuous service with Thrive and assume primary care responsibilities for a child by way of birth, or adoption (child aged under 16 years). Paid Parental Leave is provided as a supplement to the Australian Government Paid Parental Leave Scheme (AGPPLS). Thrive covers the difference between the AGPPLS weekly rate and the employee's weekly salary on the following scale:

Years of Continuous Service	Weeks of Paid Parental Leave
More than 12 months by less than 2 years	8 weeks
More than 2 years but less than 3 years	10 weeks
More than 3 years by less than 4 years	12 weeks
More than 4 years but less than 5 years	14 weeks
More than 5 years	16 weeks

- iii. Paid parental leave (Non-primary carer): A permanent full time or part time employee who is not the primary carer of the child, and has more than 12 months of continuous service, may be entitled to two (2) weeks of paid parental leave to help provide care for the child. The period of leave would commence on the date of birth or placement of child for adoption, or a later date as agreed within the first 24 months.
- iv. Special Maternity Leave: Up to 12 months of unpaid leave is available for pregnancy-related illness or loss within 28 weeks of the expected due date.

c. Requests:

- i. Applications for parental leave must be made through the People and Culture Team by completing the [Parental Leave Request form](#) for all types of Parental leave (paid / unpaid, primary / non-primary).
- ii. Applications are to be submitted at least ten (10) weeks before the employee intends to commence leave, or if this is not possible, as soon as is possible.
- iii. Employees should provide evidence of expected date of birth or date of placement along with their application, by providing either a medical certificate or statutory declaration which confirms dates.
- iv. Any changes to leave dates should be provided in writing to the People and Culture team with as much notice as possible.

d. Other considerations:

- i. Employees are entitled to return to their previous position or a similar role in terms of status and pay, provided they give written notice a minimum of four (4) weeks before returning.
- ii. Paid Parental Leave – Australian Government Paid Parental Leave Scheme (AGPPL): offers payments at the national minimum wage for eligible primary carers. To qualify, employees must meet specific work, income, and residency tests. Application is made via Services Australia, not Thrive. The finalisation and lodgement of a claim under the AGPPLS shall be the sole responsibility of the relevant employee. To enable more efficient and effective payroll processing including taxation, Thrive requests, where possible, that individuals making a claim for AGPPLS select the option for payments to be processed via

employer, and not made directly to the employee. No payment will be made to the individual for any AGPPL payments until the funds are received by Thrive from Services Australia/Centrelink.

- iii. Keeping in Touch (KIT) days: Employees on parental leave can access up to ten (10) paid days to stay connected with the workplace. Employees intending to access these days should contact their manager and the People and Culture team to confirm arrangements.

6. Family and Domestic Violence Leave

- a. Family and Domestic Violence Leave is available to employees experiencing violent, threatening, or abusive behaviour from individuals connected to them, where behaviour aims to coerce or control the employee and causes harm or fear. Employees may access paid family and domestic violence leave if the individual involved is a close relative, a member of the employee's household, or a current or former intimate partner.
- b. Entitlement:
 - i. All employees, including full time, part time, and casual employees, are entitled to up to ten (10) days of paid Family and Domestic Violence Leave each year.
 - ii. Family and Domestic Violence Leave is a standalone entitlement and does not accumulate from year to year, it is available from commencement date and entitlement resets on the employee's anniversary.
 - iii. Employees must be experiencing family and domestic violence to qualify for this leave.
- c. To apply for leave, an employee will need to advise their manager (where possible by phone call) of their inability to attend work, prior to the commencement of their shift and as far as possible, state the reason for their absence and the estimated duration of their absence.
- d. We understand that this type of leave can be traumatic and deeply personal. Employees are encouraged to inform the appropriate manager or the People and Culture team so support can be provided. You are not required to share details with anyone you are not comfortable with; you can request to speak with a specific person or ask for a call back if they are unavailable.
- e. The leave will be entered by the manager in Employment Hero, and any payments associated with this type of leave will be removed from relevant payslips unless you wish to have them visible. All information regarding this leave type will be handled confidentially and only relevant details shared with people required to take actions relating to its processing such as Payroll and People and Culture.

7. Ceremonial Leave

- a. Where an employee is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes and are employed directly under a Modern Award which contains provisions for ceremonial leave, they will be entitled to up to ten (10) working days unpaid leave in any one year, with the approval of the employer.

- b. To apply for ceremonial leave, an employee should speak to their manager and must make the request in Employment Hero via the Leave Request process. Requests should be made in advance with as much reasonable notice as possible.
- c. Evidence of their legitimate requirement to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes is required to be provided to their manager or the People and Culture team prior to leave being approved.

8. Study Leave

- a. Study leave may be requested in the form of Professional Development Financial Assistance in accordance with HR8 Learning and Development Policy to attend relevant training or examinations.
- b. Where an employee has made an approved request for Professional Development, they may be entitled to up to three (3) days of paid study leave per year (full time equivalent, pro rata for part time workers).
- c. Eligibility to access study leave is contained in HR8 Learning and Development Policy, and requests for approval are made via the [Professional Development Request form](#).
- d. Once approved, the specific days the employee intends to take leave should be discussed and agreed with the manager. Once verbally approved, leave should be entered in Employment Hero via the Leave Request process.

9. Long Service Leave

- a. Long Service Leave is used by eligible employees for the purpose of rest and relaxation when they have worked for a significant period as defined by the relevant legislation.
- b. Each state has relevant legislation which prescribes the procedures for accruing and taking long service leave.
- c. Entitlements:
 - i. Standard NSW: In New South Wales under the Long Service Leave Act 1955, employees are entitled to long service leave after completing ten (10) years of continuous service with their employer. This includes full time, part time, and casual employees. After 10 years, employees are entitled to two (2) months or 8.6667 weeks of paid leave, with an additional month or 4.3333 weeks of leave for every subsequent five (5) years of service.
 - ii. NSW Portable Long Service Leave (Community Services Sector): In New South Wales under the *Community Services Portable Long Service Leave Scheme which* commenced on 1 July 2025, employees working in eligible community service roles are entitled to long service leave based on industry service rather than continuous service with one employer. This includes full time, part time, and casual employees. Employees accrue one (1) service credit for each day worked or on approved leave. After seven (7) years of recorded service, employees are entitled to up to 6.1 weeks of paid leave, calculated on their average ordinary pay. Thrive has registered both Allcare and Bunji for this scheme, and employees of these entities have their service reported in the scheme and a levy paid toward this entitlement.

- iii. Employees in other states will be eligible for long service leave in accordance with their relevant state legislation.
- d. To apply for long service leave, an employee must notify their manager at least four (4) weeks in advance of their intended leave dates and must make the request in Employment Hero via the Leave Request process.
- e. Other considerations:
 - i. In specific circumstances, individuals may be entitled to access pro-rata long service leave payment where they have completed more than five (5) but less than ten (10) years of continuous service under Long Service Leave Act 1955 (NSW).
 - ii. Casual employees are also eligible for long service leave, with payments calculated based on their normal weekly hours and ordinary remuneration, including casual loading.

10. Public Holidays

- a. Public Holidays are recognised as those gazetted in the relevant state and the gazette of recognised public holidays is published annually on the relevant state government website.
- b. An employee is entitled to be absent from their employment on a day or part day that is a public holiday in the place where the employee is based for work purposes.
- c. Where it is reasonable to do so, Thrive may request employees to work on a public holiday. Employees can select to work or can reasonably select to not be available for work.
- d. Payment for Public Holidays:
 - i. Where an employee works on a public holiday, they are entitled to rates or time off as prescribed by their relevant Modern Award.
 - ii. Where a permanent or fixed term employee is absent from work on a public holiday, and this is a normal working day for the employee, they will receive their normal rate of pay for the day.
 - iii. A day may be substituted as an alternative day off from work, if this is agreed between the employee and Thrive.
 - iv. Casual employees who are not rostered to work on a public holiday will not receive any payment for the day.
- e. Where a public holiday falls within a period of paid leave for an employee (annual leave, personal / carer's leave, long service leave, or other paid leave type), the hours of the public holiday are not deducted from the employee's leave balance.
- f. Where they are on a period of unpaid leave, public holidays are not applied to an employee.

Related Business Procedures

1. HR1 – Code of Conduct
2. HR3 – Workplace Diversity, Inclusion and Respect
3. HR5 – Employment Lifecycle
4. HR7 – Disciplinary and Grievance
5. HR8 – Learning and Development

Responsible Persons

1. The Chief Executive Officer must:
 - a. Manage and monitor compliance with this policy.
 - b. Support employee competence and compliance with this policy.
2. The Head of Human Resources must:
 - a. Ensure employees understand their rights and responsibilities under this policy and how leave requests are made.
 - b. Support managers to meet their obligations under the policy.
 - c. Ensure all workers have access to systems and processes to facilitate this policy.
3. Management must:
 - a. Manage and monitor compliance with this policy.
 - b. Ensure leave requests are reviewed and actioned in a timely manner and give consideration for the business operations.
 - c. Give fair consideration to all leave requests and discuss any accommodations or alternative arrangements with employees.
 - d. Ensure that fair access is provided to all employees and bias is not applied to approval of leave arrangements.
4. All Thrive employees, volunteers and subcontractors must comply with this policy.

Definitions

1. **Adoption-related leave:** means unpaid parental leave or unpaid pre-adoption leave taken in the event of a placement of a child under the age of 16 years for adoption.
2. **Birth-related leave:** means unpaid parental leave taken in association with the birth of a child; or unpaid special maternity leave.
3. **Community Service Leave:** is an entitlement under the National Employment Standards (NES) where an employee is called upon to perform community service duties for activities such as voluntary emergency management and jury duty.
4. **Day of Placement:** (in relation to the adoption of a child by an employee) means the earlier of:
 - a. the day on which the employee first takes custody of the child for adoption;
 - b. the day on which the employee starts any travel that is reasonably necessary to take custody of the child for the adoption.
5. **Employment Hero:** Thrive's Human Resources Information System.
6. **Immediate Family:** Means a spouse, former spouse, de facto partner, former de facto partner, child, parent, grandparent, grandchild or sibling; or a child, parent, grandparent, grandchild or sibling of the spouse, de facto partner or former spouse and de facto partner. It includes step-relations (e.g. stepparents and stepchildren) as well as adoptive relations.
7. **NES:** National Employment Standards under the Fair Work Act 2009 which sets out the minimum standards for employees.
8. **Portable Long Service Leave Scheme (Community Services):** An industry scheme introduced on 1 July 2025 which allows for continuous service in the community services sector (in one of 31 defined roles) to accrue service for the purposes of long service leave accrual within the industry, rather than with one employer.
9. **Pro rata:** Means in proportion to full time equivalent. It is used to calculate pay or entitlements based on the hours worked compared to full time.
10. **Protected characteristic:** Refers to characteristics or personal circumstances that are legally protected under anti-discrimination laws. Protected characteristics include: age, breastfeeding, gender identity, disability, lawful sexual activity, marital status, parental or carer status, pregnancy, physical features, race, religious belief, sex, sex characteristics, sexual orientation, industrial activity, employment activity, political belief or activity.
11. **Public Holiday** – Are the days recognised and a public holiday gazetted in NSW
12. **Recognised Emergency Management Body:** A recognised emergency management body is a government-designated organisation, like the RSPCA, State Emergency Service (SES) or Country Fire Authority (CFA), tasked with managing emergencies and disasters. These agencies handle floods, fires, and other crises by planning, coordinating responses, and aiding recovery efforts.
13. **Thrive:** Thrive Care Group Pty Ltd ABN 68 637 232 752, together with each of its

subsidiaries.

14. **Years of Continuous Service:** means from the commencement date of employment with Thrive to the date of birth or date of adoption of the child.

References

1. Community Services Sector (Portable Long Service Leave) Act 2024 (NSW)
2. Fair Work Act 2009 (Cth) and association regulations
3. Long Service Leave Act 1955 (NSW)
4. Public Holidays Act 2010 (NSW)

Version Control

Version 1	Augst 2025	New policy creation
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Thrive Care Group

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