



CELEBRATING VOLUNTEER WEEK



GSLP BOARD MEETING

TUESDAY 20 JUNE 2023

GREATER SHEPPARTON LIGHTHOUSE PROJECT



**GREATER SHEPPARTON
Lighthouse Project**

AGENDA

GSLP Board Meeting

TUESDAY 20 JUNE 2023

10.00AM-11.30AM

Lighthouse Offices, Kialla /via MS Teams

Board Members:

Adam Furphy (Chair), Ross McPherson, Mohammed Yassin, Elizabeth Capp, Anna Agati, Rob Francis.

Lighthouse Reps: Amy Robinson (EO), Fiona Johnson (Strategy Manager)

Guests: Bianca Firebrace

Minutes: Kathy Fuller (GSLP Board Secretary)

Apologies: TBA

ITEM	TIME	DESCRIPTION	LEAD
1.	10.00am	Welcome and Acknowledgment to Country - Apologies - Declaration of Interests - Confirmation of Agenda	AF
2.	10.05am	Adoption of previous minutes – meeting held 3 May 2023 Review of Actions	AF
3.	10.10am	Chair's Report (verbal) - Update Philanthropic Summit	AF
4.	10.15am	Executive Officer's Report (Include Safety & Risk Update)	AR
5.	10.25am	Finance Report - Approval of financials as at 31 May 2023 - Approval to authorize name change CBA	AR/AG
6.	10.35am	Audit & Risk Steering Committee Next Steps (verbal)	RF
7.	10.45am	For Decision/Approval 7.1. Management of GSLP Polices 7.1.1. Revised Child Safety Policy 7.1.2. Revised Leave Policy	AR
8.	10.45am	For Discussion 8.1. SVA Evaluation Findings	AR AR
9.	11.20am	Correspondence	AR
10.	11.20am	General business	ALL
11.	11.30am	Meeting Close At the conclusion of the meeting, a morning tea with Lighthouse staff will be held.	AF (Chair)

Next Meeting : Thursday 17 August 2023

(includes approval of EOY Financials)

commencing 10am – Lighthouse Office, Kialla

Draft Minutes

GSLP Board Meeting

Wednesday 3 May 2023

@ 9.30 am

Lighthouse Offices, Emerald Bank, Kialla

Attendees: Adam Furphy (Chair), Elizabeth Capp, Anna Agati, Ross McPherson, Rob Francis, Mohammed Yassin, Amy Robinson (EO).

Guests: Fiona Johnson (Strategy Manager GSLP)

Minutes: Kathy Fuller (GSLP Board Secretary)

1. WELCOME

Adam Furphy (Chair) opened the meeting by acknowledging the traditional owners' past, present and emerging.

2. Apologies

Nil.

Declaration of Interest

There were no declarations declared.

3. MINUTES OF PREVIOUS MEETING

The minutes from the GSLP Board meetings held on 15 February 2023 were approved without amendment. CARRIED

4. REVIEW OF ACTIONS

Refer to Actions List.

5. CHAIRS UPDATE

5.1. EO Review

Adam Furphy advised that he and board member Elizabeth Capp had recently met with the Executive Officer, Amy Robinson to undertake an annual review of what had been a highly successful year. Adam further acknowledged the many achievements and new opportunities that Amy had implemented and the positive feedback from stakeholders. The review included a recommendation for a salary increase in line with these results.

Amy Robinson thanked the Board for their continued support of which has seen a number of positive achievements in the last year and opportunities arise.

Resolution: The Board noted the update on the EO review and recommendation for a salary increase in line with these results. CARRIED

6. EXECUTIVE OFFICER'S REPORT

Amy Robinson provided an update on key activities since the last Board meeting.

The letter to the State Education Minister Natalie Hutchins seeking support for the state DET funding contract/bid has been signed by the Chair and sent. Funding approval is expected in late May in line with the state budget. Amy further advised that the relationship with DET has never been stronger.

Amy updated the board on the Williamson and the Kilfinan Programs she is currently participating in. Amy's mentor under the Kilfinan is former ALP MP Martin Foley who has been helpful in better understanding the mechanisms of government and their mutual synergies with the work of Lighthouse.

Recruitment and attraction for current vacant roles continue. This now sees three vacancies – The Secondary and Transitions Manager Role, The Olly Project Manager and Pitstop Manager roles. Amy advised that the S&T Role will be split with the Lifelinks component based at the Greater Shepparton Secondary College being offered as a separate position. A replacement for the role at OLLY has been filled on a casual basis.

Lighthouse continues to forge close relationships with our First Nations organisations which have seen the formal signing of the MOU between Lighthouse and Rumbalara to work together in a co-location opportunity at the OLLY at the GoTAFE Shepparton.

The SVA evaluation interviews have commenced, and we expect to be able to provide an update on the findings at the next Board meeting. There were 30 interviews undertaken with key stakeholders of which included the backbone staff.

Amy advised that we have been able to attract a number of new funding partners over the last 12 months which saw an increase of \$343K in what is a tight philanthropic environment. Stakeholder confidence remains high with Amy continuing to meet with key stakeholders regularly including a meeting with Perpetual at the Melbourne office at the end of April. Further opportunities under discussion are a donation of \$75K from the Freemasons with potential to have ongoing annual contributions.

Discussions are currently being held with Dawes Vary & Riordan Lawyers with a MOU to be prepared. DVR have offered to provide a yet to be determined set amount of hour pro bono annually with a 50% reduction on rates for any work required over this amount.

The Board discussed the upcoming Voice to Parliament and noted that ACNC has stated that a NFP can advocate on the Voice whereas in an election process any advocacy is banned. Amy Robinson stated that a local Indigenous person from First People's Assembly for the Treaty for Victoria has been invited to speak to staff so that they can be better informed on what the Voice to Parliament means .

The Board agreed that our social media should take a more information approach to the Voice for Parliament vs making a direct statement.

There have been no incidents of note to report under the Health, Safety and Environment report. A key initiative was the offering of a free flu vaccination to staff and key volunteers working in our programs including the community hub leaders. This is not a mandated requirement but has been well received with a high take-up.

The refurbishment of Pitstop post the floods is nearing completion. However Wodonga TAFE has requested that a fence be installed around the site to ensure safety of

attendees. Pitstop will not be able to reopen until the fencing is in place. Rob Francis suggested that Justice may be able to assist with free labour as part of their contribution to community.

Stakeholder Engagement Interviews

Fiona Johnson provided an update on the draft report following the stakeholder interviews as part of a DET deliverable that will also assist inform the work of Lighthouse and the development of the SROI measures as part of the SVA engagement. DET is very supportive of the work. Fiona interviewed 22 service providers. A copy of the draft report will be provided to the Board at the June meeting.

Action: Copy of the draft stakeholder report to be provided to Board members

Amy advised that she had been invited to join the Advisory Board by the Director of the Shepparton Education Plan and was seeking Board support. The Director has oversight of the NE Regional Manager, this position is held by Sharon Hengsen Smith.

Resolution: The GSLP Board noted the EO report and activities as presented and further endorsed that Amy Robinson accepts the position on the Advisory Board for the Shepparton Education Plan. CARRIED

7. FINANCIAL REPORT

Amy Robinson and Anna Agati provided an update to the Board on the status of the financials of Lighthouse for the six months up to 31 March 2023.

Amy advised that work continues with Skybridge Financials to assist transition the financial control fully over to Lighthouse management. As part of this, a meeting with Skybridge, EO, Finance Manager and Anna Agati has been organised.

Anna spoke to the Profit & Loss report. Keynotes were the DET timing of payments with one to be received in May and one in October (so pre-post financial year).

Anna reported that the current budget under the OLLY Program is sitting at \$85K with a further \$121K to come in which will see around \$200K to be expended by October 2023.

It was noted that under the Strategic Project (misc.) stream there are no deliverables or acquittals required, however it was asked if there was a buffer allocated to this stream.

Action: Lighthouse to check if there is a 10% buffer allocated to strategic projects

The Family Haven Program is now sitting in a positive position for the first time following the assistance of funding from HECT. Amy advised that if further funding is received by the Scanlon Foundation and Freemasons this be assigned to the Family Haven.

Under the GVCares fund there is \$88K remaining marked for disaster funding.

Board agreed that we need to understand the overall health of all programs. The financials require commentary against each program on the funding amount vs spend etc.

Action: Financials to include a balance sheet and P&L for each program and this to be included in the monthly reports going forward.

Action: To look at the pattern of average historical vacancies within Lighthouse to assist with planning on under expenditure and where it can be allocated to other areas/resources.

Resolution: *The GSLP Board approved the financials to 31 March 2023 and activities within as presented.* **CARRIED**

8. FOR DECISION

There were no decision papers presented.

9. FOR INFORMATION

9.1. Lighthouse Office Renewal Lease – Update

Amy Robinson provided an update to the renewal of the Lighthouse office site lease. The main amendment was around the inclusion of a break-lease clause to align with DET funding from five years to three years. Once formal approval of DET funding is provided Lighthouse will enter into the new agreement. The Owner has been kept informed and we do not foresee any major issues or that the owner will withdraw the offer.

Resolution: *The Board noted the update on the office renewal lease and following confirmation of DET funding the agreement to be signed and executed by Adam Furphy Board Chair and Amy Robinson as Executive Officer.* **CARRIED**

9.2. MOU Lighthouse and Rumbalara

Amy advised the Board that the Memorandum of Understanding between the Greater Shepparton Lighthouse and Rumbalara Aboriginal Coop (RAC) has now been signed by the CEO of RAC and Amy Robinson as the EO of GSLP. The MOU will see allow us to work collaboratively in a colocation opportunity at Olly 'Youth Hub' GOTAFE Shepparton with the aim to strengthen mutually beneficial outcomes for both First Nation families and young people. There is no financial commitment as part of the MOU and is seen as a positive partnership and opportunity to work with RAC and our First Nations youth. Furthermore, Lighthouse will assist in the collection of data on behalf of Rumbalara Aboriginal Co-operative and this data will be included in RAC's reporting to Aboriginal Youth Justice.

Resolution : *That GSLP Board noted the signing of the Memorandum of Understanding between the Greater Shepparton Lighthouse and Rumbalara Aboriginal Coop (RAC) with the aim to strengthen mutually beneficial outcomes and emerging opportunities that increase life outcomes for both the First Nation's families and young people.* **CARRIED**

10. FOR DISCUSSION

10.1. Board Succession Planning

The GSLP Board held discussions to ensure that a robust succession plan was in place to effectively manage risk associated with future board transition and that the right skills and expertise are in place to effectively monitor and manage the obligations of Lighthouse.

As part of a self-evaluation to assist identify the current skill spread across the board and the areas of strength and weakness the Board undertook a skills gap analysis., The Board and EO then considered to potential individuals and opportunities to invite to be new members of the Board to fill these gaps.

As part of continuing to grow and work with our First Nations people it was recognised and acknowledged that a First Nations person was a key gap currently on the Board profile that could assist to broaden the voice and understanding of indigenous culture The Board discussed a number of potential indigenous candidates that should be followed up to ascertain their interest and availability.

Other gaps under consideration were those in the area of legal expertise, political and philanthropic.

As part of nurturing future new and younger board members the Board agreed to participate in the trial GMCL Board Ready Program. The candidate will participate under a confidentiality agreement and the GSLP board would provide mentorship and support to the Intern as part of the program. The trial program would see the candidate attend 4 meetings with full access to papers but non-voting rights. A suitable candidate would then be proposed for consideration.

Resolution:

The Board noted the discussion and next steps as part of the Board Succession Plan to engage potential new board members based on current skills and expertise gaps including First Nation representation.

The Board approved the participation of a candidate as an observer in the GSLP Board meetings as part of the GMCL Board Ready Program including providing a Board mentor during this time. CARRIED.

CORRESPONDENCE

Inwards

Letter of thanks for donations to those from Xmas Alone.

Outwards

Letter to State Education Minister seeking support for the DET submission of renewal of the funding and contract with Lighthouse.

The Board noted the correspondence as presented. CARRIED.

11. GENERAL BUSINESS

No further business arose.

12. NEXT MEETING

Tuesday 20th June

10am-12pm

Lighthouse Offices, Emerald Bank/TEAMS

Meeting Closed: 11.30am

The minutes of the GSLP Board meeting held on 3 May 2023 were endorsed at the Board meeting held on 21 June 2023 as presented.

Signed
Adam Furphy
GSLP Chair

Date: _____

Actions

GSLP BOARD MEETING

Wednesday 21 June 2023

MEETING DATE	ACTION	LEAD	STATUS
8/12/22	Amy Robinson to provide an update to Board on the outcomes of the strategic planning day at the next Board meeting and provide an opportunity for both Board and staff to come together. Feb 2023 Update – Strategy discussions deferred to June Board meeting	Lighthouse	PROGRESSING
16/2/23	Board member Rob Francis to provide a copy of the checklist for Lighthouse Management to use that Identifies any areas of weakness in their management of IT.	Rob Francis	OPEN
3/5/23	Lighthouse to check if there is a 10% buffer allocated to strategic projects. Closed - Refer to EO for verbal update	Lighthouse	CLOSED
3/5/23	Financials to include a balance sheet and P&L for each program and this to be included in the monthly reports going forward.	Anna Agati	OPEN
3/5/23	To look at the pattern of average historical vacancies within Lighthouse to assist with planning on under expenditure and where it can be allocated to other areas/resources. Closed - Refer to EO for verbal update	Lighthouse	CLOSED
3/2/23	Copy of the draft stakeholder report to be provided to Board members Closed – To be sent under separate cover	Lighthouse	PROGRESSING



Executive Officer’s Report

GSLP Board Meeting

Tuesday 20 June 2023

1. SUMMARY

The key focus over the period has been on:

- Completion of SVA Evaluation plan to action findings and socialize outcomes of report.
- Research synthesis informing our next strategy and philanthropic summit.
- Engaging new funders and fostering positive relationships with existing funders
- HR attraction
- Board composition, diversity and observers

2. FINANCE

The lease between Lighthouse and Tulljand Pty Ltd for the use of the office space at Emerald Bank has now been signed and executed by all parties. The renewed lease commences on 1 July 2023 for five years for \$40K +GST per annum plus outgoings.

Insurance - VIMA renewal in place 1 July 2023 to 30 June 2024. Griffiths Goodall for vehicles in place and renewal 9th August 2024. Contents fire theft across sites (not inclusive of flood cover) in place and renewal 11th January 2024.

Refer to Item 5.0- Finance Report for further detail including the presentation of financials for the reporting period.

3. FUNDING

New funding obtained since the last report:

\$4 million DET contract detail below. Confirmation letter from the Minister received 8 June 2023.

Project	Funding	Funding period
Greater Shepparton Lighthouse Project (GSLP)	<p>\$1m per year over four years (\$4m total):</p> <ul style="list-style-type: none"> • \$450,000 per year to fund operational costs • \$350,000 per year to fund programs supporting middle years 	<ul style="list-style-type: none"> • \$1m to be allocated in 2023-2024 • \$1m to be allocated in 2024-2025 • \$1m to be allocated in 2025-2026 • \$1m to be allocated in 2026-2027

- engagement in learning and careers in the local economy.
- \$200,000 per year to fund the youth hub.

Other new Funding

Project	Funding	Funding period
Family Haven	<ul style="list-style-type: none"> \$100k Empowering Communities - Justice via council funding one-off for Family Haven 	New (TBD)
	<ul style="list-style-type: none"> \$30k Freemasons Foundation Melbourne – flood recovery one-off for Family Haven 	Received – letter of acquittal to be supplied upon funds final expenditure

Emerging funding developments:

- Freemasons Foundation CEO Neil Cripps and board media opportunity Thursday (Opportunity for ongoing funding)
- The Scanlon CEO, Anthea Hancock has confirmed a visit to the region on Wednesday 5th July. The Chair and EO will be attending/hosting.
- Helen McPherson Smith Trust CEO, Debra Morgan has also confirmed a visit to the region on Tuesday 18 July.
- NIAA application ready to submit July 1st – Life Links crime prevention and Family Haven
- FRRR rebuilding flood recovery \$20k application commenced for Pit Stop due 6th July
- Opportunities for discussion: Carrillo Gantner, The Myer Foundation and Margaret Attwood Trust, Alan Rossignoli

Funding Outcomes pending:

- Perpetual Impact Philanthropy – applied for \$120k for one year; Family Haven notification due June 30th 2023

4. PARTNERSHIPS

New/Evolving

- Rumbalara Lighthouse Partnership – with the MOU now executed the YALKA worker has commenced at the OLLY.
- Hosting the CEO of Ardoch Lisa Jones on 19 July. Opportunities to deepen the partnerships by showcasing our programs. A key opportunity is their Learning through Art Program. The Learning through Lunch Program will commence again in Term 3 with

on site at GoTAFE. Lighthouse will be the facilitator of the Ardoch Program with discussions on funding being discussed.

- City of Greater Shepparton has come on board as a partner with Laptops with Love – This is our seventh partner following ANZ. The Program has now provided nearly 200 laptops into the community to further educational and career opportunities.
- The MOU between Lighthouse and Big Brother Big Sister is under draft. Kathy Fuller is undergoing training with the BBSS program team as a Mentoring Coordinator for the delivery of the trial program with GSSC.
- A partnership with Retzo Group has been established to provide opportunities for young people at OLLY to learn more about career opportunities, interview techniques, resume writing etc. The training will be provided by the Retzos team and held at their training site in Shepparton. 80% of KFC employees are under 21. They can also provide a certificate 3/ 4 in Retail free of charge through their employment program. The Retzos managers are also trained in mental wellbeing and support and understanding of the challenges that young people face e.g. transport, home support etc. The KFC Group has a Youth Foundation that supports Australian youth and to date has donated nearly \$8M of which the Retzo Group own 55+ stores.

5. HR

Recruitment/Departures

- Interviews are now complete and offers made and accepted for the following vacancies.
 - Pit Stop coordinator role 3 days per week
 - Life Linker role at GSSC; and
 - OLLY Support role - full time.

Training Opportunities

- Staff completed the Mulana Kaalinya Strong Spirit Aboriginal and Torres Strait Islander Cultural Competency Training on 24 May. The day was well received and provided a further understanding of the importance of this training.

6. SAFETY (HSE)

Incident Register

Refer to attached

Participant ingested toxic substance prior to attending OLLY program. GSLP notified by third party who activated risk management protocol. Extremely well managed by coordinator on site and upon advice from 000 provided transport to ER. Young person was admitted into GV Health's Child and Adolescent Mental Health Service (CAMHS).

7. DATA, EVALUATION & REPORTING

• SVA Evaluation

This evaluation is now completed - refer to Item 8.1 discussion and next steps

Key recommendations to be acted upon discussion with board and how this informs the creation of next Lighthouse whole of community strategy.

DET was very complimentary of the quality of the process of stakeholder engagement during the interviews as well as the quality of the finished product.

- Commenced the scoping of the State of Greater Shepparton's Children Report with Communities for Children and Best Start and reinvigorating a partnership with SEER
- Commenced scoping 1000 Conversations reiteration (refer Agenda for discussion)

8. PROJECT DELIVERY SPECIFICS:

Pit Stop.

Wodonga Tafe have commenced works on repairs to the site and this is now well advanced. Confirmation of date to re-enter site is yet to be confirmed, due to being contingent on the completion of fencing around the site. The fencing was at the request of Wodonga TAFE as a safety measure. We are aiming to start the fencing once all the internal works have been completed.

Olly

This month we have 40 new young people engage at the OLLY. A number of these have been referrals through the service, eg The Bridge, Wdea Works etc. Those young people that commenced in the opening stages are now stepping up and taking on a leadership role and we are seeing an increase in their confidence and personal development. Partnership continue to be strengthened within GoTAFE which also have bought new opportunities such use of facilities – cooking in the commercial bakery. Term 3 activities are now being mapped out and will include a number of activities including industry visits, hands-on activities eg woodwork.

GSSC Life-Life links

There has been a total of 24 referrals made to the Life Links program since the beginning.

During Term 2 our Life Links Worker (0.4 FTE) has moved to support only students at GSSC Hawdon Campus. Previously we supported students at GSSC's ILPS (alternative education) campus as well as Hawdon St.

We are currently recruiting for an additional Life Links Worker/Coordinator to increase capacity at GSSC and backfill the 6-month maternity leave role

Primary Schools

- 5 x CapeAbility sessions have been run with 56 attendances. Sports included Basketball, AFL, Badminton and Pickleball. Referrals as a result of program includes FamilyCare and the Family Haven.
- Primary Industry Tour for Mooroopna Primary School Grade 6 students to Foote Waste.
- Attended Careers Day out and participated in a Careers dress up photo booth session.
- Working group representation/meetings
 - DET Aspirations and Extensions Working group.
 - IDAHOBIT Day working group to facilitate event and follow up with relevant services for information for our settings i.e. CASA
 - DET Wellbeing Working group.
 - Presentation at the Kiwanis group on the evening 9th May about Lighthouse

Family Haven

- Successful Council Social Recovery grant of \$1000 to install a shade sail over the sandpit.
- Recently hosted our first out of four speech information sessions. These were conducted by two local speech pathologists Karen Speedy and Sonia Priestly. We had a great turnout with 8 families attending (6 of which were new families).
- Presented to the Mooroopna Children and Family Centre about the Family Haven

Community Hubs Australia

- Community Hubs Connect Share and Learn National conference 6 June -9th June – Hub Leaders and Support Coordinator attending.
- St Georges Rd Primary Hub Leader presenting on Garden program
- Shepparton Hub Leaders and Coordinator sharing visual showcase of Art Festival works and connecting First Nations with multicultural communities for community cohesion.
- Support Coordinator leading Conference conclusion and reflection session
- Support Coordinator to be interviewed at a conference for Community Hubs promotion and story sharing.

Volunteers

- We nominated two volunteers into the Greater Shepparton Volunteer Recognition Awards. This saw Aspen Kimmorley as a finalist in the open category and Kim Chu as the Under 25 Volunteer taking out the title. Both Aspen and Kim have contributed to the Lighthouse through our Tables, SEAT, Learning with Lunch and Family Haven programs. They continue to contribute to the community with Kim also instrumenting in setting up the new Rotaract Club of Goulburn Murray aimed encouraging young leaders to develop innovative solutions to address community needs.

9. COMMUNICATIONS AND MEDIA

Refer to attached.

RECOMMENDATION:

That the GSLP Board notes the EO Report and activities as presented and agree on the key messages as reported to assist with discussions with stakeholders, funders and the broader community.

**AMY ROBINSON
EXECUTIVE OFFICER**

Communications activity

Activity: May - June

REACH

On June 6, REACH came to Shepparton to deliver workshops to Year 8 and 9 students at GSSC. This was funded by FRRR and organised by Lighthouse in collaboration with GSSC wellbeing staff.

The workshops did not go to plan. There are numerous reasons that contributed to this and it was not a reflection of REACH's capabilities.

REACH were also booked for the following day, June 7, however they deferred these workshops. REACH, GSSC and Lighthouse have since met to discuss when REACH will return and the strategies that can be put into place to ensure the workshops have every opportunity to succeed.

While it is unfortunate that the initial workshops did not go to plan it has highlighted that a broad strategic approach is needed to manage student behaviour at the school. It has also highlighted the value that Lighthouse can add to assisting the school.

REACH are returning to deliver the workshops in November.

First Nations activities RAP interim update - June

While our RAP is going through the consultation process, staff at Lighthouse continue to grow, nurture, strengthen and seek connections and collaboration with the First Nations and Yorta Yorta community in Greater Shepparton.

The following programs and activities have evolved since our RAP was submitted for review:

Activities

- Signed an MOU with Rumbalara Aboriginal Corporation
- Joined the Goulburn Murray Region Prosperity Plan as a Plan Champion and attended the annual meeting.
- Assisted ASHE with securing \$40,000 for the 2023 ASHE Fest
- Coordinated the application for Bangarra Dance Group to come to Shepparton for a 2-week residency in 2024. The program will engage Elders and First Nations youth in a traditional dance program.
- Our Laptops with Love program has provided 6 laptops to the ASHE campus.
- Met with Kaiela Institute x 2
- Met with Greg James, Greater Shepparton City Council
- Developed 'We live and work on Yorta Yorta Woka' stickers, posters, email banner
- Research and developed a 'Towards Reconciliation' page on our website
- Staff member has joined the Shepparton Region Reconciliation Group and regularly attends meetings. Assisted this group with applying for funding to run a Shepparton NAIDOC March.
- Renewed our registration for the RAP publication
- Commenced delivery of the First Nations Book Bags and Messages for the Elders project

Programs

- Established a Community Hub at Mooroopna Park Primary School
- Developed a First Nations bookbag as part of our Brilliant Bookworms program funded by the Scanlon Foundation (still under consultation)
- Developed a Messages for the Elders postcards project to engage primary and secondary-aged students with NAIDOC week (still under consultation and subject to funding).

Events:

- A Lighthouse staff member attended the 2022 ASHE FEST
- A Lighthouse staff member attended the 2022 ASHE Graduation
- A Lighthouse staff member attended the 2023 Day of Mourning Dawn Service on January 26.
- A Lighthouse staff members attended the 2023 Sorry Day Service
- Ran a Cultural Learning day presented by Robynne Nelson
- Booked Rebecca Welsh, Engagement Project Officer for the North East Region from the First Peoples' Assembly of Victoria, to speak to Lighthouse staff about Treaty on July 17, 2023.

FINANCE REPORT

GLSP BOARD MEETING

21 JUNE 2023

1. To provide an update on the status of the finances and the strategy to manage the budget.
2. To provide an opportunity for the Board to have input into directions for future funding.

BACKGROUND:

Budget situation

Refer to report provided by Anna Agati.

Business Operations

Key Changes within the Xero system this period have been the:

- Recategorisation near to complete.
- Budgets to be entered once recat. task complete.
- Finance reporting templates will then be finalised to reflect the management format required.

FOR APPROVAL

Commonwealth Bank – Authorisation Name Change Required

We received a request from CBA for the return of funds deposited to the wrong account (\$300) (See attached). With this highlighted that the name on the Account still reflects former Board member Craig Marshall. The request for authorisation to change has been provided to the Treasurer but is still awaiting formalisation. This document needs to be signed so this can be rectified as a priority.

Recommendation:

That the Chair and Treasurer sign the authorisation form as a priority and the Treasurer then provides to the CBA and update the details to close out.

Funding activities – New/Emerging/Current

Refer to Executive Officer report.

RISK/COMMENT

With the announcement of the DET funding and other new funding via philanthropic and \$100k via empowering communities this further strengthen the Lighthouse for the next 3-4 years, assisting key programs such as Family Haven to remain operational.

RECOMMENDATION

That the GSLP Board -

- *Endorse and approve the financials as presented;*
- *Approve that the Chair & Treasurer sign the authorisation for the GLSP CBA account for the removal of former board member Craig Marshall as a signatory; and*
- *Discuss budget opportunities and lead the introductions/advocacy that support the medium and longer-term funding for the broader functions of Lighthouse.*

AMY ROBINSON
Executive Officer

KAREN RENNIE
Business Manager

ABN 48 123 123 124

Reconciliation & Dispute Services
Payment Services Utility (PSU) Operations
Level 4, 5 – 7 Central Avenue
South Eveleigh NSW 2015
AustraliaPO Box 492
Lidcombe NSW 1825
AustraliaCustomer Service 13 2221
Facsimile (02) 8737 3609

27 April 2023

Reference number DER-165799-a



000002_000058

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ADAM FURPHY CRAIG MARSHALL
PO BOX 924
SHEPPARTON VIC 3632

Dear Customer,

Direct Entry Recall Request

We recently wrote to you about a deposit that was incorrectly credited to your account please refer to the details in the below table. As we explained in our previous letter, the depositor of the funds has made a mistake when processing this deposit and Bank of Queensland has requested we return the deposit to them.

We apologise for any inconvenience this causes.

Here are the details:

Date account was credited	28/03/2023
Account number	355410236764
Name of account	GREATER SHEPPARTON LIGHTHOUSE LTD
Amount	300.00
Description	COVID RESPONSE M F

What do you need to do?

If you agree, please complete the enclosed authority to reverse form and send it to us as soon as you are able to. You can do this by:

- Emailing it to – sas@cba.com.au
- Mailing it in the enclosed reply paid envelope.
- Taking it to any of our branches.

We're here to help

If you have any questions or need more information, please call the Netbank Help Desk on 13 2221 + option 4, 24 hours a day, 7 days a week.

Yours sincerely,

Commonwealth Bank
Payment Services Utility



ABN 48 123 123 124

Reconciliation & Dispute Services
Payment Services Utility (PSU) Operations
Level 4, 5 – 7 Central Avenue
South Eveleigh NSW 2015
Australia

PO Box 492
Lidcombe NSW 1825
Australia

Customer Service 13 2221
Facsimile (02) 8737 3609

AUTHORITY TO REVERSE

DER-165799-a

This completed form is to be returned by mail to the address below.

Commonwealth Bank of Australia
Sydney Processing Services – Direct Entry Recalls
PO Box 492
Lidcombe NSW 1825

To Whom It May Concern

I/We _____ having authority to operate on account 355410236764 in the name of GREATER SHEPPARTON LIGHTHOUSE LTD give consent for the Commonwealth Bank of Australia to debit this account with the amount of 300.00 representing a refund of an amount credited in error on 28/03/2023.

_____/_____/_____
Signature* Date

_____/_____/_____
Signature* Date

- **Care:** Must be signed in accordance with the account method of operation. Please ensure the balance of your account is sufficient to cover this amount.

If you do not authorise for the return of the deposit, please provide a brief explanation below outlining the reason that can be forwarded to the depositor.



Ref#	Report Date	Report Time	Employee/Person Involved			Incident/accident description. Including date&time, nature and cause	Action taken	Risk Categorisation
			Name	Age	Address			
1	22/08/2022	11:45		On File	On File	22/08/2022 - 11:45 Burnt arm (inner wrist) on hot bowl. Family Haven kitchen while working.	Burn first aid - cold water and cover. Days later - burn looked infected. Went to chemist who cleaned & dressed wound. *LL had washed dishes with wound not protected.	L
2	31/08/2022	10:11		On File	On File	30/08/2022 - 14:30. Fell in pothole on Wilmot Rd after facilitating a program at school. Rolled R ankle. Grazed L lower leg.	Returned to office. Iced leg and ankle. Panadol and water. Offered to transport BS home but she felt ok to drive herself. Recommended BS advise Council of incident and document in case of further need for treatment. Sent home at 15:30 - KR	L
3	8/09/2022	17:39		Adult	On File	08/09/2022 - 12: 00 Member of public sought assistance from volunteers in the Family Haven site as distressed. Wet, hungry, thirsty. Showed signs of respiratory or cardiac distress so an ambulance was called.	A lady, Raylene, came in the Family Haven door, she was known to myself and volunteer Lee through church. Lee came to me and said that Raylene was distressed and was on her way to the Mooroopna train station. It was raining, she had no umbrella and had 1 ½ hours till the train. She had a cold so I took her out of the Family Haven door and through the north door into the Canteen. We gave her coffee, Liza (Lighthouse staff) heated some food and Lee sat with Raylene in the north end of the Canteen. She was given a worm jumper to wear. After a while Lee came to me concerned that Raylene's health was deteriorating. She was having difficulty breathing, complaining of pain in the back and chest. We decided to call 000. They suggested she take Ventalin while waiting for the ambulance. We had none on site so Kristy (Lighthouse student) offered to get some from the chemist. This was done and the Ventalin given to Raylene. Lee and another church member, Rod Mauger, stayed with Raylene until the Ambulance came. She was then transported to hospital.	L
4	10/10/2022	11:00		Adult	Per Family Haven	Michelle was cutting onions and cut her finger. Minor injury, no first aid required. *source further info from Courtney/Michelle	Safety warnings to all users in kitchen about sharpness of equipment. Advise all users to exercise caution.	L
5	10/10/2022	15:00		On File	On File	I took rubbish bag to outside bin. Bag broke. I put gloves on to pick up spilt rubbish. There was a broken bowl that wasn't seen. I cut my right thumb on bowl.	Basic wound first aid - clean and cover. Advised all kitchen users to put broken items directly outside in kerb bins in future.	L
6	8/11/2022	11:00		Minor	On File	Riley picked up scissors by the blade end and cut his middle finger on right hand.	Superficial wound. Basic wound first aid - clean and cover. Reminded RC to handle scissors safely.	L
7	10/01/2023	11:00		Adult	On File	Irene was using Glad Bake for kitchen tray and cut her middle finger on right hand.	Superficial wound. Basic wound first aid - clean and cover. Reminded vol of safety protocols.	L

Likelihood: frequency or probability of event	
1 Rare	Event to only occur in exceptional circumstances
2 Unlikely	Event may occur at some point
3 Possible	Event expected to occur at some stage
4 Likely	Event may occur at a frequent rate
5 Frequent	Certain to occur over and over

Consequence: the outcome or impact of an event	
Analysed as Human Risk & Organisational Risk	
1	Insignificant Injury or harm requiring first aid only No loss of anything, issues raised and resolved in day to day management
2	Minor Injury or harm requiring treatment Threatens the efficiency or effectiveness of some aspects of organisation, loss of funding/assets <\$25k, issue raised by stakeholder or local media
3	Moderate Injury or harm causing hospitalisation Program requiring significant review or operational changes, loss of funding/assets >\$25k, loss of assets due to fraud/theft >\$5k, stakeholder/community concern with adverse local media
4	Major Serious injury or extended hospitalisation Loss of program/service for >1 month, loss of funding/assets >\$50, loss of assets due to fraud/theft >\$10k, substantial embarrassment of a program
	Extreme Unpredicted death

Calculation of Risk Level

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Extreme
5	L	M	H	E	E
4	L	M	H	E	E
3	L	M	H	E	E
2	L	L	M	H	H
1	L	L	M	M	H

Key	Description
E	Extreme Risk - Immediate action & active EO management required. Board notified and participate in the resolution
H	High Risk - EO attention required. Board notified & 3/6 monthly monitoring
M	Moderate Risk - Eo responsible to identify management responses. 6/12 monthly monitoring
L	Low Risk - No major concern. Managed by routine procedures at program level

5

Loss of funding/assets >\$100k, loss of assets due to fraud/theft >\$20k, loss of reputation state wide

Risk ID	Context	Risk	Current Risk Controls	Likelihood 1.Rare 2.Unlikely 3.Possible 4.Likely 5.Frequent	Consequence 1.Insignificant 2.Minor 3.Moderate 4.Major 5.Extreme	Priority	Additional Treatment Options (Required if priority is High or Extrem or if incident occurs that requires further mitigation)	By who & when?
1	All GSLP Sites & Property	Theft of company property valuing <\$10k	Key card access to building, available only to staff. EO and Board member only to deal with financial approval. Insurance for all technology.	Unlikely	Minor	L		
2	All GSLP Sites & Property	Accidental or Deliberate Damage to company property. E.g. Fire in the office	Fire Warden's located at GSLP sites, staff given appropriate training and understand relevant policies and procedures.	Unlikely	Major	H		
3	Year 9 Camps	Delayed funding causing delay in project planning with schools and delivery of camp	Consider broadening invitation to non-government schools and alternate learning centres.	Rare	Moderate	M		
4	Year 9 Camps	Lack of evidence base for value of initiative		Unlikely	Minor	L		
5	Year 9 Camps	Lack of interest and uptake from schools	Lobby senior education leaders to support the project	Unlikely	Major	M		
6	Year 9 Camps	Loss of major partner e.g. University of Melbourne	MOUs developed with parties to strengthen commitment and embed work	Unlikely	Major	M		
7	Year 9 Camps	Loss of key staff member among partner organisations	Appointing and supporting appropriately skilled and motivated staff	Possible	Moderate	H		
8	Year 9 Camps	Insufficient support from industry and other partners	creating MOUs with parties to strengthen commitment and embed work. Lighthouse embedding positive work ethic and relationships into its work processes	Possible	Major	E		
9	Year 9 Camps	Lack of appropriate skills or capacity of the co-ordinator to deliver the program or loss of co-ordinator	Appointing and supporting appropriately skilled and motivated staff	Unlikely	Moderate	M		
10	Industry Links	Lack of evidence base of value of initiative	Lack of evidence base of value of initiative					
11	Industry Links	Lack of interest and uptake from schools	Consider broadening invitation to other schools	Unlikely	Moderate	M		
12	Industry Links	Lack of on-going support from current industry partners	Broaden industry involvement	Possible	Moderate	H		
13	Industry Links	Lack of appropriate skills or capacity of the co-ordinator to deliver the program or loss of co-ordinator	Appoint and support appropriately skilled and motivated staff	Unlikely	Moderate	M		
14	The Haven	Cohort stop attending the Haven	Continue to engage with other agencies and schools to identify vulnerable young people	Likely	Moderate	H		
15	The Haven	Volunteers stop attending the Haven	Continue to offer support and training to volunteers and staff, Continue to broaden base of supporters, partners and funders. Hire part-time and full time employees to ensure space is appropriately stafed each night.	Likely	Moderate	H		
16	The Haven	Major incident e.g. violence among young people	Respond to any incidents in timely and appropriate manner and action any learnings, Adhere to relevant standards including Child Safety Standards, Continue to engage closely with Police, Continue to monitor and review policies and procedures to ensure relevance	Unlikely	Moderate	M		
17	The Haven	Inappropriate behaviour/relationship by staff or volunteer with a young person	Adhere to relevant standards including Child Safety Standards, Continue to engage closely with Police, Continue to monitor and review policies and procedures to ensure relevance, Ensure all volunteers have working with children checks	Unlikely	Major	H	Offer necessary training to volunteers and staff	
18	The Haven	Reputational damage to Lighthouse and The Haven due to behaviour of young people	Bus young people home at end of evening	Likely	Moderate	H	Staff, volunteers & Leadership group demonstrate and encourage appropriate behaviour whilst within and out of The Haven	
19	The Haven	Food no longer available from Shepparton Foodshare	Maintain strong relationship with Foodshare. Seek alternate funds and/or partnerships to purchase and source food	Unlikely	Moderate	M		
20	The Haven	Funding insufficient for growth and scale of organisation	Continue to broaden base of supporters, partners and funders as well as receiving in kind donations.	Possible	Major	E		

21	Backbone function	Outcomes not captured or clearly identified	Evaluation plan developed (for backbone and all sub projects)	Unlikely	Moderate	M	
22	Backbone function	Strategic plan not delivered	Appointment of appropriately skilled and experienced staff to deliver on the plan. Funding outcomes tied to strategy	Unlikely	Major	H	
23	Backbone function	Poor financial, HR or other critical management	Strong leadership from skills based board, staff appropriately interviewed and inducted.	Unlikely	Major	H	
24	Backbone function	Insufficient skill and capacity among key staff	Develop and maintain a movement and mandate in the community.	Unlikely	Moderate	M	
25	Backbone function	Insufficient diversity among collaborative table members	Continue to lobby and educate stakeholders on benefits of collective impact	Possible	Minor	M	
26	Backbone function	Complexity of operating environment e.g. numerous collaborations	Provide clear vision, purpose, direction, learning and strategic development opportunities for collaborative table members				
27	Backbone function	Membership is similar to existing forums	Continual focus on data, outcomes and system change and the initiatives that will support the change needed				
28	Backbone function	Poor evidence of members adopting the vision and values of Lighthouse	Try Test and Learn approach adopted leading to review and reset	Unlikely	Minor	L	
29							
30	Backbone function	Members impose personal, agency or other agendas	Develop and maintain strong relationships with a range of relevant stakeholders	Possible	Minor	M	
31	Backbone function	Leadership tables are too project focused, rather than outcomes (system change) focused	Continue to advocate for the role of place based leadership and collective impact in change leadership in the social sector.	Unlikely	Moderate	M	
32	Backbone function	Lack of buy-in from stakeholders		Unlikely	Moderate	M	
33	Backbone function	Failure of collaborative tables to gain or maintain momentum	Maintain regular communication and feedback opportunities. Taking an adaptable approach to apply learnings. Provide opportunities for table members to socialise and connect in different ways	Unlikely	Moderate	M	
34	Backbone function	Changes in the operating environment e.g. change of government		Possible	Minor	M	
35	Backbone function	Lack of support from funders and bureaucrats	Maintain positive relationships with funders and/or hold funders accountable when required. Deliver on workplans to ensure all requirements are being met	Unlikely	Major	H	
36	Consultation - Children	Not enough participants for the Trial	Contact all parents prior to Trial to remind them of Trial details	Unlikely	Insignificant	L	
37	Consultation - Children	Child does not want to participate	Child does not participate, Additional participants will be sort at another time.	Possible	Insignificant	L	
38	Consultation - Children	Child is distracted by group setting and cannot concentrate	Child will be taken to a quiet space away from group to answer the questions	Possible	Insignificant	L	
39	Consultation - Children	Not enough time for children to complete the drawing	Capture what we can in the time provided	Unlikely	Insignificant	L	
40	Consultation - Children	Too much time allocated for the children to complete the drawing	Child can use paper and art supplies to draw another picture. Child can read/ look at book or emotion cards.	Unlikely	Insignificant	L	
41	Consultation - Children	Interviewer goes off track and asks other questions	30min information session provided to interviewers and scribes, All questions have allowable prompts, reframe and question goal clearly stated.	Unlikely	Insignificant	L	
42	Consultation - Children	Interviewers and/or scribes are behaving inappropriately with the participants.	All interviewers and scribes have current Working With Children Checks	Unlikely	Major	H	
43	Consultation - Children	Participants are upset by the process	Parents will be in attendance at Trial. Questions have been designed with the input of a local child psychologist.	Unlikely	Minor	L	
44	Consultation - Children	Parents influence the child's responses	Parents will be asked to remain in a separate room whilst the consultation occurs.	Unlikely	Insignificant	L	
45	Consultation - Children	Participant discloses something that needs to be responded to as a matter of child safety	Interviewer will discuss this with preschool setting staff who will use their usual processes to respond to this. Where the consultation setting does not have these policies and procedures, we will refer to the GSLP Reporting Allegations of Child Abuse Policy and GSLP Duty of Care Policy.	Rare	Moderate	M	
46	Consultation - Children	Parent changes mind about participation during or after consultation	All documentation created by or about that child during the Trial will be destroyed.	Unlikely	Insignificant	L	
47	GSLP Staff	Ergonomic Injuries	Ensure staff or aware of and practice constant movement throughout the day and take recommended breaks	4	2	M	
48	GSLP Staff	Car accident when driving personal car for work purposes	Maintain copies of staff car insurance. Understand policies and procedures relating to critical incident.	3	4	E	Offer driver education training if this was to continue to happen.

49	Volunteers	Inappropriate behaviour/relationship by volunteer with a young person	All volunteers are interviewed by volunteer broker and are usually known to one or more staff members or recommended through an organisation. All volunteers complete GSLP registration forms with necessary information, sign an agreement of behaviour and must have a current WWCC. All volunteers are supervised at all settings.	Unlikely	Major	H	Policies and procedures are reviewed annually. Volunteer training is provided throughout the year. 4 trained staff are on Haven premises at all times.
50	All GSLP Sites & Property	Indoor air quality leading to respiratory issues	Have all surfaces regularly cleaned of dust	Rare	Moderate	M	
51	GSLP Staff	Workplace stress	Scheduled and drop in debriefs with Executive Officer and access to Employee Assistance Program	Possible	Moderate	H	
52	GSLP Staff	Workplace Bullying	Scheduled and drop in debriefs with Executive Officer and access to Employee Assistance Program. Promotion of Work place values and ways of working	Unlikely	Moderate	M	
53	All GSLP Sites & Property	Kitchen Hazards e.g. knife cut	Keep kitchen areas clean and tidy. Cleaning up spills promptly to avoid slippages. Regularly cleaning the fridge of out of date products	Possible	Minor	M	
54	GSLP Staff	Reputational damage to Lighthouse due to behaviour of Board, EO, staff members, volunteers or leadership table members	Agreed behaviours and ways of working with regular check-ins	Unlikely	Moderate	M	
55	Finance	Unexpected loss of key funder or contract	Maintain strong relationships and understanding of operating environment. Report in a timely and adequate manner	Unlikely	Extreme	H	
56	The Haven	Reputational damage to The Haven and Lighthouse due to behaviour of Steering Group, EO or staff members	Agreed behaviours and ways of working are understood and enacted by steering group members, staff and volunteers	Unlikely	Moderate	M	Continue to check in with steering group members, staff and volunteers
57	The Haven	Car lease financing falls through		Rare	Minor	L	
58	SEAT Program	Food poisoning	All staff, volunteers and students who participate in food preparation and/or service must have appropriate food safety qualifications and/or knowledge. All reasonable care must be taken to reduce risks when handling, preparing, cooking, storing and serving food products throughout the program. The creation of a Food Safety Plan to manage and document food safety risks.	Unlikely	Minor	L	
59	SEAT Program	Injuries sustained in the kitchen	Proper PPE is provided and required to be utilised during food preparation and service times. Volunteers and VCAL students participate in safety briefing before commencing in the kitchen. Students/Volunteers to be supervised by staff at all times whilst in the kitchen.	Possible	Moderate	H	
60	SEAT Program	Student behaviour that is difficult to manage	Mooroopna Primary School to provide support staff during sessions to manage any complex behaviours.	Possible	Insignificant	L	
61	SEAT Program	Volunteers act inappropriately towards students	All volunteers are screened and are usually known to one or more staff members or recommended through an organisation. All volunteers complete GSLP registration forms, have a current WWCC and are briefed by Lighthouse staff on child safe standards and appropriate behaviours when working with young people. During the program volunteers are supervised at all times when in the company of students and are not to be alone with a student under any circumstances. SEAT sessions will always consist of large group of a combination of Lighthouse staff, Mooroopna PS staff, Berry Street staff, students and volunteers. Volunteers will also complete weekly feedback forms where they are prompted and have the opportunity to report any student or volunteer concerns.	Rare	Major	M	
62	Volunteers; SEAT Program	Not enough weekly volunteers which could impact success of program	Weekly engagement with volunteers via email/text to encourage participation during the program. Involve more volunteers in the program than required to allow for absenteeism of volunteers. Lighthouse staff act as back up where numbers are light.	Possible	Moderate	H	
63	Volunteers	Volunteer suffers from injury during a volunteering session	We have policies in place	Unlikely	Moderate	M	Ensure policies are referenced in volunteer agreement. Signed MoU's with volunteering sites outlining responsibilities for all parties.
64							
65	Volunteers	Volunteer mental wellbeing affected by traumatic story or experience with a young person	Lighthouse staff regularly check in with volunteers and offer professional debriefing services.	Possible	Moderate	H	Mandatory training of how to respond to disclosures of trauma

66	Volunteers	Reduction in number of volunteers	Lighthouse staff regularly check in with volunteers and maintain a positive relationship. Constantly exploring avenues of volunteering (e.g. new business partnerships). Volunteer position description that outlines the variety of settings volunteers can connect with giving them to option to move settings if unhappy. Run volunteer exit interviews to gain a better understanding of reason for leaving	Possible	Moderate	H	
67	Volunteers	Volunteer suffering from pre-existing medical condition on site		Possible	Moderate	H	Keep a record of medical conditions which are shared with volunteer settings
68							
69	Volunteers	Mismatch between setting need and placement of volunteer/s	ICSEA rankings used to identify need. Regular conversations with settings to determine need and capacity for volunteers. Conversations with settings to determine their needs and interviews with volunteers to determine suitability. Regular check ins with volunteers and settings and briefings from settings and Lighthouse staff to set expectations.	Unlikely	Minor	L	
70	Volunteers	Volunteers feeling unappreciated and ineffective	Volunteers receive Lighthouse paperwork (Registrations form, volunteer agreement & PD) outlining expectations. Regular check ins with volunteers and regularly feeding back positive outcomes. Formal recognition of volunteers contribution	Possible	Moderate	H	MoU's with settings outline appropriate ways to encourage volunteers
71	Volunteers	Settings or GSLP not collecting data regarding the volunteer program for monitoring and evaluation purposes	Maintain positive relationships with volunteer settings and ensure mechanisms are in place to appropriately monitor and evaluate.	Possible	Moderate	H	Investigate opportunities to collect and analyse data
72	Volunteers	Volunteers do not attend sessions as expected	Certain settings capture sign in of volunteers and share with Lighthouse. Regular check ins with volunteers and settings	Possible	Minor	M	Currently discussing various ways of monitoring attendance in real time.
73	Volunteers	People try to operate as a Lighthouse volunteer when they are not	Regular check ins with volunteer settings and regular updates of current volunteers	Unlikely	Moderate	M	Establish formal sign in process to be managed
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77	Lighthouse Vehicles	Vehicle accident whilst staff member driving Lighthouse car or bus.	Maintain current copies of staff drivers licence's for insurance purposes. Insurance taken out on Lighthouse car and bus.	Possible	Major	E	Booking system used for use of Lighthouse car and bus to ensure driver and use of vehicle is known at all times.
78	The Haven	Incident on bus involving young people and/or driver. For example: young people not wearing seatbelts, fighting or disrespecting driver, maximum number of people exceeded on the bus, bus driver acts inappropriately towards young people	Each driver has necessary checks; drivers licence, police check and WWCC. All drivers understand and implement Child Safe Standards. All drivers and passengers are to adhere to road safety laws.	Unlikely	Moderate	M	Two supervising adults present (one being the driver) for each trip. Multiple trips made with larger groups of young people to ensure maximum is never exceeded. Rules of bus use explained to all passengers prior to use.
79	The Haven	Family violence (broader term required) disclosed or witnessed by staff or volunteer	Child safety standards provided to each volunteer and staff member. Ensure all volunteers and staff are made aware of mandatory reporting guidelines and that they do not apply to The Haven, however, all incidents can be reported and we encourage all volunteers and staff to report incidents/disclosures to The Haven Manager	Possible	Minor	M	Ongoing training provided to volunteers and staff
80	The Haven	Fire pit fire causing larger fire	Fire pit supervised by staff and/or volunteer at all times when in use. Water hose close to pit to be used in case fire becomes too large	Unlikely	Major	H	Rules of fire safety explained to young people prior to each use.
81	All GSLP Sites & Property	Theft of company property valuing >\$10k	All staff and volunteers have appropriate checks and access to the building is via key/passcode only.	Rare	Major	M	
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FOR DECISION

Management of GSLP Polices & Procedures

Prepared by: Gretel Banfield, Human Resources Consultant

Date prepared: June 2023

Purpose

The purpose of this paper is to update the Board on the proposed approach to reviewing, updating and managing GSLP policies and procedures.

Background

GSLP policies and procedures have not been updated for a number of years and require review and assessment against legislative requirements and industry standards to ensure GSLP is compliant, protected from risk, and can provide a safe working environment for its employees, volunteers and clients.

Risks

There are greater compliance, operational, reputational and safety risks to GSLP whilst a full suite of policies and procedures are not actively implemented and used by staff, and reviewed on a regular basis.

Mitigation

The aforementioned risks will be mitigated by engaging an external human resources consultant to work towards updating all existing policies and procedures to meet legislative and best practice requirements compared to industry standards.

A process of prioritising the most high-risk policies will be undertaken to address the greatest risks first. A policy and procedure management framework will be introduced to manage the suite of policies and procedures into the future.

Policy and procedure management

GSLP will introduce the following activities to manage policies and procedures into the future.

1. Policy and procedure review schedule

- Policies and procedures will be reviewed every 2 years as a minimum.
- Ad hoc reviews may be required and undertaken where GSLP determine they are needed, such as when business needs, legislation, industry standards or best practice changes.

2. Approach to introducing new policies and procedures

- New policies and procedures will be developed as required to address business needs, legislative changes, industry standards or best practice.

- New policies and procedures will be developed by GSLP managers, with input from relevant stakeholders, such as subject matter experts, or external consultants.
- New policies will be provided to the GSLP Board for approval.
- New procedures will be approved by the Executive Officer.

3. Approach to changing existing policies and procedures

- Where an existing policy requires significant changes outside of its defined review period, it will be provided to the GSLP Board for approval, noting the changes.
- Where an existing policy requires minor changes that do not change the substance or principles of the policy, the Executive Officer will approve the changes and provide an update to the Board for noting.
- Where an existing procedure requires changes, major or minor, the Executive Officer will approve the changes.

4. Approach to retiring policies and procedures determined as no longer required

- Where it is determined that a policy is no longer required, it will be presented to the Board for approval, noting the reasons for the policy's retirement.
- Where it is determined that a procedure is no longer required, the Executive Office will approve the procedure's retirement.

5. Communicating and training GSLP workers on new, changed or retired policies and procedures

- Once approved by the GSLP Board, new policies will be introduced and communicated to all relevant GSLP workers in meetings and provided in a central location where they can be accessed digitally during the course of employment.
- All new GSLP workers will be provided the suite of policies and procedures during their induction.
- If required, training will be provided to GSLP workers to understand and use policies and procedures.
- Where changes are made to existing policies and procedures, or a policy or procedure is retired, GSLP workers will be notified of these changes.

Resources

Budget to engage an external human resources consultant is required to continue to develop a policy and procedure review schedule, prioritise and review the suite of policies and procedures, and identify any significant gaps where new policies or procedures should be introduced.

Recommendation

The Board is asked to endorse the recommended approach to managing policies.

Child Safety Policy and Code of Conduct

1 Purpose

The purpose of this Policy and Code of Conduct is to outline Greater Shepparton Lighthouse Project's (GSLP) commitment to the safety and wellbeing of children and young people and to being a child safe organisation.

This Policy and Code of Conduct will outline the child safe principles and processes that GSLP will follow in all areas of our work to meet this commitment. It also describes the responsibilities and expected behaviours of all GSLP workers in ensuring the safety and wellbeing of children and young people.

2 Scope

This Policy and Code of Conduct applies to all GSLP employees, volunteers, Board members, interns, trainees, contractors, consultants, and other workers, both paid and unpaid (henceforth referred to as GSLP workers).

3 Introduction

GSLP is committed to child safety and wellbeing in accordance with the Australian National Principles for Child Safe Organisations and the Victorian Child Safe Standards. We want children to be safe, happy, and empowered, prevented from harm, and we aim to provide an environment through all GSLP programs and initiatives that allows this.

All GSLP workers have a responsibility to understand the important role they play in ensuring that the safety and wellbeing of, and prevention of harm to, all children and young people is at the forefront of all decisions made and actions taken.

All GSLP workers must act in accordance with this Policy and Code of Conduct at all times. Any breach of this Code of Conduct may result in disciplinary action up to and including termination of employment or engagement. If a breach or allegations of a breach constitute an offence under Federal or State legislation, the matter will be reported to the Police.

4 Principles

In establishing and maintaining a child safe organisation that meets all legislative and best practice standards, GSLP will be guided by the principles of:

- Complying with all relevant Australian and Victorian child safety legislation and standards

- Always demonstrating the highest standards of behaviour towards children and young people by following the Child Safety Policy and Code of Conduct and championing child safety in our work and programs
- Taking disciplinary action in the event of a breach of the Child Safety Policy and Code of Conduct
- Putting the rights, interests and needs of children and young people first, including emotional, psychological, and physical needs
- Ensuring the safety, wellbeing, participation, and empowerment of all children engaged with GSLP programs, including those from Aboriginal and/or Torres Strait Islander or other culturally and/or linguistically diverse backgrounds, and those with disabilities
- Creating an environment where children and young people are informed and empowered to understand their rights, and made aware of what is acceptable and unacceptable, and what they can do if there is a problem or a concern
- Preventing child harm and abuse by identifying risks early, and removing and reducing these risks
- Reporting concerns about a child's safety or wellbeing to relevant authorities in a timely manner following reporting requirements
- Managing the confidentiality of all child safety concerns appropriately
- Thoroughly screening prospective workers for their suitability to work with children, including requiring all workers to pass a pre-employment/pre-engagement employee or volunteer Working with Children Check (WWCC) as relevant to their role and maintain their WWCC throughout their employment or engagement with GSLP
- Regularly training and educating workers on child safety and wellbeing
- Regularly reviewing and improving our Child Safety Policy, Code of Conduct, principles, and practices.

5 Code of Conduct

GSLP workers **must**:

- Act in accordance with GSLP's Child Safety Policy and Code of Conduct at all times
- Behave respectfully, courteously, and ethically towards children and their families
- Create an environment that promotes and enables children's participation and is welcoming, culturally safe, and inclusive for all children and their families
- Involve children in decisions about the activities they participate in and welcome the participation of parents and carers in these decisions
- Demonstrate appropriate personal and professional boundaries
- Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well, including taking disclosures of harm or abuse made by a child seriously
- Take all reasonable steps to protect children from harm or abuse
- Report all suspected or disclosed child harm or abuse in a timely manner by following the reporting process outlined in this Policy

- Participate in all compulsory child safety training
- Respect the privacy of children and their families, including keeping all personal information confidential unless required by law to share it
- Comply with all relevant Australian and Victorian legislation.

GSLP workers **must not**:

- Ignore or disregard any concerns, suspicions or disclosures of child abuse or harm
- Fail to report information relating to child abuse to the police, including through committing failure to protect or failure to act offences
- Condone or participate in illegal, unsafe, abusive or harmful behaviour towards children, including grooming
- Use inappropriate language (including sexual language or gestures) in the presence of children
- Engage in open discussions of a mature or adult nature in the presence of children (for example, about personal social activities)
- Initiate unnecessary physical contact with children or do things of a personal nature that children can do for themselves, like help them on the toilet or assist them to change
- Develop 'special' relationships with specific children or show favouritism (for example through the provision of gifts or showing of inappropriate attention)
- Have unauthorised contact with children and young people online, on social media or by phone
- Exchange personal details with children, such as a phone number, email address or social media handles
- Take photographs, screenshots or share images of children involved in activities that are not authorised and are on a private phone
- Be alone with a child unnecessarily (for example, it may be necessary to be alone with a child in an emergency situation).

6 Reporting child safety concerns

If a GSLP worker has any concerns regarding the health, safety, or wellbeing of a child, they must take immediate action. There is a positive obligation on GSLP workers to report any instances where they witness an incident, receive a disclosure, or form a reasonable belief that a child has, or is at risk of being abused. It is a criminal offence for an adult to fail to disclose a matter such as those outlined in 6.2, 6.3 and 6.4; and fail to protect a child from harm.

GSLP ensures the confidentiality of the identity of reporters in accordance with relevant legislation.

6.1 Forming a reasonable belief

A reasonable belief is more than suspicion. There must be some objective basis for the belief. However, it is not the same as having proof and does not require certainty.

For example, a person is likely to have a reasonable belief if they:

- Observed the conduct themselves
- Heard directly from a child that the conduct occurred
- Received information from another credible source (including another witness).

In the absence of witnessing abuse, or receiving a disclosure of abuse, the GSLP worker may form a reasonable belief that a child is being subjected to abuse through:

- Physical indicators – including bruises, burns, cuts and grazes to the face, child pregnancy; and/or
- Behavioural indicators – including aggressive behaviour, reluctance to go home, fear of physical contact with adults, overly shy or passive demeanour, habitual absences to commitments or programs, poor sleeping habits, depression, drug, or alcohol abuse.

A GSLP worker may form a reasonable belief that an adult is abusing or grooming a child if they witness, or receive a disclosure regarding someone:

- Touching a child inappropriately
- Inappropriate contact with a child including via telephone, or online through emails and social media
- The giving of gifts to a child
- Inappropriate preferential treatment of a child
- Inappropriate social boundaries including discussing sexual content
- Offering to drive a child
- Inviting themselves to the child's home.

6.2 Emergency reporting of child abuse

If a child has just been abused or is at immediate risk of harm, GSLP workers must do the following:

- Dial '000' to report the incident to Victoria Police and seek an ambulance if urgent medical attention is required
- If it is safe to do so, and they have the capability, separate the victim and others involved and ensure both parties are supervised by a GSLP worker
- Maintain the integrity of the potential crime scene and preserve evidence (where necessary and possible), including by not touching the crime scene or disposing of clothing or relevant items

Once the emergency situation has been managed, GSLP workers must:

- Contact the GSLP Child Safety Reporting Officer, who will be the point of contact with the police and manage all future case management of the matter.
- File a child safety incident report through the Risk Register.

6.3 Non-emergency reporting of child abuse

If a GSLP worker:

- Witnesses an incident of child abuse (that is not an emergency under 6.2)
- Receives a disclosure about child abuse, or
- Forms a reasonable belief that a child has been abused or is in danger of being abused, even if they are unsure and have not directly observed child abuse

Within 24 hours, GSLP workers must:

- Report the matter to Victoria Police; and
- File a child safety incident report through the Risk Register.

Where a GSLP worker believes on reasonable grounds that a child is in need of protection, they must:

- Report this to Victoria Police; and
- File a child safety incident report through the Risk Register.

A child may be in need of protection if:

- The child has been abandoned or their parents are dead or incapacitated and
- There is no other suitable person who is willing and able to care for the child
- The child has suffered or is likely to suffer significant harm because of physical injury or sexual abuse and the parents are unable or unwilling to protect the child
- The child's physical development or health has been or is likely to be significantly harmed and the parents are unable or unwilling to provide basic care, or effective medical or other remedial care.

The GSLP Child Safety Reporting Officer will receive the report and must work with the reporter/witness and the Police to case manage the matter.

Where the source of suspected abuse is from within the family or community, the Child Safety Reporting Officer must also report the matter to DHHS, and case manage the matter.

6.4 Responding to a disclosure

If a child makes a disclosure to a GSLP worker about child abuse, it is important that they respond in an appropriate and supportive manner. When managing a disclosure, GSLP workers should:

- Listen to the child, take notes if appropriate
- Stay calm and control expressions of panic or shock
- State clearly that the abuse was not the child's fault – no matter what the circumstances are
- Use the child's language and vocabulary
- Take steps to ensure an Aboriginal child feels culturally safe
- Reassure the child that they believe them and that disclosing the matter was the right thing to do

- Tell the child they are required to report the disclosure to a Child Safety Reporting Officer, and they may be required to report it to Victoria Police and/or DHHS
- Tell the child they will respect their confidentiality and will only share relevant information with those necessary to manage the situation

6.5 Completing a child safety incident report

After reporting a child safety incident to Victoria Police, or if a GSLP worker witnesses or receives a report of a child safety 'near miss', they must complete a child safety incident report through the Risk Register. The report should include:

- Relevant dates, times, locations, and people
- A description of the concerns (e.g. physical injuries, child behaviour)
- The source of those concerns (e.g. observation, report from child or another person)
- Record of the complainant's description of the incident using their own words
- The actions taken as a result of the concerns (e.g. consultation with Child Safe Reporting Officer, report to DHHS Child Protection or Victoria Police).

All reporting notes and records are to be retained confidentially in a restricted SharePoint location, accessible only to the Executive Officer and Business Manager.

The identity of the reporter will be protected (and will be de-identified from all reporting documents) unless disclosure is required in accordance with relevant legislation.

7 Recruitment

All workers employed or engaged by GSLP will be thoroughly assessed through the recruitment process for their employment (paid employees) or engagement (volunteers) to prevent a person being engaged who may pose an unacceptable risk to the safety or wellbeing of a child.

GSLP's recruitment practices include:

- Including the requirement to hold a WWCC as an inherent requirement of the role in job advertisements and position descriptions
- Including the role requirement to uphold and champion the highest standards of child safety in job advertisements and position descriptions
- Assessing candidates' suitability for working with children and young people in positions at GSLP in interviews and reference checks
- (For paid employees) including in employment contracts that it is a condition of employment to hold a valid WWCC in, as well as outlining the discretion for GSLP to rescind an offer of employment or terminate employment if a negative WWCC is received or contains disclosable outcomes
- Conducting pre-employment and annual police checks on paid employees and volunteers
- (For volunteers) checking for valid Volunteer Working With Children Checks prior to engagement

8 Working With Children Checks

All workers employed or engaged by GSLP will be subject a Working With Children Check (WWCC) as a condition and inherent requirement of their employment or engagement with GSLP to prevent a person being engaged who may pose an unacceptable risk to the safety or wellbeing of a child.

A WWCC helps protect children from sexual and physical harm by ensuring people who volunteer with, work with, or care for children, are subject to a screening process.

The WWCC screens for:

- Sexual, violent and drug offence
- Any offence that presents an unjustifiable risk to the safety of children
- Offences under the *Worker Screening Act 2020*

All GSLP workers, including paid employees and volunteers, are required to hold, maintain and provide a copy of their WWCC as an inherent requirement of their role to prevent a person being engaged who may pose an unacceptable risk to the safety or wellbeing of a child. Copies of WWCCs will be stored confidentially.

It is an offence under s.125 of the *Worker Screening Act 2020* to use a volunteer WWCC in place of an employee WWCC.

8.1 New workers

New workers are required to apply for, pay for, and provide GSLP a copy of their valid WWCC prior to commencing their role at GSLP.

Further, new workers must nominate GSLP as the organisation which employs or engages them to ensure that notification is provided to GSLP of any status update in relation to their WWCC.

8.2 Existing workers

Existing workers are required to maintain a valid WWCC throughout their employment or engagement with GSLP. This includes notifying GSLP immediately of any changes to their WWCC status during their employment or engagement, renewing their WWCC prior to its expiry (for which GSLP will pay), and notifying GSLP of the new expiry date.

You must notify the Department of Justice & Community Safety and your GSLP manager in writing within 7 days if, at any time during your employment or engagement with GSLP:

- You are charged with, convicted, or found guilty of a sexual, violent or drug offence or the charge has been dealt with by a court
- You have had a professional conduct report made against you.

You will be unable to continue employment or engagement with GSLP until you have been cleared by the Department of Justice & Community Safety.

8.3 Negative WWCC notices

GSLP workers who are unable to receive a valid WWCC will not be able to continue working or volunteering for GSLP and their employment or engagement with GSLP will end immediately due to being unable to fulfil the inherent requirements of their role.

If a prospective worker receives a negative notice, or their WWCC contains disclosable outcomes, their offer of employment will be revoked, and they will not be able to commence work at GSLP.

9 Training

All employees will be required to participate in child safety training provided by GSLP at regular intervals.

10 Child safety risk management

GSLP programs will be designed with a child safety focus to identify, minimise, mitigate, and manage risks of harm to children and young people whilst participating in GSLP programs, activities, or events. This includes advocacy, campaigns, child/youth led projects, online/social media and use of technology, fundraising, research, and other activities involving the participation of children and young people.

A child safety risk assessment will be conducted as part of the development of any GSLP program.

11 Information and communication technologies

GSLP workers must consider and ensure the safe use of information and communication technologies such as the internet, websites, social networking sites, and digital photography to ensure that children are not put at risk.

When using children's images through photography, film, or other content creation, GSLP workers must:

- Assess and endeavour to comply with local traditions or restrictions for reproducing personal images before photographing or filming a child
- Obtain informed consent from the child and documented consent from the parent/guardian of the child before photographing or filming a child, including explaining how the photograph or film will be used
- Ensure photographs, films, videos, and DVDs present children in a dignified and respectful manner
- Ensure file labels, meta data or text descriptions do not reveal identifying information about a child when sending images electronically or publishing images in any form

- Ensure a child/young person is not subject to a legal order (i.e. Family Court, domestic violence order, child protection or criminal order) where the safety of the child/young person or parent/guardian may be at risk or the privacy of the child/young person is compromised, if the identity and location of the child/young person is revealed.

12 Definitions

<i>Child / young person</i>	Anyone under the age of 18 years
<i>Child abuse</i>	Any act committed against a child involving: <ul style="list-style-type: none"> • physical violence • sexual offences • serious emotional or psychological abuse • serious neglect.
<i>Child Safe Standards</i>	<p>The Child Safe Standards are a Victorian Government initiative and are compulsory for all organisations providing services to children. They aim to drive cultural change in organisations so that protecting children from abuse is embedded in everyday thinking and practice of leaders, staff and volunteers.</p> <p>The aim of the Child Safe Standards is to:</p> <ul style="list-style-type: none"> • prevent child abuse • encourage reporting of any abuse that does occur • improve responses to any allegations of child abuse.

13 Related documents

- [National Principles for Child Safe Organisations](#)
- [Victorian Child Safe Standards](#)
- [Worker Screening Act 2020](#)

14 Document history

Version	Date approved	Summary of changes	Approved by	Version author	Next review date
1.0	June 2023	Review of existing and establishment of new child safe code of conduct and policy	Executive Officer	HR Consultant	June 2025

Leave Policy

1 Purpose

This policy outlines the leave entitlements for employees of Greater Shepparton Lighthouse Project (GSLP) and provides direction to employees on how to apply for leave.

2 Scope

This policy applies to all GSLP employees; however, some forms of leave are attached to eligibility criteria: please refer to each type of leave to confirm who is entitled to or eligible for that type of leave.

3 Introduction

GSLP employees are entitled to leave provisions under the Social, Community, Home Care and Disability Industry Award 2010 (SCHCADS) (the Award) and the National Employment Standards (NES). In addition to these minimum entitlements, GSLP offer additional leave to eligible employees to support balance and flexibility, and to promote employee engagement.

This policy has been designed to best facilitate balancing GSLP business needs with employees' personal needs. It aims to ensure that GSLP employees have a fair work-life balance, incorporating time for rest and recreation, as well as time to address personal needs and recover from ill health, injury and caring responsibilities.

4 Leave provisions

4.1 Annual leave

Non-casual employees are entitled to 20 days (152 hours, pro rata for part-time employees) paid annual leave for each 12 months of continuous service, cumulative year to year. Annual leave for employees other than shiftworkers attracts a 17.5% leave loading in addition to ordinary pay. Shiftworkers will be paid the higher of either a 17.5% annual leave loading or the weekend and shift penalties they would have received had they not been on leave.

Casual employees do not accrue annual leave but are paid a casual loading in lieu. Annual leave in advance may be taken by agreement with your manager. If, on termination of the employee's employment, the employee has not accrued an entitlement to all of a period of paid annual leave already taken, the employer may deduct from any money due to an employee on termination an amount equal to the amount that was paid to the employee in respect of any part of the period of annual leave taken in advance to which an entitlement has not been accrued.

Upon departure from the organisation, employees are entitled to payment in lieu of any unused annual leave entitlement.

If an employee's accrued leave exceeds 8 weeks (304 hours, pro rata for part-time employees), GSLP may attempt to reach agreement with the employee on how to reduce or eliminate the excessive leave accrual. If no agreement can be reached, GSLP may direct the employee to take leave in writing.

GSLP may request employees to take annual leave or other accrued leave entitlements by agreement during a shutdown period.

How to apply: Apply through the XeroMe app. Your manager's approval is required. Annual leave applications should be received with reasonable notice prior to the first date of absence from the workplace. Annual leave applications may be rejected if insufficient notice is given based on business needs at the discretion of your manager.

4.2 Public holiday leave

Non-casual employees will be entitled to paid public holidays that fall during their ordinary working hours. Where a public holiday falls during a period of annual leave, the day shall be paid as a public holiday and not as an annual leave day.

How to apply: Eligible employees will be paid for any public holidays in Victoria and do not need to apply.

4.3 Personal leave

Non-casual employees are entitled to 10 days (76 hours, pro rata for part-time employees) paid personal leave for each 12 months of continuous service. This is cumulative year to year but is not payable on departure from the organisation. Casual employees do not accrue personal leave but are paid a casual loading in lieu.

Personal leave is for the purposes of recovering from ill health or injury or caring for a member of your immediate family or household who is sick or injured. If requested by your manager at any time, and on occasions where you request personal leave for more than two consecutive days, or on the day immediately prior to or following a weekend or public holiday, you are required to provide a medical certificate or statutory declaration to confirm that the non-attendance was for these reasons.

How to apply: Notify your manager of your absence via phone call (not text message) prior to the commencement of your shift and provide, as far as possible, the nature of the illness/injury/situation and estimated period of absence. Once returned to work, apply through the XeroMe app immediately and provide a medical certificate or statutory declaration as directed by your manager.

Commented [GB1]: Employees can't be directed to take annual leave during a shutdown under the SCHCADS Award.
An employee can still agree to take annual leave, annual leave in advance or unpaid leave during a shutdown. However, if they don't agree, they have to be paid their ordinary pay rate for the shutdown. They can't be forced to take unpaid leave.

How would you like to proceed here?

4.4 Carer's leave

Upon exhaustion of all paid personal leave, casual and non-casual employees are entitled to up to 2 days unpaid carer's leave per occasion for the purposes of recovering from ill health or injury or caring for a member of their immediate family or household who is sick or injured. If requested by your manager, you are required to provide evidence of the illness or injury (e.g. medical certificate, statutory declaration) to confirm that the non-attendance was for these reasons.

How to apply: Notify your manager of your absence via phone call (not text message) prior to the commencement of your shift and provide, as far as possible, the nature of the leave and estimated period of absence. Once returned to work, apply through the XeroMe app immediately and provide a medical certificate or statutory declaration as directed by your manager.

4.5 Compassionate leave

Non-casual employees are entitled to up to 2 days paid compassionate leave after the death of a member of their immediate family or household, or where there is need to spend time with a member of their immediate family or household who has a life-threatening illness or injury. Compassionate leave is also available in the event of a still-birth or miscarriage by agreement with your manager.

If requested by your manager, you are required to provide a medical certificate or statutory declaration to confirm that the non-attendance was for these reasons.

Casual employees are entitled to up to 2 days unpaid compassionate leave for each occasion in accordance with the above conditions.

How to apply: Notify your manager of your absence via phone call (not text message) prior to the commencement of your shift and provide, as far as possible, the nature of the leave and estimated period of absence. Once returned to work, apply through the XeroMe app immediately and provide a medical certificate or statutory declaration as directed by your manager.

4.6 Family and domestic violence leave

All employees (including casual employees) are entitled to 10 days paid family and domestic violence leave per year to deal with family and domestic violence where:

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

Examples might be attending court appointments or meetings with the police.

Family and domestic violence leave may be taken in a continuous 10-day period, separate periods of one or more days, or any separate periods to which you and GSLP agree. Family and domestic violence leave is available in full on commencement of employment with GSLP but does not accumulate from year to year.

GSLP will treat requests for family and domestic violence leave with confidentiality, as far as it is practicable to do so.

How to apply: Notify your manager of your absence with as much notice as possible and provide, as far as possible, the nature of the leave and estimated period of absence. Your manager will arrange application in XeroMe. Once returned to work, provide any required evidence if requested by your manager, which may include document/s issued by the police, a court or family violence support service, or a statutory declaration.

4.7 Community service leave

All employees (including casual employees) can take community service leave for certain activities such as voluntary emergency management activities and jury duty (including attendance for jury selection).

Employees are paid their normal salary during the time they are required to perform jury duty, providing that they are rostered to work on those days. If requested by your manager, you are required to provide evidence of your jury service which normally comes in the form of a jury service certificate.

All other community service leave is unpaid.

How to apply: Notify your manager as soon as possible and provide evidence if requested. Apply through the XeroMe app.

4.8 Long service leave

All employees (including casual employees) are entitled to long service leave in line with the Victorian Long Service Leave Act 2018.

After completing a minimum of 7 years continuous employment with GSLP, employees are entitled to an amount of long service leave on ordinary pay equal to 1/60th of the period of employment (approx. 6.1 weeks after 7 years). Long service leave may be taken in any period not less than 1 day. Long service leave may be taken for double the time at half pay upon request and by agreement with your manager.

Long service leave is paid at ordinary pay. If an employee's ordinary working hours are not fixed or have changed in the previous 12 months, an employee's normal weekly number of hours of work shall be deemed to be the average weekly number of hours worked by the employee during the twelve (12) months immediately prior to the date of accrual to the employee of the entitlement.

GSLP may direct an employee to take long service leave with 12 weeks' written notice.

Long service leave does not include any public holiday occurring, or annual leave taken, during the period when the long service leave is taken.

Upon departure from the organisation after more than 7 years continuous service, employees are entitled to payment in lieu of any accrued but unused long service leave. No long service leave is payable upon departure if the employee has worked for GSLP for less than 7 continuous years.

GSLP participates in the Victorian Portable Long Service Leave Scheme, allowing GSLP employees to carry over their long service leave balance from prior registered employers when joining GSLP, and carrying the long service leave balance they accrue while employed by GSLP to subsequent employers. Further information about the scheme is available at <https://www.vic.gov.au/portable-long-service>.

How to apply: Apply through the XeroMe app. Your manager's approval is required. Long service leave applications should be received with reasonable notice prior to the first date of absence from the workplace. Long service leave applications may be rejected if insufficient notice is given based on business needs at the discretion of your manager, however, will not be unreasonably denied.

4.9 Parental leave

Parental leave includes maternity, paternity/partner, adoption, and special parental leave and is available to all employees non-casual who have completed 12 months' continuous service. Employees are entitled to unpaid parental leave of up to 12 months taken in a single unbroken period, and may request an additional 12 months (however, such additional leave is subject to approval and can be refused on reasonable business grounds).

Casual employees are only eligible for unpaid parental leave if they have worked for GSLP on a regular and systematic basis for at least 12 months and have a reasonable expectation of continuing employment on a regular and systematic basis.

Parental leave can be shared between two parents, however the entitlement to parental leave cannot be more than 24 months in total (whether this is taken as a single continuous period by one parent or by both parents as two consecutive periods of leave).

Either parent can access unpaid parental leave once the child is born, provided they have primary responsibility for the care of the child at that time. However, a maximum of eight weeks of parental leave may be taken by both parents at the same time (in periods of no less than two weeks on each occasion), in which case both parents just need to have some responsibility for caring for the child (this is called 'concurrent parental leave'). Where an employee is applying for parental leave as the primary carer, the employer may request reasonable evidence to confirm this. Reasonable evidence may include a letter from the child's other parent's employer to confirm that they have returned to work, a statutory declaration

from the other parent to confirm that they are not performing the role of primary carer if they are unemployed, or other reasonable evidence.

Upon ending the period of unpaid parental leave, an employee is entitled to return to:

- their pre-parental leave position; or
- if that position no longer exists, an available position for which they are qualified and suited that is nearest in status and pay to their pre-parental leave position.

Commencing parental leave: parental leave for a pregnant employee may commence up to six weeks before the estimated due date of the child and must start no later than the date of birth of the child. Parental leave for an employee not pregnant must start on or immediately prior to (such as during labour) the date of birth of the child.

Transfer to a safe job: All pregnant employees, including casuals, are entitled to move to a safe job if it isn't safe for them to do their usual job because of their pregnancy. This includes employees that aren't eligible for unpaid parental leave.

An employee who moves to a safe job will still get the same pay rate, hours of work and other entitlements that they got in their usual job, although the employee and GSLP can agree on different working hours. The employee will remain under these arrangements until it's safe to go back to their normal job, or until they give birth.

The employee will need to give their manager evidence that they can work in some capacity but can't do their normal safely job (including the reason why their normal job isn't safe) and how long they shouldn't work in their normal job. GSLP may ask for this to be evidenced in a medical certificate.

Adoption leave: Employees who are adopting a child under the age of 16 may also access these unpaid parental leave entitlements. Employees who have exhausted all other leave options are also entitled to up to two days of unpaid pre-adoption leave to attend any interviews in relation to the adoption of a child with manager approval.

Special leave: Employees are eligible to a period of unpaid special leave where they have a pregnancy related illness or where their pregnancy ends within 12 weeks of the expected birth, other than by giving birth to a living child.

Employees who experience a stillbirth or the death of a child during the first 24 months of life can take up to 12 months' unpaid parental leave. Employees may also take compassionate leave in these circumstances. Employees who experience premature births or other birth-related complications that result in their child having to stay in hospital or be hospitalised immediately after the birth can agree with their manager to put their unpaid parental leave on hold until a time agreed with GSLP.

After a stillbirth or death of a child, employees can't:

- be called back to work
- have any unpaid parental leave cancelled by GSLP.

Employees can choose to return to work after experiencing a stillbirth or death of a child. If they decide to return to work after starting unpaid parental leave, they need to give their manager at least 4 weeks' written notice before returning. If they haven't started leave, they need to give written notice about their return to work. The employee and GSLP can agree on returning to work on an earlier date.

Keeping in touch days: Keeping in touch days are days an employee who is still on unpaid parental leave can go back to work for a single day, part day or multiple days (up to 10 days per 12 months of parental leave). GSLP and the employee must agree to the timing of keeping in touch days.

A keeping in touch day can only be worked earlier than 42 days after the birth of a child or adoption, if the employee requests this. A keeping in touch day can't be worked earlier than 14 days after the birth or adoption.

An employee doesn't have to use keeping in touch days if they don't wish to. An employee gets their normal wage for each keeping in touch day or part day worked.

Requesting an extension of parental leave: if an employee is seeking an extension to their unpaid parental leave beyond the initial 12 months, they must provide their request to their manager in writing at least four weeks before the expected end date of the parental leave. A written response will be provided to the request no later than 21 days after the date on which the request is received. The request will only be refused on reasonable business grounds.

Factors relevant in determining reasonable business grounds include:

- the effect on the workplace and the business of approving the request, including the financial impact and the impact on efficiency, productivity and customer service;
- the capacity to organise work among existing staff;
- the capacity to recruit a replacement employee or the practicality of the arrangements that may need to be put in place to accommodate the request.

Flexible parental leave: Employees can take up to 30 days of their 12-month unpaid parental leave as flexible parental leave, at any time up to their child's second birthday.

Flexible unpaid parental leave can be taken as:

- a single continuous period of one day or longer; or
- separate periods of one day or longer each.

Flexible parental leave can be taken within the first 24 months of the birth of the child. However, the employee's entitlement to continuous unpaid parental leave will end on the first day that the employee takes

flexible unpaid parental leave. This means that if an employee is planning on taking a continuous period of unpaid parental leave, they should do so before they take any flexible unpaid parental leave.

An employee can take flexible unpaid parental leave after taking one or more periods of continuous unpaid parental leave. The total of both periods can't be longer than 12 months.

How to apply: at least 10 weeks prior to the child's estimated due date, adoption date, or date of placement of the child, the employee must provide their manager with written notification of their intention to take unpaid parental leave, along with a medical certificate stating that the employee or their partner is pregnant and confirming the expected date of birth of the child, or a letter stating the expected adoption or placement date of the child. This written notification must also specify the intended start and end dates of the leave. If you are unable to provide 10 weeks' notice, you must provide as much notice as possible.

At least four weeks before the intended start date of the leave, you must also confirm the intended start and end dates of the leave with your manager and advise of any changes to these dates. If you are unable to provide four weeks' notice, you must provide as much notice as possible.

4.10 Leave without pay

Where a non-casual employee requires a period of leave and does not have sufficient leave accrued (either annual or personal), GSLP may grant leave without pay in special or extenuating circumstances. However, this is not guaranteed and is approved at the discretion of your manager in line with business needs. An employee requesting leave without pay should exhaust all paid leave prior to commencing leave without pay.

Leave without pay shall not break an employee's continuity of service but will not count as service for the purpose of accrual of leave including annual leave, personal leave, long service leave etc.

An Employee granted a period of leave without pay may request to return to work earlier than the agreed date. GSLP is not obliged to grant a request for early return, however, will make all reasonable attempts to facilitate this.

How to apply: Notify your manager as soon as possible. Apply through the XeroMe app.

4.11 Ceremonial leave

Aboriginal and/or Torres Strait Islander employees are eligible for up to 10 days' unpaid leave per year where they are required by tradition to be absent from work for ceremonial purposes. This may include for purposes such as ceremonial obligations under Aboriginal and Torres Strait Islander lore or connected with the death of a member of the immediate or extended family. Ceremonial leave is in addition to compassionate leave.

How to apply: Notify your manager as soon as possible of the expected date/s of absence from the workplace. Apply through the XeroMe app. Your manager’s approval is required.

5 Definitions

<i>Immediate family</i>	A spouse, former spouse, de-facto partner, former de-facto partner, child, parent, grandparent, grandchild or sibling of the employee; or a child, parent, grandparent, grandchild or sibling of the spouse, de-facto partner or former de-facto partner of the employee, or a member of your family who is related to you according to Aboriginal or Torres Strait Islander kinship rules.
<i>Household member</i>	Any person who is a member of the employee’s household.
<i>Medical certificate</i>	A certificate of incapacity given by a legally qualified medical practitioner, registered dentist, registered physiotherapist, registered chiropractor, registered osteopath or registered optometrist.
<i>Family and domestic violence</i>	Violent, threatening or other abusive behaviour by a close relative, a member of your household, or a current or former intimate partner of yours that seeks to coerce or control you; and/or causes you harm or to be fearful.

Related documents

- [Social, Community, Home Care and Disability Industry Award 2010 \(SCHCADS\)](#)
- [National Employment Standards \(NES\)](#)
- [Victorian Long Service Leave Act 2018](#)
- [Victorian Portable Long Service Leave Authority](#)

Document history

Version	Date approved	Summary of changes	Approved by	Version author	Next review date
1.0	June 2023	Review of existing and establishment of new leave policy	Executive Officer	HR Consultant	June 2025