

Northside Employee Guide

This guide provides information on Northside's Human Resources (HR), Payroll, Maintenance, Facilities and ICT processes and contacts. If you require any additional information, please contact an HR team member.

PAYROLL

Northside pays its employees every two weeks, starting on Monday (Week 1) and ending on Sunday (Week 2). Payslips are generated and payments are deposited into employees' bank accounts on the Wednesday after the pay cycle ends.

Employees receive their login details for the online payroll platform, ConnX, within the first week of joining. They can access ConnX using their Northside email addresses. With ConnX, employees can easily:

- Update personal and emergency contact information.
- Access payslips.
- Check leave balances and apply for leave (annual, personal, or unpaid).
- Submit timesheets.
- Update License/WWVP/Qualification details.

ConnX is mobile-friendly, allowing employees to access it on their phones by adding it as a bookmark or screen icon. To access to ConnX login page, please scan below QR code:



WORK HOURS

Employees at Northside are compensated based on the hours specified in their employment contracts. Full-time, part-time, and fixed-term employees are automatically paid according to their contracted hours, so there's no need to submit timesheets for regular work hours. However, if additional hours or overtime are worked (with prior approval from the supervisor), timesheets must be submitted:

Additional Hours (For part-time employees only): If part-time employees work extra hours up to 7.6 hours

beyond their regular agreed hours, they will be paid at ordinary base rates. For example, if someone's regular hours are 5 hours per day but they worked an additional 2.6 hours, totaling 7.6 hours, they need to submit a timesheet for the additional 2.6 hours worked.

Overtime Hours: Overtime hours, i.e., hours worked beyond 7.6 hours per day or 38 hours per week, will be paid at applicable overtime rates. Employees have the option to receive overtime payments or accumulate those hours as time-in-lieu leave.

For employees with casual contracts, timesheets must be submitted for all hours worked.

Timesheets should be submitted in EPG/Workzone by the last Sunday of the pay cycle to ensure inclusion in the current pay run. If submitted after the cut-off, the hours will be added to the following fortnight's pay.

REST BREAKS

Employees at Northside are entitled to rest breaks as follows:

Meal Break: Employees are entitled to an unpaid meal break lasting between 30 and 60 minutes, to be taken no later than five hours after starting work.

Paid Rest Breaks:

- For work of at least four hours, employees are entitled to a paid rest break of 15 minutes.
- For work of at least seven hours (excluding unpaid breaks) in a single shift or on any day, employees are entitled to a second paid rest break of 15 minutes.

LEAVE

All employees at Northside are entitled to various types of leave as outlined in the Enterprise Agreement. To request leave, employees should submit applications through EPG for approval by their supervisors. It's important to provide sufficient notice for leave requests.

For unplanned leave, employees must inform their supervisors the evening before or, at the latest, 2

hours before their work start time on the day of leave. For planned leave of more than three days, employees need to give at least four weeks' notice (six weeks for leave during school holidays). However, if unexpected events arise, employees should promptly notify their supervisor and discuss managing work coverage.

For personal leave longer than 2 days, or when it involves a day adjacent to a weekend or public holiday, a medical certificate or supporting evidence is required.

Common types of leave include:

- **Annual leave:** Accrues at the rate of 20 days over 12 months of service (pro-rata for part-time employees).
- **Personal/Carers leave:** Accrues at the rate of 13 days over 12 months of service (pro-rata for part-time employees).
- **Time in lieu leave:** Employees can choose to accumulate time-in-lieu instead of receiving cash payment for overtime or additional hours worked and use this balance for future time off.
- **Leave without pay:** If an employee's leave balance is insufficient, they can request leave without pay with approval from their supervisor and the executive.

Casual employees do not receive paid leave entitlements but can access unpaid leave for carer's leave, compassionate leave, community service leave, and family and domestic violence leave.

For information about other types of leave, such as Compassionate, Study, Family and Domestic Violence, and Parental leave, employees should reach out to the HR team for assistance.

OVERTIME AND PENALTY RATES

Part-time and Casual Employees: Overtime occurs after working more than 7.6 hours in a day or exceeding 76 hours in two weeks.

Full-time Employees: Overtime applies when working outside regular program hours.

Employees receive the higher of penalty rates or overtime rates.

Overtime must be pre-approved by the Manager/Director.

Overtime Pay:

Full-time and Part-time Employees:

- 1.5 times the base rate for the first two hours (Mon-Sat).
- 2 times the base rate after.
- 2 times the base rate on Sundays and 2.5 times on public holidays.

Casual Employees:

- 1.75 times the base rate for the first two hours (Mon-Sat).
- 2.25 times the base rate after.
- 2.25 times the base rate on Sundays and 2.75 times on public holidays (including 25% Casual Loading).

Employees can opt for time off instead of overtime pay (hour for hour), except for public holiday overtime.

Penalty Rates:

Public Holidays:

- Full-time or Part-time Employees: Paid 2.5 times the base rate.
- Casual Employees: Paid 2.75 times the base rate (including casual loading).

Weekends:

- Full-time or Part-time Employees: Paid 1.5 times the base rate on Saturdays and 2 times on Sundays.
- Casual Employees: Paid 1.75 times the base rate on Saturdays and 2.25 times on Sundays (including casual loading).

END OF YEAR SHUTDOWN

During the End of Year Holiday period, Northside closes its offices, and only a minimal team remains available to offer essential and emergency support. The provisions for Holiday Shutdown Leave are applied as outlined in the Northside Enterprise Agreement.

INFORMATION TECHNOLOGY (IT) SUPPORT & REQUESTS

Northside engages CentreRed IT for all matters relating to IT (i.e., desktop, tablets, mobile phone, software, internet, email, security, etc.). CentreRed technicians are based at Dickson Head Office on Monday, Wednesday, and Friday every week to assist staff members. If you cannot reach them or require support outside of these days, please send a request to trax@centrered.com

All employees will be set up with a Northside login in the following format:

Computer login:

- Username: **firstname.lastname**
- Enter the password received via text message from IT.
- Password must contain 8 characters with at least one uppercase letter.

Two-factor Authentication setup for email:

- Sign into the computer and open Microsoft Edge.
- Type "Office.com" in the URL bar.
- Click on "Sign into your account" on the right side.
- Email address:
firstname.lastname@northside.asn.au
- Password: provided by IT.
- Click "Next" when prompted with "More information required."
- Choose the authentication method:
 - Microsoft Authenticator app (default).
 - If you prefer SMS messages, select "I want to set up a different method" and provide your mobile number. You'll receive a 6-digit verification code via SMS.
- Follow the instructions to specify your additional verification method. The next time you sign into Microsoft 365, you'll be prompted to provide the verification information (e.g., text to your mobile number or code from the Authenticator app).

Accessing email through the Outlook App:

- Open the Apple Store or Google Play Store on your mobile.
- Search for "Microsoft Outlook" and install the app.
- Click "Add Email Account."

- Enter your Northside email address and password.
- Enter the code from your two-factor authentication.
- Once authenticated, you can access your Northside inbox on your mobile device.

VEHICLE ACCESS & MILEAGE CLAIMS

Northside provides a fleet of vehicles primarily for client-related transport, with priority given to those needs. With prior approval, employees may use their personal vehicles to transport clients. However, for appointments, outreach, and site visits, employees should use Northside vehicles if they are available.

Before driving Northside vehicles, employees must possess a valid driver's license and complete the "Authority to Drive a Northside Vehicle" form. To obtain a copy of this form, please contact the HR team.

Vehicle bookings, keys, and fuel cards are managed by the Reception team. To reserve a vehicle, visit the team in the front office at the Dickson Head Office or reach out to reception@northside.asn.au or (02) 6171 8000.

Employees using their personal vehicles for work engagements must complete the "Personal Motor Vehicle Use form" before their first trip. To claim reimbursement, employees should contact the Finance team at accounts@northside.asn.au.

PERSONAL EXPENSES

Employees may purchase goods and services on behalf of Northside from time to time. To claim a reimbursement, lodge the expense claim request on Expense Manager with a copy of the receipt. This will be sent to the supervisor for approval.

PERFORMANCE & DEVELOPMENT

It is Northside practice for employees to be provided with frequent and immediate feedback on their performance, which focuses on strengths and development.

Supervisors should conduct regular Performance and Development (P&D) conversations with Employees to identify areas for growth and improvement and inform suitable development plans; or inform

administrative decisions on contractual aspects of employment (such as pay, promotions, or improvement). P&D conversations are pivotal in providing an opportunity to supervisors and employees to jointly clarify the understanding and expectations of the role and discuss available training/support. The frequency of P&D conversations is dependent on the roles and programs.

INCIDENT NOTIFICATION & MAINTENANCE REQUESTS

Reporting incidents/hazards and lodging maintenance requests are done through completion of the online Incident & Maintenance Request Form that can be access via this link and QR code:

(<https://forms.office.com/r/1AvbPTsfwY>)



INTERNAL COMMUNICATION

There are various communication channels used across Northside. How and when they are used will depend on the program area and the message priority or formality. The communication platforms available are Outlook email, Microsoft Teams (internal instant messenger), SharePoint, direct phone call (extension numbers are available in the UC phone system on your desktop), and face to face.

BUILDING KEYS & SECURITY CODES

- **Dickson Head Office** (including Area 7 (Aged Care), Majura Function Room (Engagement) and Majura Hall): Please request security card from the Front Office team.
- **Children's Services:** Please request the Centre's keycode from the Centre Director.

SALARY PACKAGING

Working in a non-for-profit organisation gives you access to exclusive PBI salary packaging benefits. Salary packaging your living expenses means reducing the tax you pay and increasing your take-home pay.

Employees can package up to \$15,900 per year to pay for rent, mortgage, credit card, personal and car loans (equivalent to \$610 approximate per fortnight). Your elected expense will be deducted from your gross wages, then tax payments will be calculated on the remaining amount, meaning you receive a higher net pay.

Northside has partnered with AccessPay to provide salary packaging. Further information, including how to apply, is included in the employee commencement emails. Please contact AccessPay on 1300 133 697 or visit <https://accesspay.com.au/>

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Northside prioritises employees' mental health and wellbeing. We acknowledge that everyone faces challenging times and is impacted differently, whether it is in a personal or work-related capacity. The Employee Assistance Program (EAP) through Benestar is a free and confidential counselling and coaching service available to Northside employees and their immediate family members. Benestar provides health and wellbeing support and resources to assist employees in bringing their best selves to work.

To book an appointment, call 1300 360 364 or visit www.benestar.com

KEY CONTACT LIST

- Reception and Front Office: 02 6171 8000 or reception@northside.asn.au
- Finance: accounts@northside.asn.au
- Payroll: payroll@northside.asn.au
- Human Resources: hr@northside.asn.au
- CentreRed IT: 02 6239 4222 or trax@centrered.com

KEY WEBSITE LINKS

- Northside Website: <https://www.northside.asn.au/>
- ConnX - (Payroll Platform): <https://connx2.cloud.micropay.com.au/Connx53951/frmLogin.aspx>
- Microsoft Office 365 (Outlook email and Sharepoint folders): <https://www.office.com/>