



DECISION

Fair Work Act 2009
s.185—Enterprise agreement

Carrington Centennial Care Ltd Trading As Carrington
(AG2025/1084)

CARRINGTON ENTERPRISE AGREEMENT 2025

Aged care industry

DEPUTY PRESIDENT SAUNDERS

NEWCASTLE, 27 MAY 2025

Application for approval of the Carrington Enterprise Agreement 2025

[1] An application has been made for approval of an enterprise agreement known as the *Carrington Enterprise Agreement 2025 (Agreement)*. The application was made pursuant to section 185 of the *Fair Work Act 2009 (Act)*. The Agreement is a single enterprise agreement.

[2] The Employer has provided written undertakings (*Undertakings*). A copy of the Undertakings is attached in Annexure A to this decision. I am satisfied that the effect of accepting the Undertakings is not likely to:

- (a) cause financial detriment to any employee covered by the Agreement; or
- (b) result in substantial changes to the Agreement.

[3] The views of each person who the Fair Work Commission knows is a bargaining representative for the Agreement have been sought in relation to the Undertakings.

[4] Pursuant to subsection 190(3) of the Act, I accept the Undertakings. The Undertakings are taken to be a term of the Agreement.

[5] Subject to the Undertakings, I am satisfied that each of the requirements of sections 186, 187, 188 and 190 of the Act as are relevant to this application for approval have been met.

[6] The Agreement is approved and, in accordance with section 54 of the Act, will operate from 3 June 2025. The nominal expiry date of the Agreement is 26 May 2029.

[7] The Australian Nursing and Midwifery Federation (*ANMF*) and the Health Services Union (*HSU*), being bargaining representatives for the Agreement, have given notice to the Fair Work Commission that they want the Agreement to cover them. In accordance with s 201(2) of the Act, I note that the Agreement covers the ANMF and the HSU.



DEPUTY PRESIDENT

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ANNEXURE A

IN THE FAIR WORK COMMISSION

FWC Matter No.: AG2025/1084

Applicant: Carrington Centennial Care Ltd

Section 185 – Application for approval of a single enterprise agreement

Undertaking- Section 190

I, Mark Tutt, Chief Executive Officer for Carrington Centennial Care Ltd give the following undertakings with respect to the Carrington Enterprise Agreement 2025 ("the Agreement"):

1. I have the authority given to me by Carrington Centennial Care Ltd to provide this undertaking in relation to the application before the Fair Work Commission.
2. Clause 22.9 (c) **Casual Employees** to be replaced with:

Nursing Professionals:

Monday to Saturday (inclusive) — 150% of the casual hourly rate for the first 2 hours and 200% after 2 hours; Sunday — 200% of the casual hourly rate; and Public Holidays — 250% of the casual hourly rate.

Aged Care (General and Direct Care):

Monday to Friday (inclusive) — 187.5% of the hourly rate for the first two hours and 250% of the hourly rate after two hours; Saturday and Sunday — 250% of the hourly rate; and Public Holidays — 312.5% of the hourly rate.

Direct Care (Community Care):

All time worked outside the span of hours by casual day workers will be paid for at the rate of 150% of the casual hourly rate for the first 2 hours and 200% after 2 hours; Sunday — 200% of the casual hourly rate; and Public Holidays — 250% of the casual hourly rate.

3. Clause 19.1 (a, b & c) **Overtime** is paid in the following circumstances (to be replaced with):
 - a) Where a full time employee works:
 - i. outside the span of hours; and/or
 - ii. works in addition of their contracted and rostered hours; and/or
 - iii. in excess of ten (10) hours per shift; and/or
 - iv. in excess of 76 hours per fortnight.
 - b) Where a part time employee:
 - i. outside the span of hours; and/or
 - ii. works in addition of their contracted and rostered hours; and/or
 - iii. works in excess of ten (10) hours per shift; and/or
 - iv. works in excess of 38 hours per week; and/or
 - v. works additional hours on a day that means the employee has not had their rostered days off (as defined).
 - c) Where a casual employee:
 - i. outside the span of hours; and/or
 - ii. works in excess of ten (10) hours per shift; and/or

- iii. works in excess of 38 hours per week.
- d) Overtime shall be paid at the ordinary rate of pay in accordance with the following:
 - i. Monday to Friday - Overtime shall be paid time and one half up to two (2) hours each day and thereafter double time;
 - ii. Saturday and Sunday - Overtime shall be paid at double time;
 - iii. Public Holidays - Overtime shall be paid double time and one-half;
 - iv. Overtime rates under this clause will be in substitution for and not cumulative upon the shift and weekend penalties prescribed in Clause 21 - Shift and Weekend Work.

4. Clause 23 Allowances insert the following as an undertaking:

23.6 Nauseous Allowance

Laundry Employees engaged in handling linen of a nauseous nature other than linen sealed in airtight containers and/or for work which is of an unusually dirty or offensive nature having regard to the duty is entitled to be paid an allowance will be paid the amount set out in Item 13 of Schedule C – Allowances to this Agreement.

5. Clause 24 **Higher Duties** to be replaced with:

An employee engaged in any duties carrying a higher wage rate than the classification in which they are ordinarily employed in any one day or shift will be paid at the higher wage rate for:

- a) the time so worked for two hours or less; or
- b) a full day or shift where the time so worked exceeds two hours.

6. Under Clause 12.6 insert the following as an undertaking:

12.6 (n) Adult Apprentices

- a) The minimum rate for an adult apprentice in the first year of their apprenticeship is to be 80% of Aged Care Employee (General) Level 4 from the Aged Care Award or the rate prescribed by clause 14.2 or 14.5 for the relevant year of the apprenticeship, whichever is the greater.
- b) An employee employed by Carrington immediately prior to entering into a training agreement as an adult apprentice with Carrington will not suffer a reduction in their minimum wage by virtue of entering into the training agreement, provided that the employee has been an employee in that enterprise for at least six months as a full-time employee or twelve months as a part-time or regular casual employee immediately prior to commencing the apprenticeship.

7. Under Clause 36 Redundancy insert the following as an undertaking:

36.5 Job search entitlement

- a) Where Carrington has given notice of termination to an employee in circumstances of redundancy, the employee will be allowed time off without loss of pay of up to one day each week of the minimum period of notice as prescribed by section 117(3) of the **Act** for the purpose of seeking other employment.

- b) If an employee is allowed time off without loss of pay of more than one day under paragraph (a), the employee must, at the request of Carrington, produce proof of attendance at an interview.
- c) A statutory declaration is sufficient for the purpose of paragraph. An employee who fails to produce proof when required under paragraph (b) is not entitled to be paid for the time off.

8. Schedule B – Pay Rates insert the following as an undertaking:

General Aged Care

Hotel Services

Level 1 Employees: New entrant \$25.74

9. Schedule C – Allowances insert the following as an undertaking:

Item 2 – Sleepover Allowance Clause (19.2(c)) - \$57.99 per sleepover shift from the first pay period on or after approval.

Item 13 – Nauseous Allowance (Clause 23.6) - \$0.58 per hour or part thereof with a minimum of \$3.13 per week from the first pay period on or after approval.

These undertakings are provided on the basis of issues raised by the Fair Work Commission in the application before the Fair Work Commission.



Signature

21 May 2025

Date

Note - this agreement is to be read together with an undertaking given by the employer. The undertaking is taken to be a term of the agreement. A copy of it can be found at the end of the agreement.



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Carrington Enterprise Agreement 2025

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1. TITLE

1.1 This Agreement shall be known as the Carrington Enterprise Agreement 2025 and throughout is referred to as “this or the Agreement”.

2. PARTIES BOUND

2.1 This Agreement shall be binding according to its terms upon the following:

- (a) The Carrington Centennial Care Ltd (ABN: 11 109 853 278) herein known as Carrington;
- (b) Health Services Union NSW/ACT/QLD;
- (c) Australian Nursing and Midwifery Federation (NSW Branch); and
- (d) those employees of Carrington that perform non management roles in care (including nursing), hospitality, administration and Community Services within Carrington’s Residential Care and Community Services operations other than those Excluded as identified in Schedule D.

3. COMMENCEMENT

3.1 The Agreement will commence seven (7) days after the approved date determined by the Fair Work Commission.

3.2 Existing employees (excluding Registered Nurses at Level 5) who have not already translated into the structure to Pay Point 1 for their classification level will remain at that level. Pay Point progression to higher pay points shall require a competency assessment to determine the appropriate Pay Point for the employee in that level.

4. TERM

4.1 This Agreement shall be for four (4) years form the date of approval.

5. DEFINITIONS

5.1 Where a term of this Agreement has a corresponding definition in the Act, the Regulations or the NES, the definition in the Act, the Regulations or the NES shall apply. Any such terms that are also defined in this Agreement are defined for the convenience only of the parties and shall be overridden to the extent of any inconsistency with the definition found in the Act, the Regulations or the NES.

For the purposes of this Agreement:

Act means the Fair Work Act 2009 (as amended).

Base Rate of Pay means the rate of pay for a period worked (however the rate is described) that does not include incentive-based payments and bonuses, loadings, monetary allowances, penalty rates or any other similar separately identifiable entitlements.

Board means the Nursing and Midwifery Board of Australia and shall also be taken to mean a reference to the Australian Health Practitioner Regulation Authority as appropriate/applicable.

Continuous Engagement means the time between the commencement and cessation of duty. A shift, other than a broken shift, consists of one engagement broken only by tea

and meal breaks. A broken shift consists of two or more engagements consistent with subclause 18.1– Broken Shifts.

Day Worker means an employee who is regularly rostered to work their ordinary hours Monday to Friday, 6 am to 6 pm.

De Facto Partner means:

- a. a person who, although not legally married to the employee, lives with the employee in a relationship as a couple on a genuine domestic basis (whether the employee and the person are of the same sex or different sexes); and
- b. includes a former de facto partner of the employee.

Employee Representative means any person appointed by the employee which may include a union official.

Employment Classifications mean those set out in Schedule A to this Agreement and shall apply as if they had been reproduced in full in this clause.

FWC means Fair Work Commission.

Immediate Family means:

- a. a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the employee; or
- b. a child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the employee.

NES means the National Employment Standards as amended from time to time.

Ordinary Pay includes: the base rate of pay; any applicable over-agreement payments for ordinary hours of work. It does not include, shift or weekend penalties.

Regulations means the regulations associated with the Fair Work Act 2009 (as amended from time to time).

Shift means either a single continuous engagement or a broken shift.

Shift Worker means:

- a. an employee who is regularly rostered to work their ordinary hours outside the ordinary hours of work as a day worker as defined; and/or
- b. an employee who works for more than four ordinary hours on 10 or more weekends.

A weekend means work performed in ordinary time on a Saturday and/or a Sunday in any one calendar week.

Union or Unions means the Health Services Union NSW/ACT/QLD and the Australian Nursing & Midwifery Federation New South Wales Branch.

6. COMPLETE AGREEMENT

- 6.1 Other than individual agreements reached in accordance with Clause 7 - Agreement Flexibility, this Agreement is intended to cover all matters pertaining to the employment relationship. In this regard, it represents a complete statement of the mutual rights and obligations between Carrington and its employees to the exclusion (to the extent permitted by law) of other laws, awards, agreements (whether registered or unregistered), custom and practice and like instruments or arrangements.
- 6.2 Notwithstanding sub clause 6.1, the NES will prevail over the content of this Agreement, to the extent of any inconsistency or omission.

7. AGREEMENT FLEXIBILITY

- 7.1 Carrington and employees covered by this enterprise agreement may agree to make an individual flexibility arrangement to vary the effect of terms of the agreement if:
- (a) the arrangement deals with 1 or more of the following matters:
 - (i) arrangements about when work is performed;
 - (ii) overtime rates;
 - (iii) penalty rates;
 - (iv) allowances;
 - (v) leave loading; and
 - (b) the arrangement meets the genuine needs of Carrington and the employee in relation to the matter or matters it deals with; and
 - (c) the arrangement is genuinely agreed to by Carrington and the employee, without coercion or duress.
- 7.2 An individual flexibility arrangement may only be made after the individual employee has commenced employment with Carrington.
- 7.3 If Carrington wishes to initiate the making of an individual flexibility arrangement Carrington must:
- (a) give the employee a written proposal; and
 - (b) if Carrington are aware that the employee has or should reasonably be aware that the employee may have, limited understanding of written English, take reasonable steps to ensure that the employee understands the proposal.
- 7.4 If Carrington proposes to enter into an individual flexibility arrangement with an employee, Carrington will meet with the employee to discuss the proposal prior to entering the individual flexibility arrangement if the employee requests such a meeting.
- 7.5 Carrington will ensure that the terms of the individual flexibility arrangement:
- (a) are about permitted matters under section 172 of the Fair Work Act 2009; and
 - (b) are not unlawful terms under section 194 of the Fair Work Act 2009; and
 - (c) result in the employee being better off overall than the employee would have been if no individual flexibility arrangement were agreed to.
- 7.6 Carrington will ensure that the individual flexibility arrangement:
- (a) is in writing; and
 - (b) includes details of the parties to the agreement (Carrington and the employee); and

- (c) is signed by Carrington and the employee and, if the employee is under 18 years of age, is signed by a parent or guardian of the employee; and
 - (d) includes details of:
 - (i) the terms of the enterprise agreement that will be varied by the arrangement; and
 - (ii) how the arrangement will vary the effect of the terms; and
 - (iii) how the employee will be better off overall in relation to the terms and conditions of his or her employment as a result of the arrangement; and
 - (e) states the day on which the arrangement commences; and
 - (f) describes how the individual flexibility arrangement can be terminated.
- 7.7 Carrington will provide the employee a copy of the individual flexibility arrangement within 14 days after it is agreed to.
- 7.8 Carrington or employee may terminate the individual flexibility arrangement:
 - (a) at any time, by agreement in writing between Carrington and the employee; or
 - (b) by Carrington or the employee giving 28 days written notice to the other party.
- 7.9 An individual flexibility arrangement terminated in accordance with clause 7.8(b) ceases to have effect at the end of the period of notice required under that clause.
- 7.10 Carrington or the employee may use the dispute settlement procedure in this enterprise agreement to deal with disputes that may arise concerning the matters dealt with in the individual flexibility arrangement.

8. NATIONAL EMPLOYMENT STANDARDS

- 8.1 It is the intention of this Agreement that the NES, as it may be varied from time to time, shall apply to the employees who are the subject of this Agreement. Any provisions of the NES that are also referred to or set out in this Agreement are for the convenience only of the parties.
- 8.2 Where the NES provides, or is varied to provide, a condition or entitlement more favourable (to the employee) in a particular respect than that set out in this Agreement, the condition or entitlement set out in this Agreement shall be overridden to the extent that it is less favourable than the NES.

9. NO EXTRA CLAIMS

- 9.1 The parties bound by this Agreement acknowledge that this Agreement settles all claims in relation to the terms and conditions of employment of the employees to whom it applies and agree that they will not pursue any extra claims during the term of this Agreement.
- 9.2 Without limiting the generality of the foregoing, there shall be no industrial action for the purpose of supporting or advancing claims against Carrington until the nominal expiry date has passed and the requirements of the Act have been satisfied.
- 9.3 Where any disagreement arises, the parties shall follow the Dispute Settlement Procedure contained in this Agreement. The parties acknowledge that the terms of this Agreement represent the totality of all matters in the employment relationship and that no industrial action shall be taken in support of any matter(s) whatsoever which is (are) covered or not covered by this Agreement until its nominal expiry date has passed and the requirements of the Act have been satisfied.

10. RELATIONSHIP TO POLICIES AND PROCEDURES

10.1 This Agreement requires the employees to perform their duties in accordance with the policies and procedures determined by Carrington, in place and as varied from time to time. This Agreement does not incorporate or otherwise include as terms of this Agreement any such policy or procedure and does not affect Carrington's ability to vary, revoke or establish any such policy or procedure from time to time.

11. AVAILABILITY OF AGREEMENT

11.1 Carrington will ensure that copies of this Agreement and the NES are available to all employees to whom they apply either via a notice board or in a meeting room which are conveniently located at or near the workplace, or through electronic means, whichever makes them more accessible.

12. EMPLOYEE ENGAGEMENT

12.1 Minimum Employment Period

- (a) Employees (other than casual employees) will be on a period of probation for the first six (6) months of engagement for the purpose of determining the employee's suitability for ongoing employment.
- (b) At any time during the probation period, Carrington or the employee can terminate the employment by providing written notice in accordance with Clause 35 – Termination of Employment.
- (c) Employees will not be protected from unfair dismissal where they are terminated within the probation period ending at the earlier of:
 - (i) the time when the person is given notice of the dismissal; or
 - (ii) immediately before the dismissal.

12.2 Full-time Employees

- (a) A full-time employee is one engaged as such and whose ordinary hours of work average 38 hours per week.

12.3 Part-time Employees

- (a) A part-time employee is an employee who is engaged to work less than an average of 38 ordinary hours per week or 76 hours per fortnight and whose hours of work are reasonably predictable. These employees may be referred to as part-time employees.
- (b) Before commencing part-time employment, Carrington management and the employee will agree in writing the guaranteed minimum number of hours to be worked by the employee.
- (c) Also, before commencing the new employee will be provided with the rostering arrangements including start and finish times and days of the week in writing which will apply to these hours. Employment will only commence once the new employee has formally agreed in writing (or via email or the Human Resource Information System (HRIS)) of their acceptance of these rostering arrangements week before they commence.
- (d) Further permanent changes will be agreed in writing by the employee and Carrington.

- (e) Reasonable additional hours may be worked in accordance with Clause 15 - Hours.
- (f) **Review of Part-time Hours:** At the request of an employee, the guaranteed minimum number of hours to be worked by the employee can be reviewed after 26 weeks, where the employee is regularly working more than their guaranteed minimum number of hours.
- (g) Any agreement to adjust an individual employee's guaranteed minimum number of hours will be subject to resident occupancy levels, resident acuity levels and, in Community Services; client needs.
- (h) The hours worked in the following circumstances will not be incorporated in the adjustment:
 - (i) if the increase in hours is as a direct result of an employee being absent on leave, such as for example, annual leave, long service leave, maternity leave, workers compensation; and
 - (ii) if the increase in hours is as a result of temporary changes to the needs of residents and/or clients.
- (i) Following any adjustment to an employee's guaranteed minimum number of hours resulting from a review identified in subclause 12.3(f), Carrington management and the employee will agree in writing to the guaranteed minimum number of hours to be worked by the employee and the rostering arrangements which will apply to these hours.

12.4 Casual Employees

- (a) A casual employee is an employee engaged and paid as such where there is no firm commitment to ongoing work.
- (b) Casual employees will be required to notify Carrington one month in advance of their availability to undertake work during the following month.
- (c) Casual Employees are not entitled to payment for public holidays not worked.
- (d) Casual employees are entitled to Long Service and Parental Leave in accordance with the applicable legislation.
- (e) A casual employee's engagement in Community Services shall begin from the time of arrival at the client's location (whether this is the client's home or another location where the service is to be provided) and cease when they depart the client's location. Alternatively, where the Community Services employee's work location for all or a portion of an engagement is in the Employer's office, their engagement shall begin from the time they arrive at the office and cease at the time they depart.
- (f) **Casual Conversion** - A casual will be able to provide a written request to Carrington to change to permanent employment under the employee choice pathway if they:
 - (i) have been employed for at least 6 months; and
 - (ii) believe they no longer meet the requirements of the casual employee definition.
- (g) A casual can't provide notice if they:
 - (i) are engaged in an ongoing dispute with Carrington about changing to permanent employment under the employee choice pathway, or
 - (ii) in the previous 6 months, Carrington refused a previous request or they've resolved a dispute with their employer about employee choice under a relevant dispute resolution process.

- (h) Before responding, Carrington will consult with the employee. This includes discussing certain details of what will change if Carrington accepts the request and the employee is no longer a casual employee. This includes whether the employee would be full-time or part-time, what their hours of work would be, and when the change would take effect.
- (i) Carrington respond in writing to the employee within 21 days of the employee giving the notice, either:
 - (i) accepting the change, or
 - (ii) not accepting the change.
- (j) If Carrington accepts the change, the written response from Carrington must include information about:
 - (i) what the new employment status will be (for example, full-time or part-time);
 - (ii) the employee's new hours of work; and
 - (iii) when the change will take effect.
- (k) If Carrington doesn't accept the change, the written response must include the reasons for the decision.
- (l) Reasons can only be any of the following:
 - (i) Carrington believes that the position still meets the definition of a casual employee.
 - (ii) there are fair and reasonable operational grounds for not accepting the notification, such as:
 - a. substantial changes would be required to the way work is organised at Carrington; or
 - b. there would be significant impacts on Carrington's operations; or
 - c. substantial changes to Carrington's employment conditions would be necessary to ensure Carrington doesn't break rules in this agreement that apply to the employee.
 - (iii) accepting the change would mean that Carrington won't comply with a recruitment or selection process required by law.
- (m) Any grievance or dispute in relation to the review of Casual Conversion is to be resolved through the processes outlined in Clause 44 Grievance and Disputes Resolution Procedures.

12.5 Trainees

- (a) Trainees shall be employed in accordance with the provisions set out in [Schedule E](#) of the *Miscellaneous Award 2020*.

12.6 Apprentices

- (a) In addition to trainees, employees may be engaged as Apprentices.
- (b) Apprentice means an employee who is serving a period of training under a training contract for the purpose of rendering them fit to be a qualified worker in the industry.
- (c) Except as provided in this clause or where otherwise stated, all conditions of employment specified in this Agreement apply to apprentices.

- (d) Where an apprentice is required to attend block release training for training identified in or associated with their training contract, and such training requires an overnight stay, Carrington will pay for the excess reasonable travel costs incurred by the apprentice in the course of travelling to and from such training. Provided that this clause will not apply where the apprentice could attend an alternative Registered Training Organisation (RTO) and the use of the more distant RTO is not agreed between Carrington and the apprentice.
- (e) For the purposes of sub clause 12.6 (d) above, excess reasonable travel costs include the total costs of reasonable transportation (including transportation of tools where required), accommodation costs incurred while travelling (where necessary) and reasonable expenses incurred while travelling, including meals, which exceed those incurred in travelling to and from work. For the purposes of this subclause, excess travel costs do not include payment for travelling time or expenses incurred while not travelling to and from block release training.
- (f) The amount payable by Carrington under sub clause 12.6(d) may be reduced by an amount the apprentice is eligible to receive for travel costs to attend block release training under a government apprentice assistance scheme. This will only apply if an apprentice has either received such assistance or Carrington has advised them in writing of the availability of such assistance.
- (g) All training fees charged by an RTO for prescribed courses and the cost of all prescribed textbooks (excluding those textbooks which are available in the Carrington's technical library) for the apprenticeship , which are paid by an apprentice, shall be reimbursed by Carrington within six months of the commencement of the apprenticeship or the relevant stage of the apprenticeship, or within three months of the commencement of the training provided by the RTO, whichever is the later, unless there is unsatisfactory progress.
- (h) Carrington may meet its obligations under sub clause 12.6(g) by paying any fees and/or cost of textbooks directly to the RTO.
- (i) An apprentice is entitled to be released from work without loss of continuity of employment and to payment of the appropriate wages to attend any training and assessment specified in, or associated with, the training contract.
- (j) Time spent by an apprentice in attending any training and/or assessment specified in, or associated with, the training contract is to be regarded as time worked for Carrington for the purposes of calculating the apprentice's wages and determining the apprentice's employment conditions.
- (k) No apprentice will, except in an emergency, work or be required to work overtime or shiftwork at times which would prevent their attendance at training consistent with their training contract.

- (l) An employee apprenticed in the cooking trade will be paid the following percentages of Pay Point 1 Level 3.

Year of Apprenticeship	% of Pay Point 1 Level 3 for apprentices who have not completed year 12	% of Pay Point 1 Level 3 for apprentices who have completed year 12
1 st year	55	55
2 nd year	65	65
3 rd year	80	80
4 th year	95	95

- (m) An employee apprenticed in the gardening and landscaping trade will be paid the following percentages of Pay Point 1 Level 3.

Year of Apprenticeship	% of Pay Point 1 Level 3 for apprentices who have not completed year 12	% of Pay Point 1 Level 3 for apprentices who have completed year 12
1 st year	50	55
2 nd year	60	65
3 rd year	75	75
4 th year	95	95

12.7 Recognition of Service and Experience (Registered Nurses Only)

- (a) From the time of commencement of employment an employee has three months in which to provide documentary evidence to Carrington detailing any other relevant service or experience not disclosed at the time of commencement. This evidence, in the absence of other documentary evidence, may take the form of a statutory declaration.
- (b) Until such time as the employee furnishes any such documentation contemplated in subclause (a), Carrington shall pay the employee at the level for which proof has been provided.
- (c) If within three months of commencing employment an employee does provide documentary evidence of other previous relevant service or experience not disclosed at the time of commencement, Carrington shall pay the employee at the appropriate rate as and from the date of commencement that would have been paid from that date had the additional evidence been provided at that time.
- (d) If an employee provides documentary evidence of other previous relevant service or experience not disclosed at the time of commencement after the said three (3) months period, the employee shall be paid a rate appropriate for the previous relevant service or experience then proved, but only from the date of providing that evidence to Carrington.
- (e) An employee who is working in the same classification for more than one organisation shall notify Carrington within one (1) month of the end of each quarter of their hours worked with those other employers in the last quarter.

- (f) An employee who is entitled to progress to the next year of service or experience (by reason of hours worked with other employers) as and from a particular date must provide proof of that entitlement within three (3) months of that entitlement arising. If that proof is so provided, the employee shall be paid at the higher rate as and from the date they were entitled to progress to the next year of service or experience. If the proof is provided outside that three-month period, the employee shall be paid at the higher rate only from the date that proof is provided.
- (g) A Registered Nurse or Enrolled Nurse who has trained outside New South Wales shall be paid as a registered nurse as from the date they notify Carrington in writing that they are eligible for registration or enrolment as a registered nurse; provided that they make application for registration within seven (7) days after being so notified that they are eligible for registration.
- (h) For the purpose of yearly progression based on service and experience, an employee must complete 1976 hours of work including any Annual Leave taken during the year.

12.8 Nationally Coordinated Criminal History Record Check

- (a) Operators of aged care services are required to ensure employees, contractors and volunteers, who have, or are reasonably likely to have access to care recipients undergo a Nationally Coordinated Criminal History Record Check, commonly known as a Police Check.
- (b) All employees will be required to maintain a current Police Check which will be paid for at the expense of Carrington and retained by Carrington. A copy will not be provided to the employee, but they may request to sight their Police Check.
- (c) New employees will be required to provide their Police Check at their own expense before commencing employment.
- (d) At the discretion of Carrington, a copy may be provided to the employee within 3 months of the date of clearance.

13. PAY AND PAYMENT

13.1 Full-Time and Part-Time Employees

- (a) The base rates of pay in the appropriate employment classification for full-time employees and for part-time employees shall be the hourly rates of pay set out in the Tables in Schedule B – Pay Rates and Schedule C -Allowances to this Agreement.
- (b) Notwithstanding the above, the base rate of pay for Registered Nurses at level 5 is inclusive of a buy-out of one week's annual leave which equates to 1.92% of the base rate of pay.
- (c) Full-Time Employees have the benefit of all of the other entitlements set out in this Agreement.
- (d) Part-Time Employees have the benefit of all of the other entitlements set out in this Agreement on a pro rata basis in the same proportion as their ordinary hours of work relate to full-time hours.

13.2 Casual Employees

- (a) The base rates of pay in the appropriate employment classification for casual employees shall be the hourly rates of pay set out in Schedule B – Pay Rates to this Agreement. In addition, a loading of 25% of that rate will be paid instead of the paid leave entitlements accrued by full-time and part time employees.

- (b) Where it is expressly stated in this Agreement that overtime and public holiday payments are to be made to casual employees, such payments shall be taken to be inclusive of casual loading referred to in this sub-clause.
- (c) Other penalty payments for casual employees shall be made pursuant to Clause 21 - Shift and Weekend Work.
- (d) A casual employee will be paid shift allowances calculated on the ordinary pay excluding the casual loading with the casual loading component then added to the penalty rate of pay.
- (e) Casual Employees: Casual employees shall have an entitlement to long service leave as governed by the provisions of the Long Service Leave Act 1955 (NSW).

13.3 Increases in Pay Rates and Allowances

- (a) The ordinary rates of pay are set out in Schedule B– Pay Rates. These rates represent minimum increases from current rates of pay from the first full pay period on or after 1 January 2025 or 1 March 2025 (for Registered Nurses).
- (b) When increases to Award rates related to work-value cases result in Carrington receiving net additional, work-value case specific Government funding towards increasing the base rate of Employees or a group of Employees covered by this Agreement, Carrington will pass on that funding by way of wage increases to the rates of pay applicable directly to those Employees, or group of Employees, for which the additional funding has been granted subject to any obligations for payment which may be made by Government as a condition of receiving the additional funding.
- (c) Outside of the Fair Work Commission Aged Care Work Value Case adjustments, further adjustments to Schedule B - Pay Rates, will increase annually from the first pay period on or after 1 July by either 2.5% or the percentage increase outlined the Annual Wage Review determined by the Fair Work Commission – whichever is the greater amount.
- (a) The Allowances in Schedule C –Allowances, unless already in place, will be effective from the first full pay period on after the approval of the Agreement. For subsequent years the increase to allowances rates will increase annually from the first pay period on or after 1 July by the percentage increase outlined in Annual Wage Review as determined by the Fair Work Commission.

13.4 Payment of Wages

- (a) Wages shall be paid fortnightly or where mutually agreed, monthly.
- (b) Employees shall have their wages paid by direct deposit or electronic transfer into one account with a bank or other financial institution as nominated by the employee.
- (c) Wages shall be deposited by Carrington in sufficient time to ensure that wages are available for withdrawal by employees by the close of business on pay day. Where the wages are not available to the employee by such time due to circumstances beyond Carrington’s control, Carrington shall not be held accountable for such delay.
- (d) Where the services of an employee are terminated with due notice, all moneys owing shall be paid upon cessation of employment, but in the case of termination without due notice, within three (3) working days.

- (e) Where Carrington has overpaid an employee, Carrington shall notify the employee in writing of such overpayment and how such overpayment is made up, and may recover such amounts, with the agreement of the employee as to the amount of the overpayment and method of such recovery. This sub-clause authorises the use of deductions from wages for the purpose of such recovery. All such deduction from wages must be authorised in writing by the employee.

13.5 Particulars of Wages

- (a) On pay day each employee shall be provided with a pay slip in electronic form which complies with the relevant provisions of the Act.

13.6 Remuneration Packaging

- (a) Where agreed between Carrington and an employee, Carrington may introduce remuneration packaging. The terms and conditions of such a package may make provision for a salary greater than that contained in the salary band. The package overall shall not be less favourable than the entitlements otherwise available under this Agreement on a global or overall basis and shall be subject to the following provisions:
 - (i) management shall ensure that the structure of any package complies with taxation and other relevant laws;
 - (ii) management shall confirm in writing to the employee the classification level and the current salary payable as applicable to the employee under this Agreement;
 - (iii) management shall advise the employee in writing of their right to choose payment of that salary referred to in subclause (ii) above instead of a remuneration package;
 - (iv) management shall advise the employee, in writing, that all Agreement conditions, other than the salary and those conditions as agreed in subclause (v) below shall continue to apply;
 - (v) when determining the remuneration package, the non-salary fringe benefit shall be in accordance with relevant Australian Taxation Office legislation;
 - (vi) a copy of the Agreement shall be made available to the employee;
 - (vii) the employee shall be entitled to inspect details of the payments made under the terms of this Agreement;
 - (viii) the configuration of the remuneration package shall remain in force for the period agreed between the employee and Carrington;
 - (ix) where at the end of the agreed period the full amount allocated to a specific benefit has not been utilised, by agreement between Carrington and the employee, an unused amount may be carried forward to the next period, or paid as salary which will be subject to usual taxation requirements;

- (x) remuneration packaging is only offered on the strict understanding and agreement that in the event existing taxation law is changed regarding Fringe Benefit Tax or personal tax arrangements, and that change may impact on this Agreement, all salary packaging arrangements may at the discretion of Carrington be terminated. Upon termination in these circumstances the employee's rate of pay will revert to the rate of pay that applied immediately prior to a salary packaging agreement made pursuant to this clause, or the appropriate agreement rate of pay whichever is greater;
- (xi) where changes are proposed to salary packaging arrangements other than to flow on wage increases, or salary packaging arrangements are to be cancelled for reasons other than legislative requirements, then management and/or the employee must give three (3) months' notice of the proposed change;
- (xii) in the event that an employee ceases to be employed by Carrington this Agreement will cease to apply as at the date of termination and all leave entitlements due on termination shall be paid at the rates in accordance with subclause (ii) above. Any outstanding benefit shall be paid on or before the date of termination; and
- (xiii) any pay increases granted to employees under this Agreement shall also apply to employees subject to remuneration packaging arrangements within this clause.

13.7 Superannuation

- (a) Carrington will make superannuation contributions into an approved Superannuation Fund nominated by the employee in accordance with the Superannuation Guarantee (SG) legislation as varied from time to time.
- (b) An 'approved fund' means:
 - (i) Health Employees' Superannuation Trust Australia (H.E.S.T.A.); or
 - (ii) Aware Super; or
 - (iii) any agreed complying superannuation fund and is a fund that offers a MySuper product; provided that Carrington shall not unreasonably withhold agreement unless it establishes good and proper reasons for the withholding of agreement.
- (c) An employee will nominate one approved fund to which all statutory superannuation contributions shall be paid.
- (d) Should an employee fail to nominate a fund, management will choose one of the above approved funds as the default fund into which contributions shall be paid under this Agreement.
- (e) The superannuation contributions will be paid at ordinary time earnings, which for the purpose of this Agreement include over-agreement payments, shift, weekend and public holiday loadings, annual leave loading, allowances and bonuses.
- (f) Carrington will also pay SG contributions on all Parental Leave paid by Carrington as outlined in clause 30.2(c) at the rate applicable at the time the leave is taken and paid.

- (g) **Contributions**
 - (i) Carrington shall make, in respect of qualified employees, superannuation contributions into an approved fund on a monthly basis. With respect to casual employees, contributions shall be remitted at least quarterly.
- (h) **Salary Sacrifice to Superannuation**
 - (i) an employee can elect to sacrifice a portion of salary to superannuation. Such election must be made prior to the commencement of the period of service to which the earnings relate and be in accordance with relevant legislation.
 - (ii) salary sacrifice to superannuation means the option of making additional superannuation contributions by electing to sacrifice a portion of the gross earnings (pre-tax dollars). This will give the effect of reducing the taxable income by the amount for salary sacrifice.
 - (iii) Carrington will not use any amount that is salary sacrificed by an employee to count towards Carrington's obligation to pay contributions under the SG legislation.
 - (iv) contributions payable by Carrington in relation to the SG legislation shall be calculated by reference to the salary which would have applied to the employee under this Agreement in the absence of any salary sacrifice.
 - (v) any additional superannuation contributions made in accordance with this clause shall be paid into the same superannuation fund that receives Carrington's SG contributions.
 - (vi) any allowance, penalty rate, loadings, overtime payment for unused leave entitlements, other than any payments for leave taken whilst employed, shall be calculated by reference to the salary which would have applied to the employee in the absence of any salary sacrifice to superannuation. Payment for leave taken whilst employed will be at the post-salary sacrificed amount.

14. CLASSIFICATION PROGRESSION

- 14.1 All employees covered by this Agreement are classified according to the structure and definitions set out in Schedule A – Classification Structure. Employees are advised of their classification and any changes in writing.
- 14.2 The classification structure has been designed to provide employees with a defined career path. Carrington is committed to developing employees and they are actively encouraged to engage in career development discussions with their managers.
- 14.3 **New Employees:**
 - (a) New employees will be appointed to a level appropriate to their skills and experience. For Levels which have multiple Pay Points, new employees shall be appointed at Pay Point 1 except where, subject to senior management approval, Carrington and the employee agree the employee will be appointed at Pay Point 2.
 - (b) The above provisions do not apply to Registered Nurses (Level 5 Employees) who progress based upon years of service.

14.4 Progression through pay points:

- (a) Employees (other than Registered Nurses (Level 5 Employees) will be able to make an application to progress through the pay points of their level based upon the competency assessment process. Employees will be able to make one application at the time of their annual appraisal for progression through Pay Points.
- (b) Employees will be deemed competent for progression based upon achieving a satisfactory result in all areas of the checklist. This will be confirmed by the Chair of the Competency Assessment Committee.
- (c) Employees will be provided with the competencies appropriate for their level and the details of the training and development and demonstrated competencies required to progress to higher pay points or higher levels. Carrington will take reasonable steps to assist employees to realise their goals of achieving a higher pay point or level.
- (d) Employees who are appointed to a new level in the structure will commence at Pay Point 1 within that level. In order to progress from Pay Point 1 to Pay Point 2, employees other than new entrant employees, will need to have completed at least 12 months in the role and successfully complete the full Competency Assessment for that level.
- (e) During the period prior to the employee being eligible to complete a Competency Assessment to progress to the next pay point, management will provide the employee with feedback on their progress to enable the employee to develop the necessary knowledge, skill and ability to successfully complete the assessment.
- (f) Employees who are deemed not yet competent will be provided with feedback on areas for improvement and additional training where required.
- (g) Where an employee does not agree with the outcome of a competency assessment, they may appeal the decision in accordance with Clause 44 – Grievance and Dispute Resolution Procedures.

14.5 Where a vacancy exists at a higher level, employees at any pay point may apply. All appointments to a higher level will be based on merit except for employees at Level 5 who progressed based upon years of experience. This requirement does not apply to progression from Level 1 to Level 2 which will occur in accordance with the progression requirements for Level 1 Employees outlined in the Classification Structure.

14.6 Competency Assessments - competencies will be:

- (a) transparent;
- (b) directly relate to the work/practice setting and essential skills required to complete tasks at the relevant classification level;
- (c) expressed and structured in a way that allows an objective clinical/practical examination of essential skills and practice; and
- (d) relevant to the employee's context and scope of work/practice.

14.7 Competency Assessments are to be undertaken by a person designated by Carrington as an assessor (usually the Department / Facility Manager), in accordance with a competency checklist.

14.8 Assessors will:

- (a) be trained as assessors by Carrington in accordance with the principles established by the parties;
- (b) base their assessment on knowledge of the employee's performance;
- (c) have specialised knowledge relevant to the employee's field; and
- (d) be fair, transparent and impartial.

14.9 Final approval of pay point progression based upon competency will be determined by the Competency Assessment Committee.

15. HOURS

15.1 Reasonable Additional Hours

- (a) For full time employees, all hours worked over an average of 38 ordinary hours per week, will be deemed to be additional hours. From time to time, full-time employees may be required to work a reasonable amount of additional hours.
- (b) For part-time employees, all hours worked over their rostered hours per fortnight will be deemed to be additional hours. Part-time employees can be asked, but not required, to agree to work a reasonable number of additional hours. Agreed additional hours will be reasonable and in line with the employee's stated work availability.
- (c) An employee may refuse to work additional hours in circumstances where the working of additional hours would result in the employee working hours that are unreasonable having regards to:
 - (i) any risk to employee health and safety from working the additional hours;
 - (ii) the employee's personal circumstances, including family responsibilities;
 - (iii) the needs of Carrington in which the employee is employed;
 - (iv) whether the employee is entitled to receive overtime payments, penalty rates or other compensation for, or a level of remuneration that reflects an expectation of, working additional hours;
 - (v) any notice given by Carrington of any request or requirement to work the additional hours;
 - (vi) any notice given by the employee of their intention to refuse to work the additional hours;
 - (vii) the usual patterns of work performed at Carrington, in which the employee works;
 - (viii) the nature of the employee's role, and the employee's level of responsibility;
 - (ix) whether the additional hours exceed an average of 38 hours per week or 76 hours per fortnight; or
 - (x) any other relevant matter.

15.2 Arrangement of Hours

- (a) The ordinary hours of work, exclusive of meal times, shall not exceed an average of 38 hours per week or 76 hours per fortnight.

- (b) The hours of work prescribed in subclause (a) may be arranged as follows:
 - (i) 76 hours per fortnight to be arranged so that each employee shall not work their ordinary hours on more than ten days in the fortnight; or
 - (ii) 152 hours in a 28 calendar-day cycle to be arranged so that each employee shall not work their ordinary hours on more than 20 days in the 28 calendar-day cycle; or
 - (iii) 152 hours in a 28 calendar- day cycle to be arranged so that each employee shall not work their ordinary hours on no more than 19-days with the twentieth day taken as an accrued paid day off (ADO); or
 - (iv) as otherwise agreed in writing between Carrington and the employee.
- (c) Employees will be free from duty for not less than 2 full days in each week or 4 full days in each fortnight or 8 full days in each 28-day cycle. Where practicable days off will be consecutive. These days are referred to as "Rostered Days Off" (RDO's).
- (d) Each shift shall consist of no more than eight hours on a day shift or 10 hours on a night shift at ordinary time (not including unpaid breaks).
- (e) An employee shall not work more than seven consecutive shifts unless the employee requests and Carrington agrees. This agreement must be confirmed by way of an Individual Flexibility Agreement as described in Clause 7 – Agreement Flexibility.
- (f) Except for meal breaks and the periods not worked in broken shifts, all time from the commencement to the cessation of duty each shift shall count as working time. Carrington will ensure there is provision for handover between Supervisory and Clinical staff at the commencement of each shift to inform of any changes to a resident's health status.

15.3 Minimum Starts

- (a) Full time employees shall receive a minimum payment of four (4) hours for each start.
- (b) Part time employees shall receive a minimum payment of three (3) hours for each start. Hours worked may involve multiple activities performed across the organisation where the total time paid is not less than three (3) hours. In the case of Community Care Services these hours maybe over a day.
- (c) Casual employees shall receive a minimum payment of two (2) hours for each engagement.
- (d) Minimum starts do not apply to hours relating to training, travel and meetings whether they be compulsory, voluntary or disciplinary.

15.4 Employee Right to Disconnect

- (a) Unless it is unreasonable to do so, an employee has the right to refuse to monitor, read or respond to contact, or attempted contact, from:
 - (i) Carrington outside of the employee's working hours; or
 - (ii) a third party if the contact or attempted contact relates to, their work and is outside of the employee's working hours.
- (b) It is not unreasonable for Carrington to contact or attempt to contact an employee outside of the employee's working hours in circumstances including to notify them of:
 - (i) an emergency roster change under Clause 16.3; or
 - (ii) a recall to work under Clause 20.4.

15.5 Allocated Days Off (ADO)

- (a) Current full-time employee whose ordinary hours of work are arranged in accordance with sub-clause 15.2 (b) (iii) shall be entitled to an ADO in each cycle of 28 days.
- (b) This provision does not apply to new employees from the approval of this Agreement.
- (c) The ordinary hours of work on each of those days shall be arranged to include a proportion of one (1) hour on the basis of 0.4 of one hour for each eight (8) hour shift worked which shall accumulate towards the employee's allocated day off duty on pay.
- (d) A full-time employee's ADO shall be determined by mutual agreement between the employee and Carrington having regard to the needs of the place of employment or sections thereof. Such ADO shall, where practicable, be consecutive with the rostered days off, provided that ADO's shall not be rostered on public holidays.
- (e) Where Carrington and the employee agree, up to 5 ADO's may be accumulated and taken in conjunction with the employee's annual leave or at another agreed time.
- (f) Where more than five (5) days have been accumulated, Carrington may require the employee to:
 - (i) take the ADO's within three (3) months; or
 - (ii) be paid out the ADO's at ordinary pay.
- (g) No time towards an ADO shall accumulate during periods of workers' compensation, unpaid parental leave, long service leave, any period of unpaid leave, annual leave or on an ADO.
- (h) Credit towards an ADO shall continue to accumulate whilst an employee is on paid personal/carers leave. Where an allocated day off duty falls during a period of personal/carers leave, the employee's available sick leave shall not be debited for that day.
- (i) Employees entitled to ADO's shall continue to accrue credits towards them in respect of each day those employees are absent on leave in accordance with Clause 22 - Public Holidays.
- (j) An employee will be paid for any accumulated ADOs, at ordinary pay, on the termination of their employment for any reason.

16. ROSTERS

- 16.1 Carrington will publish the roster, in a place accessible to employees in either hard copy or electronically which details:
- (a) the ordinary hours of work for each employee;
 - (b) each sleepover; and
 - (c) ADO's where applicable.
- 16.2 The roster shall be published two (2) weeks prior to the commencing date of the first working period in any roster subject to sub clause 16.3.

- 16.3 The roster and changes to the roster (other than for community services employees) may be communicated to an employee in a range of ways including hard copy in a place conveniently accessible to an employee; telephone; direct contact; mail; email or text message. Appropriate consultation should be undertaken with individuals where roster changes are to be of a more permanent nature.
- 16.4 Due to the nature of casual work as defined in clause 12.4 (a), subclause 16.1(a) shall not make it obligatory for Carrington to publish any roster of ordinary hours of work for casual or relieving employees.
- 16.5 A roster may be altered at any time, within an employee's advised availability, so as to enable the services of Carrington to be carried on where another employee is absent from duty on account of illness or in an emergency.
- 16.6 Where vacant shifts exist, Carrington will, wherever possible, offer additional shifts to permanent part-time employees before they are offered to casual employees or agency staff.

17. BREAKS

17.1 Tea Breaks

- (a) Each employee will be entitled two separate ten (10) minute tea breaks (in addition to their meal breaks) duty during each ordinary shift of 7.6 hours or more. The two ten (10) minute tea breaks may alternatively be taken as one of 20 minute tea break, or by one ten (10) minute tea break with the employee allowed to proceed off duty ten minutes before the completion of the normal shift finishing time.
- (b) Where an employee works four (4) hours or more but less than 7.6 hours, the employee shall be allowed one ten (10) minute tea break. Subject to agreement between Carrington and the employee.
- (c) Such tea break/s shall count as working time.

17.2 Meal Breaks

- (a) Employees shall not be required to work more than five (5) hours without a meal break. Such meal break shall be of between 30 and 60 minutes duration and shall not count as time worked.
- (b) Where an employee requests in writing, in accordance with the provisions of Clause 7 – Agreement Flexibility and Carrington agrees, an employee may work up to six hours (6) without a meal break.
- (c) Where an employee involved in the provision of community care services and the employee is required by Carrington to have a meal with a client or clients as part of the normal work routine or client program, they will be paid for the duration of the meal period at ordinary pay, and sub clause 17.2(a) does not apply.
- (d) Notwithstanding the provisions of sub-clause 17.2 (a), an employee required to work in excess of ten (10) hours in a shift shall be entitled to a 60-minute meal break. Such time shall be taken as either two thirty-minute meal breaks or one 60-minute meal break, subject to agreement between Carrington and the employee.

17.3 Breaks Between Shifts

- (a) An employee will be allowed a break of not less than ten (10) hours between the termination of one shift or period of duty and the commencement of another.
- (b) By mutual agreement, the ten (10) hour break between shifts may be reduced to eight (8) hours.

18. COMMUNITY SERVICES

18.1 Broken Shifts

- (a) The provisions of this clause only apply to employee engaged in community services work.
- (b) An employee may also be required by Carrington to work broken shifts that includes more than one (1) engagement (not a continuous shift).
- (c) An employee may be required to work 1 broken shift with 1 unpaid break or 2 broken shifts with 2 unpaid breaks.
- (d) Payment for a broken shift shall be at ordinary pay, with penalty rates and shift allowances in accordance with Clause 21 – Shift Penalties and Clause 22 – Public Holidays, with shift allowances being determined by the finishing time of the broken shift.
- (e) All work performed beyond the maximum span of 12 hours for a broken shift will be paid at double time.
- (f) An employee must receive a minimum break of ten (10) hours between broken shifts rostered on successive days.
- (g) Where a broken shift is worked, the employee will be paid an allowance per break in accordance with the Item 1 of Schedule C –Allowances.
- (h) The working of Broken Shifts requires mutual agreement between the employee and Carrington.

18.2 Sleepovers

- (a) A sleepover refers to when an employee is required, and agrees, to sleep overnight at either Carrington's or the client's premises.
- (b) Sleepover shifts may only be worked by mutual agreement.
- (c) The span for a sleepover will be a continuous period of eight (8) hours. The employee will be paid an allowance per rostered shift in accordance with the Item 2 of Schedule C –Allowances.
- (d) In the event the employee on sleepover is required to perform work during the sleepover period, the employee will be paid for the time worked at overtime rates, with a minimum payment of one (1) hour worked per occasion. Employees will be required to provide formal evidence to management of each event and payment for the event will be subject to management approval.
- (e) Carrington may roster an employee to perform work immediately before and/or after the sleepover period. The minimum number of hours for this work shall be in accordance with minimum start provisions, and may be worked before the sleepover commences, after the sleepover concludes, or a combination of both.
- (f) Employees will be provided, with a bed in a private room, where available, and use of facilities for each night when the employee sleeps over.

18.3 24-Hour Care

- (a) 24-hour care shifts may only be worked by agreement. A 24-hour care shift requires an employee to be available for duty in a client's home for a 24 hour period. During this period, the employee is required to provide the client with services specified in the care plan. Carrington will endeavour to ensure that the specified services and support in relation to the care plan does not require an employee to provide more than a total of eight (8) hours of care during the 24-hour period.
- (b) The employee engaged will be paid eight (8) hours at 175% of their ordinary rate of pay for each 24-hour period, plus weekend penalties and public holiday penalties as appropriate. The weekend penalty is based on the ordinary rate of pay.
- (c) If an employee is required to provide more than a total of eight (8) hours of care, all time worked in excess of eight (8) hours shall be paid at the applicable overtime rate.
- (d) An employee may refuse to work more than 8 hours' work during a 24-hour care shift in circumstances where the requirement to work those additional hours is unreasonable.
- (e) In the event that all or some of the meals of breakfast, lunch and dinner are not provided for an employee engaged in 24-hour care, Carrington shall reimburse such reasonable amounts for same, upon proof of expenditure. Reasonable amounts will be determined based upon the ATO reasonable expenditure rates for food and drink.
- (f) The employee will have the opportunity to sleep during a 24-hour care shift and, a bed in a private room will be provided for the employee, where available and use of facilities.

18.4 Excursions

- (a) Excursions may only be worked by agreement. An excursion requires an employee to supervise clients or residents in excursion activities involving overnight stays away from the client/resident's home. The following provisions will apply to excursions:
 - (i) the employee is required to provide specified services and support in relation to the excursion care plan. Carrington will endeavour to ensure that the specified services and support in relation to the care plan does not require the employee to provide more than a total of eight (8) hours of work during each 24-hour period.
 - (ii) Monday to Friday Excursions**
 - a. Payment at the ordinary rate of pay for time worked between the hours of 8.00 am to 6.00 pm Monday to Friday up to a maximum of 10 hours per day.
 - b. Carrington and employee may agree to accrual of time instead of overtime payment for all other hours.
 - c. Payment of sleepover allowance in accordance with the provision of clause 18.2.
 - (iii) Weekend Excursions**
 - a. Where an employee involved in overnight excursion activities is required to work on a Saturday and/or Sunday, the days worked in the two (2) week cycle, including that weekend, will not exceed 10 days.

- (b) If an employee is required to provide more than a total of eight (8) hours of care, all time worked in excess of eight (8) hours shall be paid at the applicable overtime rate.
- (c) In the event that all or some of the meals of breakfast, lunch and dinner are not provided for an employee engaged on a client excursion, Carrington shall reimburse such reasonable amounts for same, upon proof of expenditure. Reasonable amounts will be determined based upon the ATO reasonable expenditure rates for food and drink.
- (d) The employee will be provided with a bed in a private room where available and use of facilities for each night of the excursion.

18.5 Client Cancellation

- (a) The following provisions that are applicable for full-time and part-time employees when a client cancels or changes a scheduled home care, within 7 days of the scheduled service.
- (b) When this occurs, Carrington will be able to either:
 - (i) direct the employee to perform other work during those hours in which they were rostered; or
 - (ii) cancel the rostered shift or the affected part of the shift.
- (c) If the employee performs other work during those hours, they will be paid the amount payable had the employee performed the cancelled service or the amount payable in respect of the work actually performed, whichever is the greater.
- (d) If Carrington cancels the rostered shift or the affected part of the shift, Carrington will either:
 - (i) pay the employee the amount they would have received had the shift or part of the shift not been cancelled; or
 - (ii) provide the employee with make-up time in accordance with sub clause 18.5(d) if the employee was notified of the cancelled shift (or part thereof) at least 12 hours prior to the scheduled commencement of the cancelled service.
- (e) If the employee is notified of the cancelled shift (or part thereof) at least 12 hours prior to the scheduled commencement of the cancelled service and Carrington decides to provide make-up time, the following provisions apply:
 - (i) Carrington will provide the employee with 7 days' notice of the makeup-time (or a lesser period by agreement with the employee);
 - (ii) the make-up time must be worked within 6 weeks of the date of the cancelled service;
 - (iii) Carrington will consult with the employee in accordance with Clause 42 - Consultation about changes to rosters or hours of work regarding when the make-up time is to be worked;
 - (iv) the make-up time can include work with other clients or in other areas of Carrington's business provided the employee has the skill and competence to perform the work; and
 - (v) an employee who works make-up time will be paid the amount payable had the employee performed the cancelled service or the amount payable in respect of the work actually performed, whichever is the greater.

18.6 Travel Arrangements

- (a) Where a Community Service Employee is rostered to work at different locations, they shall be paid for the time taken to travel via the most direct available route between the locations. This includes travel back to the office from the last client where the employee is required to attend a work meeting or training but excludes travel to the first place of work and travel from the last place of work.
- (b) Where an employee is required to attend a work meeting or training and has completed their rostered shift, the employee will be paid Broken Shift Allowance and for the actual time worked.
- (c) Payment for travel time more broadly will, at the discretion of Carrington be at the hourly rate of pay for the time taken to travel between locations.
- (d) Where a Community Services employee uses their motor vehicle within a continuous engagement to travel between clients and will include toll reimbursements where this is agreed to be the most appropriate route for travel, the employee is entitled to be reimbursed in accordance with Item 5 of Schedule C –Allowances to this Agreement.
- (e) Where a Community Services employee uses their motor vehicle on a broken shift and is required to travel to clients at different locations, the employee will be reimbursed for this travel. Reimbursement shall be based on the number of kilometres between the two clients and will include toll reimbursements where this is agreed to be the most appropriate route for travel paid in accordance with Item 6 of Schedule C –Allowances to this Agreement.
- (f) Where a Community Service Care employee incurs exceptional travel in the course of performing their duties, such circumstances will be dealt with on a case-by-case basis. In these circumstances, it is the responsibility of the employee to request reimbursement for the exceptional travel from Carrington. Carrington will not unreasonably withhold reimbursement.
- (g) All other travel to, from and between clients is, for the purposes of this subclause, not reimbursable without written authority from Carrington.

18.7 Other Matters

- (a) **Roster changes:**
 - (i) To enable the service of the organisation to be carried on where another employee is absent from duty on account of illness, or in an emergency.
 - (ii) Outside of this Carrington will publish the roster, in a place accessible to employees in either hard copy or electronically which details:
 - a. the ordinary hours of work for each employee;
 - b. each sleepover; and
 - c. ADO's where applicable.
 - (iii) The roster shall be published two (2) weeks prior to the commencing date of the first working period in any roster.
 - (iv) Appropriate consultation should be undertaken with individuals where roster changes are to be of a more permanent nature.

- (v) Communication of roster and permanent changes to the roster will be via telephone communication, direct contact, email or text message or via the HRIS will be accepted.
 - (vi) Employees engaged in community services will be required to advise management of their availability with respect to rostering outside of their regular roster.
 - (vii) Employees who wish to change their agreed availability are able to do so, simply by providing management 2 weeks written notice. Approval of this request will be in accordance with Carrington operational needs.
 - (viii) Communication of any changes after 4.30 pm of a rostered shift on the following day, or on the day of a rostered shift, will be communicated by direct contact, being telephone call or text message in the first instance and confirmed via the HRIS.
- (b) **Client supplied equipment, materials and tools**
- (i) Where the client supplies equipment, materials and tools to a Community Service Care employee, Carrington shall ensure that they are of reasonable quality and comply with safety standards.
- (c) **Reimbursement of Out of Pocket client related expenses**
- (i) Where in undertaking a client related service, such as having a meal with a client, the employee will provide management with receipts and a completed expense claim as outlined in the Expense Reimbursement Policy. Upon approval reimbursement for this expense will occur in a timely manner.

19. OVERTIME

19.1 Overtime is paid in the following circumstances:

- (a) Where a full time employee works in excess of their ordinary hours per fortnight;
- (b) Where a part time employee:
 - (i) works in excess of ten (10) hours per shift; and/or
 - (ii) works in excess of 76 hours per fortnight; and/or
 - (iii) works additional hours on a day that means the employee has not had their rostered days off (as defined).
- (c) Where a casual employee:
 - (i) works in excess of ten (10) hours per shift; and/or
 - (ii) works in excess of 76 hours per fortnight.
- (d) Where an employee is deprived of part or their break between shifts as required by subclause 17.3 (b).
- (e) Overtime shall be paid at the ordinary rate of pay in accordance with the following:
 - (i) Monday to Friday - Overtime shall be paid time and one half up to two (2) hours each day and thereafter double time;
 - (ii) Saturday and Sunday - Overtime shall be paid at double time;
 - (iii) Public Holidays - Overtime shall be paid double time and one-half;
 - (iv) Overtime rates under this clause will be in substitution for and not cumulative upon the shift and weekend penalties prescribed in Clause 21 - Shift and Weekend Work.

- 19.2 When overtime work is necessary, it will, wherever reasonably practicable, be so arranged that employees have at least ten (10) consecutive hours off duty between the work of successive days or shifts, including overtime.
- 19.3 An employee, other than a casual employee, who works so much overtime between the termination of their ordinary hours of work on one day and the commencement of their ordinary work on the next day, that they have not had at least ten (10) consecutive hours off duty between those times, will be released after completion of such overtime, until they have had ten (10) consecutive hours off duty without loss of pay for ordinary working time occurring during such absence.
- 19.4 If, on the instruction of Carrington, an employee resumes or continues work though having had ten (10) consecutive hours off duty, they will be paid at the rate of double time until released from duty for such period. The employee will then be entitled to be absent from work until they have had ten (10) consecutive hours off duty without loss of pay for rostered ordinary hours during the absence.
- 19.5 For the purposes of assessing overtime, each day shall stand alone, provided that where any one period of overtime is continuous and extends beyond midnight, all overtime hours in this period shall be regarded as if they had occurred within the one day.

20. RECALL TO WORK

- 20.1 Employees who are recalled to return to work after leaving Carrington shall be paid in accordance with the minimum start provisions as outlined in clause 15.3. These hours shall be paid at the applicable overtime rate for each time so recalled. Except in unforeseen circumstances, an employee shall not be required to work the full hours if the tasks they were recalled perform are completed within a shorter period.
- 20.2 An employee recalled to work shall be reimbursed reasonable travel expenses incurred in respect of the recall to work.
- 20.3 Where an employee has not been provided with a vehicle by Carrington for the purposes of returning to work, and the employee agrees to use their own vehicle, the employee shall be paid the per kilometre allowance set out in Item 6 of Schedule C –Allowances to this Agreement.
- 20.4 Employees may be rostered to provide telephone support remotely to other employees outside their regular hours. When rostered in this capacity, the employee shall be paid for work performed during the period. When work is required, employees shall be paid a minimum of one hour at their ordinary rate of pay. Where the total amount of work required exceeds one hour (whether this be in a single or multiple calls), the employee will be paid for the time worked rounded to the nearest 15 minutes at the appropriate overtime rate.
- 20.5 For the purposes of subclause 20.4 above, telephone support does not require employees to physically return to the workplace. It requires remote support on an as-needs basis via phone or other mobile devices provided by Carrington, with email and internet access that may also be used for this service.

21. SHIFT AND WEEKEND WORK

- 21.1 Employees, other than those providing Community Care Services, shall be paid the following penalties, calculated on their ordinary pay, for shifts rostered in accordance with the following. Provided that part time and casual employees shall only be entitled to the additional rates where their shifts commence prior to 6:00 am, or finish subsequent to 6:00 pm:
- (a) 10% for afternoon shift commencing after 10:00 am and before 1:00 pm.
 - (b) 12.5% for afternoon shift commencing at or after 1:00 pm and before 4:00 pm.
 - (c) 15% for night shift commencing at or after 4:00 pm and before 4:00 am.
 - (d) 10% for night shift commencing at or after 4:00 am and before 6:00 am.
- 21.2 Employees involved in the provision of Community Care Services, shall be paid the following penalties, calculated on their ordinary pay, for shifts rostered in accordance with the following.
- (a) 12.5% for afternoon shift which finishes after 8.00 pm and at or before 12 midnight Monday to Friday.
 - (b) 15% for night shift which finishes after 12 midnight or commences before 6.00 am Monday to Friday.
- 21.3 In addition to applicable shift penalties, described above, casual employees will also be entitled to the casual loading calculated on their ordinary rate of pay.
- 21.4 Permanent employees other than those engaged primarily in community services work, shall be paid the following penalties for ordinary hours of work occurring on a Saturday or a Sunday:
- (a) for work between midnight on Friday and midnight on Saturday - time and one half.
 - (b) for work between midnight on Saturday and midnight on Sunday time and three-quarters.
- 21.5 Permanent employees engaged primarily in community services work, shall be paid the following penalties for ordinary hours of work occurring on a Saturday or a Sunday:
- (a) for work between midnight on Friday and midnight on Saturday - time and one half.
 - (b) for work between midnight on Saturday and midnight on Sunday double time.
- 21.6 A casual employee who works on a weekend will be paid the following rates:
- (a) for work between midnight on Friday and midnight on Saturday - time and three quarters.
 - (b) for work between midnight on Saturday and midnight on Sunday – double time and one quarter.

22. PUBLIC HOLIDAYS

- 22.1 The parties acknowledge that Carrington provide services to its residents and clients 24 hours a day 7 days a week. This Agreement expressly contemplates that Carrington will require certain employees to work on public holidays, and the parties acknowledge that the nature of the work performed by the employee, the type of employment (for example, whether full-time, part-time, casual or shift work) and the nature of Carrington's workplace will determine which employees will be required work on public holidays, or particular public holidays.

- 22.2 Notwithstanding this statement, Carrington may also request any employee who is not normally working on a public holiday to work on a particular public holiday.
- 22.3 An employee who, without the consent of Carrington or without reasonable cause, such as personal/carers leave, is absent from work on a public holiday after agreeing to work on a public holiday, is not entitled to any payment for such public holiday.

For example: If an employee does not normally work on Friday but is requested and agrees to work on Good Friday and they do not attend for work without reasonable cause, they will not receive payment for that day.

- 22.4 The employee may refuse the request (and take the day off) if the employee has reasonable grounds for doing so. In determining whether a request, or a refusal of a request, to work on a public holiday is reasonable, the following will be taken into account:
- (a) the nature of Carrington's workplace as stated in subclause 22.1 above, and the nature of the work performed by the employee;
 - (b) the employee's personal circumstances, including family responsibilities;
 - (c) whether the employee could reasonably expect that Carrington might request work on the public holiday as outlined in subclause 22.1;
 - (d) whether the employee is entitled to receive overtime payments, penalty rates or other compensation for, or a level of remuneration that reflects an expectation of, work on the public holiday;
 - (e) the type of employment of the employee (for example, whether full-time, part-time, casual or shift work);
 - (f) the amount of notice in advance of the public holiday given by Carrington when making the request;
 - (g) in relation to the refusal of a request -- the amount of notice in advance of the public holiday given by Carrington when refusing the request;
 - (h) any other relevant matter.
- 22.5 Public holidays shall be allowed to employees without loss of ordinary pay.
- 22.6 For the purposes of this agreement, the following shall be deemed to be public holidays:
- (a) New Year's Day; Australia Day; Good Friday; Easter Saturday; Easter Sunday; Easter Monday; Anzac Day; Queen's Birthday; Labour Day; Christmas Day; Boxing Day; and
 - (b) any other day, or part-day, declared or prescribed by or under a law of a State or Territory to be observed generally within the State or Territory as a public holiday, other than a day or part-day, or a kind of day or part-day, that is excluded by the regulations from counting as a public holiday.
- 22.7 If, under (or in accordance with a procedure under) a law of a State or Territory, a day or part-day is substituted for a day or part-day that would otherwise be a public holiday because of subclause 22.6(a), then the substituted day or part-day is the public holiday.
- 22.8 **Additional Public Holiday**
- (a) Where, in accordance with subclause 22.6, less than a full day is proclaimed and observed as a public holiday, within the calendar year and within the area in which Carrington is situated, a full day will be observed as a public holiday between Christmas and New Year, within the days Monday to Friday inclusive and not coinciding with a date that is already a gazetted public holiday for that calendar year.

- (b) Carrington and employees may agree to substitute another day for a public holiday observed at subclause 22.8(a).
- 22.9 An employee who is required to and does work on any public holiday prescribed in this clause shall be paid in lieu of all other penalty rates (except broken shift allowances). Payment shall be as follows:
- (a) **Full-time Employees:** Time and one half for all ordinary time worked on the Public Holiday in addition to their normal weekly rate.
 - (b) **Part-time Employees:** Double time and one-half for all time worked on the public holiday, although where the time worked by agreement is less than the rostered shift, the balance of the rostered shift will be paid at ordinary rate of pay.
 - (c) **Casual Employees:** Double time and three quarters the ordinary rate of pay for casuals for all time worked. Such payment shall be exclusive of the casual loading referred to in subclause 13.2 (a) and therefore casual loading shall be paid on these hours.

23. ALLOWANCES

23.1 In Charge Allowances

- (a) As a standalone residential aged care facility, operating 24 hours a day 7 days per week, Carrington requires certain employees to be in charge of both the facility and individual residential aged care units, outside of normal business hours including afternoons, nights, one weekend and on public holidays.
- (b) A registered nurse who is appointed by operations management to be in charge during the day, evening or night of a residential aged care facility shall be paid in addition to their appropriate salary, whilst so in charge, the per shift allowance set out in Item 3 (for more than 100 beds) or Item 4 (for less than 100 beds) of Schedule C –Allowances to this Agreement.
- (c) An employee who is appointed by operations management to be in charge of a shift in a section of a residential aged care facility shall be paid in addition to their appropriate salary, the per shift allowance set out in Item 5 of Schedule C – Allowances to this Agreement.

23.2 Vehicle/Travelling Allowance

- (a) An employee, other than a Community Service employee, sent for work to a place other than their regular place of work shall be paid for travelling time at the ordinary rate of pay and be reimbursed for travelling expenses (which may include fares and/or vehicle allowance in accordance with Item 6 of Schedule C –Allowances).
- (b) Where an employee is required to use public transport for travel on official business, the employee is to be reimbursed actual expenses incurred for such travel, excluding travel from the employee's home to the first place of work and return to home at the cessation of their duties.
- (c) Where an employee is required and authorised by Carrington to use their motor vehicle in the course of their duties, the employee is entitled to be reimbursed in accordance with Item 6 of Schedule C –Allowances to this Agreement.

- (d) Employees who are rostered to be On Call should, where possible, be provided with a Carrington vehicle for business travel whilst on call. Where an employee has not been provided with a vehicle for this purpose, and the employee agrees to use their own vehicle, the employee shall be paid the per kilometre allowance in accordance with Item 6 of Schedule C –Allowances to this Agreement. Travel time will be included in the on call minimum hours start provisions and be paid at the employee’s ordinary rate of pay.

23.3 On Call Allowance

- (a) An employee who is on call, that is, the employee is required to make themselves ready and available to return to work at short notice whilst off duty or to provide support over the phone to other employees Monday to Friday, shall be paid the allowance, for each period of on call, set out in Item 7 of Schedule C –Allowances to this Agreement.
- (b) An employee who agrees to be on call, that is, the employee agrees to make themselves ready and available to return to work at short notice whilst off duty or to provide support over the phone to other employees on Weekends, shall be paid the allowance, for each period of on call, set out in Item 8 of Schedule C –Allowances to this Agreement.
- (c) An employee who agrees to be on call, that is, the employee agrees to make themselves ready and available to return to work at short notice whilst off duty or to provide support over the phone to other employees on Public Holidays, shall be paid the allowance, for each period of on call, set out in Item 8 of Schedule C – Allowances to this Agreement.
- (d) Employees will be paid for actual time worked at their ordinary pay rate on the submission of details of work undertaken and management approval of the submitted claim.
- (e) Payment will be paid for hours worked only and the minimum start provisions outlined in Clause 15.3 do not apply.
- (f) An employee who is required by Carrington to remain available during a meal break, but is free from duty, will be paid at ordinary rates for a 30-minute meal break as per Item 9 of Schedule C –Allowances. This period will not count as time worked when calculating ordinary hours for the purposes of overtime or penalties. If the employee is recalled to perform duty during this period, the employee will be paid overtime for all time worked until the balance of the meal break is taken.
- (g) Where an employee on call in accordance with subclause 23.3 (a), leaves the residential aged care facility and is recalled to duty, they shall be reimbursed all reasonable fares and expenses actually incurred.
- (h) Where an employee has not been provided with a vehicle by Carrington for this purpose, and the employee agrees to use their own vehicle, the employee shall be paid the per kilometre allowance set out in Item 6 of Schedule C – Allowances to this Agreement.
- (i) For clarity, where an employee who is on call and is recalled to duty, they shall be paid both the on call allowance and for the work under the provisions of subclause 20.1.

23.4 Uniforms Allowance

- (a) Carrington requires all employees to wear a uniform unless otherwise agreed in writing.
- (b) Carrington shall pay the employee the weekly allowance set out in Item 10 of Schedule C –Allowances to this Agreement to cover the cost of uniforms.
- (c) Employees shall also be paid a laundry allowance per week at the rate set out in Item 11 of Schedule C –Allowances to this Agreement to cover the costs associated with laundering the uniform.
- (d) An employee who works less than 38 hours per week shall be entitled to the allowances prescribed by this clause in the same proportion as the average hours worked each week bears to 38 ordinary hours.
- (e) All employees whose duties require them to work outdoors in Gardening and/or Maintenance roles shall be supplied with appropriate footwear and protective clothing.
- (f) All employees whose duties require them to work in a hazardous situation shall be supplied with appropriate protective clothing and equipment.
- (g) Laundry and Uniform allowance shall not be paid to employees during absences on Long Service Leave, Paid Parental Leave and periods of leave without pay.
- (h) All employees are required to sign an authorisation permitting Carrington to deduct the value of uniforms from termination monies in the event that the employee leaves Carrington when there is still an outstanding amount owing to Carrington associated with the purchase of the uniform.

23.5 Meal Allowance

- (a) An employee who is required to work overtime for more than two (2) hours shall, at the option of Carrington, be supplied with a meal or shall be paid, as the case may be, the amount set out in Item 12 of Schedule C –Allowances to this Agreement.

24. HIGHER DUTIES

- 24.1 An employee engaged in any duties carrying a higher wage rate than the classification in which they are ordinarily employed in any one day or shift will be paid at the higher wage rate for any full day or shift worked.

25. ANNUAL LEAVE

25.1 Employees are entitled to annual leave in accordance with the provisions of the NES.

25.2 Casual employees have no entitlement to annual leave.

25.3 Accrual of Annual Leave

- (a) All employees are entitled to four (4) weeks paid annual leave.
- (b) Shift workers are entitled to one (1) additional week of annual leave.
- (c) A shift worker is:
 - (i) an employee who is regularly rostered to work their ordinary hours outside the ordinary hours of work as a day worker as defined; and/or
 - (ii) an employee who works for more than four ordinary hours on 10 or more weekends.

- (g) Carrington accepts expressions of interest for annual leave in advance, particularly for peak periods. These requests will be assessed fairly, considering client care needs and specific approval criteria.
- (h) Requests for annual leave will be responded to in a reasonable timeframe.

25.6 Excessive Annual Leave Accruals

- (a) An employee has an excessive annual leave accrual if they have accrued more than eight (8) weeks paid annual leave (or ten (10) weeks' paid annual leave for a shift worker).
- (b) If an employee has an excessive annual leave accrual, Carrington or the employee may seek to confer with the other and genuinely reach agreement on how to reduce or eliminate the excessive annual leave accrual.
- (c) If Carrington has genuinely tried to reach agreement with an employee under subclause (b) above, but agreement is not reached (including because the employee refused to confer), Carrington may direct the employee to take one or more periods of annual leave.
- (d) If an employee has genuinely tried to reach agreement with Carrington under sub clause (b) above, but agreement is not reached (including because Carrington refused to confer), the employee may give Carrington a written notice requesting to take one or more periods of annual leave. This notice may only be given if the employee has had an excessive annual leave balance for more than six (6) months at the time of giving the notice and the employee has not been given a direction under subclause (c) above. Carrington must grant paid annual leave requested by a notice under this subclause.
- (e) The maximum period of annual leave entitled to be requested by notice under subclause (d) above in a 12-month period is four (4) weeks (or five (5) weeks for shift workers).
- (f) The following provisions will apply to both a direction to take annual leave given by Carrington, or notice requesting to take annual leave by an employee:
 - (i) the employee's remaining accrued entitlement to annual leave must be more than six (6) weeks when any other annual leave entitlements are taken into account.
 - (ii) the minimum period of annual leave will be one (1) week.
 - (iii) the period of annual leave must commence at least eight (8) weeks, but not more than 12 months, after the direction or notice is given.
 - (iv) the direction or notice must not be inconsistent with any annual leave arrangement agreed by Carrington and the employee.
- (i) An employee who has been given a direction in accordance with subclause (c) above, may request to take a period of paid annual leave as if the direction had not been given. This may result in the direction ceasing to have effect.

25.7 Cashing out of Annual Leave

- (a) Annual leave credited to an employee may be cashed out by agreement, subject to the following conditions:
 - (i) annual leave must not be cashed out if the cashing out would result in the employee's remaining accrued entitlement to annual leave being less than four (4) weeks; and
 - (ii) each cashing out of a particular amount of annual leave must be by a separate agreement in writing between Carrington and the employee; and
 - (iii) the employee must be paid at least the full amount that would have been payable to the employee had the employee taken the annual leave that the employee has forgone.

25.8 Annual Leave Loading

- (a) In addition to their annual leave payment, an employee will be paid the higher of:
 - (i) an annual leave loading of 17.5% of their annual leave; or
 - (ii) the weekend and shift penalties the employee would have received had they not been on annual leave during the relevant period.
- (b) Shift allowances and weekend penalties are not payable for public holidays which occur during a period of annual leave.

25.9 Annual Leave and Service

- (a) A period of annual leave does not break an employee's continuity of service and annual leave counts as service for all purposes.

25.10 Payment of Annual Leave on Termination

- (a) If, when the employment of an employee ends, the employee has a period of untaken paid annual leave, Carrington will pay the employee the amount that would have been payable to the employee had the employee taken that period of leave.

26. PERSONAL/CARER'S LEAVE AND COMPASSIONATE LEAVE

26.1 Employees are entitled to personal/carer's leave and compassionate leave in accordance with the provisions of the NES.

26.2 Casual employees have no entitlement to paid personal/carer's leave or compassionate leave but do have an entitlement to unpaid leave.

26.3 Entitlement to paid Personal/Carer's Leave

- (a) For each year of service with Carrington, an employee is entitled to ten (10) days of paid personal/carer's leave.
- (b) An employee's entitlement to paid personal/carer's leave accrues progressively during a year of service according to the employee's ordinary hours of work and accumulates from year to year.

26.4 Taking of Personal/Carer's Leave

- (a) An employee may take paid personal/carer's leave:
 - (i) where the employee is not fit for work because of a personal illness, or personal injury, affecting the employee; or

- (ii) to provide care or support to a member of the employee's immediate family, or a member of the employee's household, who requires care or support because of:
 - a. a personal illness, or personal injury, affecting the member; or
 - b. an unexpected emergency affecting the member.

26.5 Payment of Paid Personal/Carer's Leave

- (a) If an employee takes a period of paid personal/carer's leave, Carrington will pay the employee at the employee's ordinary rate of pay for the employee's ordinary hours of work in the period.

26.6 Personal/Carers Leave on Public Holidays

- (a) If the period during which an employee takes paid personal/carer's leave includes a day or part day that is a public holiday in the place where the employee is based for work purposes, the employee is taken not to be on paid personal/carer's leave on that public holiday.

26.7 Unpaid Carer's Leave

- (a) An employee is entitled to two (2) days unpaid carer's leave for each occasion when a member of the employee's immediate family, or a member of the employee's household, requires care or support because of:
 - (i) a personal illness, or personal injury, affecting the member; or
 - (ii) an unexpected emergency affecting the member.
- (b) An employee may take unpaid carer's leave as:
 - (i) a single continuous period of up to two (2) days: or
 - (ii) any separate periods agreed with Carrington.
- (c) An employee is entitled to unpaid carer's leave for a particular occasion only if the employee cannot take an amount of paid personal/carer's leave.

26.8 Compassionate Leave

- (a) An employee is entitled to two (2) days of compassionate leave for each occasion when a member of the employee's immediate family or a member of the employee's household as defined in the NES:
 - (i) contracts or develops a personal illness that poses a serious threat to their life; or
 - (ii) sustains a personal injury that poses a serious threat to their life; or dies.
- (b) An employee may take compassionate leave as:
 - (i) a single continuous period of two (2) days: or
 - (ii) two (2) separate periods of one (1) day each; or
 - (iii) any separate periods agreed with Carrington.

26.9 Payment for Compassionate Leave

- (a) If an employee takes a period of paid compassionate leave, Carrington must pay the employee, other than a casual employee, at the employee's ordinary rate of pay for Carrington's ordinary hours of work in the period.
- (b) Casual employees are entitled to unpaid compassionate leave.

26.10 Notice and Evidence Requirements

- (a) To be entitled to leave under Clause 26.8 an employee must:
- (i) as soon as reasonably practicable (which may be at a time before or after the leave has commenced) notify Carrington that the employee is (or will be) absent from their employment.
 - (ii) Carrington may require an employee to give Carrington evidence that would satisfy a reasonable person that the leave was taken for a permissible reason or occasion.
 - (iii) to be entitled to personal/carers leave during the period, the employee may be required to give Carrington as soon as reasonably practicable (which may be at a time before or after the personal leave has commenced) either:
 - a. a medical certificate from a medical practitioner stating that in their opinion, the employee was, is, or will be unfit for work during the period because of a personal illness or injury; or
 - b. a statutory declaration made by the employee stating that the employee was, is, or will be unfit for work during the period because of a personal illness or injury.
 - c. A telehealth medical certificate issued by an Australian medical professional will be accepted.
 - d. Other Online medical certificates will not be accepted.
 - (iv) to be entitled to carer's leave during the period, the employee may be required to give Carrington as soon as reasonably practicable (which may be at a time before or after the carer's leave has commenced) either:
 - a. a medical certificate from a medical practitioner stating that in their opinion the member of the immediate family (as defined) requires or required care and support during the period due to personal illness or injury; or
 - b. a statutory declaration made by the employee stating that the employee requires or required leave during the period to provide care or support to the member of the immediate family because the member of the immediate family requires or required care or support during the period because of personal illness, or injury, of the member of the immediate family or an unexpected emergency affecting the member of the immediate family.

Indicative examples of what is considered as carer's leave are as follows:

- Caring for a child who is not sick when crèche shuts suddenly because of a gastro outbreak
- Family member breaks an arm or leg and needs support for several days
- Family member admitted to hospital and needs support
- Taking a parent or child to a medical appointment

- (d) for the purpose of subclause (c) (ii) above, a weekend means work in ordinary time on a Saturday and/or a Sunday in any one calendar week.
- (e) The entitlement to paid annual leave accrues progressively during a year of service according to the employee's ordinary hours of work and accumulates from year to year.

25.4 Payment of Annual Leave

- (a) If an employee takes annual leave during a period, the annual leave shall be paid at the employee's ordinary rate of pay for the employee's ordinary hours of work in the period.
- (b) An employee going on annual leave may elect to be paid:
 - (i) prior to commencing such leave; or
 - (ii) through their normal pay cycle.
- (c) Once the annual leave has commenced the election cannot be changed unless Carrington agrees.
- (d) If the employment of an employee who has not taken an amount of accrued annual leave ends at a particular time, the employee's untaken accrued annual leave shall be paid at the employee's ordinary pay at that time.
- (e) Annual leave loading, if any, shall be paid in accordance with subclause 25.8.

25.5 Taking of Annual Leave

- (a) An employee is entitled to take an amount of annual leave during a particular period if:
 - (i) at least that amount of annual leave is credited to the employee; and
 - (ii) Carrington has authorised the employee to take the annual leave during that period.
- (b) In the taking of annual leave, the employee shall make written application to Carrington, giving management at least two (2) weeks' notice of the desired period of such annual leave.
- (c) Applications for extended periods (in excess of four (4) weeks) of annual leave will require the employee to make a written application to Carrington, giving management at least three (3) months' notice of the desired period of such annual leave.
- (d) Applications in exceptional circumstances for extended leave outside of the conditions set out sub clause (c) above, will be considered by Carrington on a case by case basis.
- (e) Carrington may permit the accumulation of excess annual leave balances if an employee is doing so for a significant personal event such as overseas travel, and the employee has sought approval for this in advance of accruing the excessive annual leave.
- (f) Annual leave shall be taken in an amount and at a time that is approved by Carrington, subject to the operational requirements as determined by Carrington. Submitting of an application for annual leave does not constitute approval of an employee's application. Carrington shall not unreasonably withhold or revoke such approval; however, operational requirements may require Carrington to (if possible) change the dates of annual leave.

- (v) to be entitled to compassionate leave during the period, the employee may be required to give Carrington as soon as reasonably practicable (which may be at a time before or after the compassionate leave has commenced):
 - a. a medical certificate from a medical practitioner stating that in their opinion the member of the immediate family is suffering from an illness or injury that poses a serious threat to the member of the immediate family's life; or
 - b. a statutory declaration made by the employee stating that the employee requires or required leave during the period due to the death of the member of the immediate family.

26.11 Service

- (a) A period of paid personal/carer's leave or compassionate leave does not break an employee's continuity of service and counts as service for all purposes.
- (b) A period of unpaid personal/carer's leave does not break an employee's continuity of service but does not count as service.

27. INFECTION CONTROL LEAVE

- (a) The following conditions will apply to employees who have worked in a 'red zone' where a communicable disease as indicated by the Public Health Unit which requires the employee to not be in attendance at work.
- (b) The definition of a red zone is where there is a current outbreak of two or more residents.
- (c) Employees working in a red zone, who contract a communicable disease illness as defined by Public Health Unit, will be entitled to up to three (3) additional days leave per annum to allow them to isolate, thereby reducing the risk of spreading these illnesses to others.
- (d) This leave will be available for permanent staff only and will be pro-rated for part time staff based upon their Guaranteed Minimum Hours of Work.
- (e) The criteria that determine whether the employee is entitled to this leave is:
 - (i) the communicable disease must be as defined by the Public Health Unit;
 - (ii) that the employee presents a medical certificate from a medical practitioner (including pathology results) that clearly states that the employee has an infectious disease and specifies what that disease is (e.g. Influenza);
 - (iii) that the Certificate identifies the period of time that the employee is likely to be infectious and that there is a high risk that the employee's infection will be spread to residents/clients/employees;
 - (iv) that this risk of contamination to others cannot be effectively mitigated through the use of normal infection control process; and
 - (v) that there are no alternate duties the employee could undertake at home whilst they are isolating.
- (f) For Community Service employees, if the client is positive to an infectious disease upon management approval the infection leave will be made available to the employee. Community Service employees are also required to follow the required PPE measures upon being informed or a client notifying of an infectious disease.

- (g) Parties to this Agreement will comply with all relevant health and safety legislation in relation to infection control and cooperate to implement the best achievable level of health and safety through the following measures:
 - (i) Carrington will provide employees with adequate training and supervision in the correct donning and doffing of Personal Protective Equipment (PPE);
 - (ii) Employees will comply with all lawful and reasonable directions from the employer in relation to the proper donning and doffing of PPE; and
 - (iii) Carrington will also ensure that an Infection Prevention and Control Lead (IPC Lead) is employed and appropriately trained, and that fit testing for N95/P2 masks is conducted annually for noting.

28. SUPPORT FOR EMPLOYEES EXPERIENCING FAMILY AND DOMESTIC VIOLENCE

28.1 Definitions

- (a) Family and Domestic Violence includes acts or threats of violence, not including acts of self-defence, committed by a current or former spouse of the an employee experiencing family and domestic violence, by a person with whom the an employee experiencing family and domestic violence shares a child in common, by a person who is cohabitating with or has cohabitated with the an employee experiencing family and domestic violence, by a person who is or has been in a continuing social relationship of a romantic or intimate nature with the an employee experiencing family and domestic violence, or a person who is or has continually or at regular intervals lived in the same household as the an employee experiencing family and domestic violence.
- (b) Family and Domestic Violence includes physical, sexual, financial, verbal or emotional abuse by a family member.
- (c) An employee may, for the purposes of this clause, be required to produce suitable evidence of Family and Domestic Violence, such as documents issued by the Police Service, a Court, a Doctor, a Domestic Violence Support Service, a Lawyer or counselling professional or by statutory declaration.

28.2 Measures

- (a) No adverse action will be taken against an employee experiencing Family and Domestic Violence.
- (b) All personal information concerning Family and Domestic Violence will be kept confidential in line with Carrington's Privacy Policy and relevant documentation.
- (c) Carrington will identify a contact within the organisation with whom the employee can make contact for the purposes of this clause.
- (d) Upon receipt of a reasonable request from an employee who has satisfied the criteria of this clause, Carrington will, subject to operational requirements, facilitate flexible working arrangements which may include:
 - (i) changes to working times and to work location;
 - (ii) changes to telephone numbers and/or email addresses; or
 - (iii) any other appropriate measure including those available under existing provisions for family-friendly and flexible work arrangements.

- (e) An employee experiencing Family and Domestic Violence may be referred to the Employee Assistance Program (EAP) and/or other local resources that include professionals trained specifically in Family and Domestic Violence.

28.3 Leave

- (a) In accordance with the NES, all employees (full time, Part time and Casuals) who have provided evidence of experiencing Family or Domestic Violence may utilise up to 10 days paid Family and Domestic Violence Leave in a 12 month period (based on the employees anniversary date), if they need to do something to deal with the impact of family and domestic violence including:
 - (i) making arrangements for their safety, or the safety of a close relative (including relocation)
 - (ii) attending court hearings
 - (iii) accessing police services
 - (iv) attending counselling
 - (v) attending appointments with medical, financial or legal professionals.
- (b) Employees may also utilise paid leave entitlements (such as personal/carer's leave or annual leave) for such periods of absence.
- (c) Where a full-time or part-time employee has exhausted the leave entitlements above, they may apply for additional Special Leave. Additional Special Leave will be considered on a case by case basis.
- (d) This leave may be taken as consecutive or single days or as a fraction of a day.
- (e) An employee who supports a person experiencing Family and Domestic Violence may use their existing carer's leave and if exhausted, annual leave or unpaid leave to accompany the person on activities related to the family and domestic violence, or to mind the children of the person.

29. COMMUNITY SERVICE LEAVE

29.1 Eligible community service activities

- (a) entitle an employee, acting reasonably, to be absent from employment for periods including:
 - (i) time when the employee engages in the activity;
 - (ii) reasonable travelling time associated with the activity;
 - (iii) reasonable rest time immediately following the activity.
- (b) include:
 - (i) jury service (including attendance for jury selection) that is required by or under a law of the Commonwealth, a State or a Territory; or
 - (ii) a voluntary emergency management activity; or
 - (iii) an activity prescribed in the regulations.

29.2 Jury Service

- (a) There is no limit on the amount of unpaid jury service leave an employee can take in a twelve (12) month period of employment.
- (b) Employees, other than casuals, are entitled to be paid:
 - (i) for the first ten (10) days when absent from work in one or more periods to attend jury service regarding a particular jury service summons.

- (ii) the difference between what the employee received as jury service pay and the base rate of pay for the employee's ordinary hours of work in the period or periods.
- (c) Where the duration of jury service regarding a particular jury service summons exceeds ten (10) days, management agrees to assist the employee as far as is reasonably practical to maintain their regular income. The assistance may include: flexibility of rosters; access to annual leave and/or long service leave.
- (d) Carrington may require the employee to provide evidence that would satisfy a reasonable person:
 - (i) that the employee took all necessary steps to obtain any amount of jury service pay to which they were entitled; and
 - (ii) of the total amount of jury service pay, paid or payable to the employee.
- (e) No payment is required where evidence is required by management and not provided by the employee.

29.3 Voluntary Emergency Management Activity (VEMA)

- (a) An employee engages in a VEMA if:
 - (i) they voluntarily participate;
 - (ii) the activity involves dealing with an emergency or natural disaster;
 - (iii) they are a member of, or have a member like association with a Recognised Emergency Management Body (REMB); and
 - (iv) the REMB requests their participation.
- (b) The employee will provide management with evidence to support the request by the REMB of the employee's participation.

30. PARENTAL LEAVE

30.1 Employees are entitled to unpaid parental leave in accordance with the provisions of the NES.

30.2 Paid parental leave

- (a) Full-time and part-time employees may claim paid parental leave at ordinary pay, from the date the parental leave commences in the following circumstances:
 - (i) First claim: where eligible for unpaid parental leave; and
 - (ii) Second and subsequent claims: where an employee having returned to work from a period of parental leave has completed three (3) months of continuous service prior to each claim.
- (b) For the purposes of the calculation of "ordinary pay" for paid parental leave purposes, an employee will be paid the higher of:
 - (i) the average of the ordinary hours actually worked by the employee in the 12-month period ending at the commencement of parental leave; or
 - (ii) the ordinary hours worked by the employee at the time of the commencement of parental leave.
- (c) Paid parental leave includes:
 - (i) 12 weeks paid parental leave for the primary carer (in accordance with subclause d below)

- (ii) 12 weeks paid adoption leave for the primary carer of the adopted child (in accordance with subclause d below); and
- (iii) Four (4) weeks paid partner leave.
- (d) Paid parental and adoption leave will be available after 12 months continuous service.
- (e) Paid partner leave will be payable to:
 - (i) the partner of the primary carer; or
 - (ii) the partner of the initial primary carer of an adopted child.
- (f) Partner includes same-sex and de facto partner but does not include former de facto partners unless there is a court order sharing custody.
- (g) Any period of "paid no safe job leave" taken by an employee pursuant to the "Transfer to a Safe Job" provisions of the Act shall be deducted from the employee's entitlement to paid parental leave.

31. LONG SERVICE LEAVE

31.1 An employee's entitlement to long service leave shall be in accordance with the provisions of this Agreement and the relevant legislation provided that should there be any inconsistency between that legislation and the provisions of this Agreement these provisions shall prevail to the extent the Agreement entitles employees to long service leave in excess of the employees' entitlement to long service leave under the legislation.

31.2 The relevant legislation is the Long Service Leave Act 1955 (NSW).

31.3 Amount of Long Service Leave

- (a) Each employee shall be entitled to two (2) months' long service leave on ordinary pay after ten (10) years' service; thereafter additional long service leave shall accrue on the basis of five (5) months long service leave for each ten (10) years' service.
- (b) For the purposes of calculating long service leave under this subclause, service shall include:
 - (i) all periods of paid leave;
 - (ii) community service leave;
 - (iii) periods of unpaid personal leave caused by the absence of the worker on account of illness or injury;
 - (iv) periods of unpaid carer's leave (up to 14 days per year); and
 - (v) any period of unpaid leave where it has been agreed between Carrington and the employee that long service leave shall accrue.
- (c) For the purposes of calculating long service leave under this clause, long service leave shall not accrue during the following absences:
 - (i) unpaid parental leave;
 - (ii) periods of leave without pay where there is no agreement between Carrington and the employee that any form of paid leave will accrue; and
 - (iii) absences arising directly or indirectly from an industrial dispute.
- (d) Long service leave will also not accrue during these periods of unpaid leave, however, such leave shall not break the employee's continuity of service.
- (e) Long service leave shall accrue for all full time, part time and casual employees.

31.4 Taking of Long Service Leave

- (a) Long service leave can be taken as one continuous period, or separate periods. The minimum period of leave shall be one (1) week and leave shall be taken in week blocks. Employees should apply in writing to take long service leave as per Carrington's policies and procedures.
- (b) Long service leave may be taken on a pro-rata basis after completing the initial seven (7) year period.
- (c) The employee is entitled to payment for long service leave in accordance with the relevant legislation.
- (d) Carrington may direct an employee to take long service leave where their balance totals 13 weeks or more. In such circumstances, the employee will have two months to provide a leave plan to Carrington which provides for the long service leave to be taken within 18 months (taking into account accruals during the leave plan period), unless otherwise agreed. Such plan must be in writing.
- (e) Where an employee does not provide a leave plan in accordance with sub clause (d) above, Carrington will consult with the employee regarding the taking of long service leave. When a mutually agreeable date cannot be reached or a long service leave plan is not provided when requested, the date for taking long service leave will be determined by Carrington (provided at least six (6) months' notice is given). However, the provisions of Clause 44 – Grievance and Dispute Resolution Procedures will apply if the employee disagrees with the direction.
- (f) The submitting of an application for long service leave does not constitute approval of an employee's application as management needs to consider each application with regards to operational requirements, however Carrington shall not unreasonably withhold approval.

31.5 Payment of Long Service Leave on Termination

- (a) Where the services of an employee are terminated either by Carrington or the employee after ten (10) years' service, the employee shall be paid the balance of long service leave which has been accrued.
- (b) Where the services of an employee with between five (5) and ten (10) years' service are terminated by Carrington for any reason other than the employee's serious and wilful misconduct, or by the employee on account of illness, incapacity or domestic or other pressing necessity the employee shall be entitled to be paid the amount of pro-rata long service leave which has been accrued less any amount of leave taken.
- (c) In the event of the death of an employee with at least five (5) years' service, Carrington will make payment for long service leave accrued but not taken to the employee's estate via their personal representative.

32. LEAVE WITHOUT PAY

32.1 By agreement between Carrington and a permanent employee, an employee may be granted a period of leave without pay.

32.2 The period of leave without pay will not break the continuity of service of the employee but will not count for the purpose of:

- (a) accruing annual leave or personal/carer's leave, incremental progression, and public holidays;

- (b) accruing long service leave, except in the case of employees who have completed at least ten (10) years' service;
- (c) the qualifying period for paid and unpaid parental leave; and
- (d) the calculation of notice and severance pay in accordance with Clause 35 - Termination of Employment and Clause 36 - Redundancy.

33. CEREMONIAL LEAVE

33.1 An employee who is required by Aboriginal and Torres Strait Islander tradition to be absent from work for Aboriginal ceremonial purposes will be entitled to up to ten (10) working days unpaid leave in any one year, with the approval of Carrington.

34. NATURAL DISASTER LEAVE

34.1 Where a permanent employee is unable to attend work because of a natural disaster, i.e. bushfire or flood, they will be entitled to be paid ordinary pay for the shift they would otherwise have worked on that day. This entitlement will apply once per calendar year and is not cumulative from year to year.

34.2 Carrington may require the employee to provide evidence to support their claim.

35. TERMINATION OF EMPLOYMENT

35.1 Prior to reaching any decision to terminate the employment of an employee on grounds other than would justify summary dismissal, management will:

- (a) inform the employee that the termination of their employment is being considered;
- (b) advise the employee of the reasons for termination; and
- (c) provide the employee with an opportunity to show cause why their employment should not be terminated.

35.2 An employee shall be given reasonable time to respond and shall be provided with details of any relevant material. Where a meeting is held with the employee, the employee is entitled to have a witness present. The witness may be e.g. a co-worker, a workplace union delegate, an officer of the union, a family member, or any other person.

35.3 Employment, other than of a casual, will be terminated only by appropriate notice on either side or by the payment by Carrington for work performed and statutory entitlements or forfeiture by the employee of wages for work not performed in lieu of notice. Provided that employment may be terminated by part of the period of notice specified, and part payment or forfeiture, in lieu of the period of notice specified.

35.4 Notice of Termination by Carrington

- (a) Carrington shall give notice of termination in accordance with the following table:

Period of Continuous Service	Minimum Period of Notice
1 year or less	1 week
More than 1 year but not more than 3 years	2 weeks
More than 3 years but not more than 5 years	3 weeks
More than 5 years	4 weeks

- (b) Employees (other than casuals) aged 45 years or older will be entitled to an additional one weeks' notice if the employee has completed at least two years continuous service with Carrington.
- (c) Carrington may, without notice, summarily dismiss an employee at any time for serious misconduct or wilful disobedience. Payment is up to the time of dismissal only.
- (d) Casuals are to be given notice to the end of the current shift worked.

35.5 Notice by employee

- (a) Employees shall give Carrington two (2) weeks' notice of termination in writing.
- (b) Casuals shall only be required to give notice to the end of the current shift worked.
- (c) Carrington will give the employee a statement signed by management stating the period of employment and when the employment was terminated if the employee requests.

35.6 Abandonment of Employment

- (a) Where an employee is absent from work for a continuous period of two (2) working days without the consent of management, and without notification to management, management shall be entitled to inform the employee by written correspondence that unless the employee provides a satisfactory explanation for her or his absence within two (2) days of the receipt of such a request, the employee will be considered to have abandoned employment.
- (b) Where an employee has been considered to have abandoned their employment, the notice periods outlined above shall apply.

36. REDUNDANCY

- 36.1 For the purposes of this clause, "continuous service" shall be interpreted in the same manner as "service of a worker" is interpreted in the Long Service Leave Act 1955 (NSW) as at the date this Agreement comes into operation. Periods of leave without pay, including parental leave without pay, do not break the continuity of service of an employee but are not to be taken into account in calculating length of service for the purposes of this clause.
- 36.2 Redundancy occurs where management has made a definite decision that Carrington no longer wishes the job the employee has been doing to be done by anyone and this is not due to the ordinary and customary turnover of labour.
- 36.3 Unless the FWC subsequently orders otherwise pursuant to [sub-clause 36.4](#), where the employment of an employee is to be terminated for the reason set out in [sub-clause 36.2](#), that Carrington shall pay, in addition to other payments due to that employee, the following retrenchment pay in respect of the following continuous periods of service:

- (a) Where the employee is under 45 years of age, Carrington shall pay the employee in accordance with the following scale:

Minimum Years of Service	Retrenchment Pay
Less than 1 year	Nil
1 year and less than 2 years	4 weeks' pay
2 years and less than 3 years	7 weeks' pay
3 years and less than 4 years	10 weeks' pay
4 years and less than 5 years	12 weeks' pay
5 years and less than 6 years	14 weeks' pay
6 years and over	16 weeks' pay

- (b) Where the employee is 45 years of age or over, Carrington shall pay the employee in accordance with the following scale:

Minimum Years of Service	Retrenchment Pay
Less than 1 year	Nil
1 year and less than 2 years	5 weeks' pay
2 years and less than 3 years	8.75 weeks' pay
3 years and less than 4 years	12.5 weeks' pay
4 years and less than 5 years	15 weeks' pay
5 years and less than 6 years	17.5 weeks' pay
6 years and over	20 weeks' pay

- (c) "Weeks' pay" means the rate of pay for the employee concerned at the date of termination, and shall include in addition to the ordinary pay any over-agreement payments and the following, if applicable:

- (i) shift allowances as prescribed in Clause 21 – Shift and Weekend Work; and
- (ii) weekend penalties as prescribed in Clause 21 – Shift and Weekend Work.

36.4 Subject to an application by Carrington and further orders of FWC, Carrington may pay a lesser amount (or no amount) of retrenchment pay than that contained in subclause 36.3. FWC shall have regard to such financial and other resources of Carrington concerned as FWC thinks relevant, and the probable effect paying the amount of retrenchment pay in subclause 36.3 will have on Carrington.

37. WORKFORCE TRAINING AND CAREER DEVELOPMENT

37.1 Workforce Training

- (a) For all training, each employee shall provide to Carrington details of their attendance at training and Carrington shall maintain a record of this attendance.
- (b) Upon termination, an employee may request written details of the training undertaken during their employment with Carrington.
- (c) Carrington undertakes to provide rostered time for compulsory training to all staff during their rostered shifts and as such staff will be paid in accordance with the arrangements that are applicable for that shift. If they are unable to attend this training, then they can attend alternate compulsory training outside of their rostered shift and be paid at their ordinary rate of pay for the time they attended the training.

- (d) Where practicable, training shall be provided to employees during their normal rostered hours of work.
- (e) If the employee is directed to attend training outside of normal rostered hours they will be paid at overtime rates.
- (f) If the employee elects (and management agree) to attend training outside of their normal rostered hours, then they can attend alternate compulsory training outside of their normal rostered hours and be paid at their ordinary rate of pay for the time they attended the training.
- (g) Carrington will provide employees with two (2) weeks' notice of the requirement to attend training outside of their normal rostered working hours.
- (h) Carrington requiring an employee to attend training away from their usual workplace shall pay to the employee a total of 7.6 hours ordinary pay for the day (or the rostered shift if this is greater than 7.6 hours).
- (i) Where an employee has not been provided with a vehicle by Carrington for the purpose of attending training, and the employee agrees to use their own vehicle, the employee shall be paid the per kilometre allowance set out in Item 4 of Schedule C –Allowances to this Agreement.
- (j) Training provided outside the normal rostered hours of work shall be arranged so as to allow full-time employees to have at least eight or ten hours off-duty before or after training and the end or beginning of their shift, whichever is applicable as set out in subclause 15.2 - Arrangement of Hours. Where practicable, similar arrangements should also be made available to all other employees. This does not apply where an employee is undertaking ongoing studies, such as attending university, during non-work hours.
- (k) Workforce development and training includes, but is not limited to, attendance and participation in conferences, seminars, training and staff meetings.

37.2 Career Development

- (a) The parties are committed to the development of career through on-the-job and formal training and development to support the new structure and employee career opportunities.
- (b) To facilitate career development within Carrington, with the support and approval of management, employees will be able to access the following types of career development activities:
 - (i) Continuing Professional Development (CPD); and/or
 - (ii) Formal Study Support and Assistance; and/or
 - (iii) Informal workplace training and education.

37.3 Continuing Professional Development (CPD)

- (a) CPD involves an employee's participation in activities such as in-house training programs and approved attendance at conferences and seminars that are relevant to their work and/or occupation at Carrington.
- (b) Full-time employees who are engaged in CPD will be able to access two (2) days' paid leave per year of service for the purposes of attending CPD activities.
- (c) Part-time employees who work at least four (4) shifts per fortnight shall be entitled to leave under this subclause on a pro-rata basis.

(d) Additional CPD leave will be granted on a case-by-case basis by Carrington and will be, among other things, subject to the employee providing evidence of CPD requirements.

(e) CPD leave entitlements pursuant to this clause will not accumulate from year to year.

37.4 Formal Study Support and Assistance

(a) Formal Study Support involves an employee undertaking a formal qualification to support their employment or career development at Carrington.

(b) Employees applying for Formal Study Support and Assistance (except for those undertaking minimum education requirements for their current level of work) will require two (2) years' continuous employment as a full-time or part-time employee with Carrington. Applications must be made in accordance with Carrington policies and procedures.

38. LABOUR FLEXIBILITY AND MIXED FUNCTIONS

38.1 Carrington may direct an employee to carry out such duties as are within the limits of the employee's skill, competence and training.

38.2 Carrington may direct an employee to carry out such duties and use such tools and equipment as may be required, provided the employee possesses the relevant skills and competence to perform such tasks. Where the employee does not possess such skills and competence, appropriate training shall be facilitated.

38.3 Any direction issued by Carrington pursuant to subclauses 38.1 and/or 38.2 shall be consistent with Carrington's responsibility to provide a safe and healthy working environment for employees, and Carrington's duty of care to residents and/or clients.

39. ATTENDANCE AT MEETINGS

39.1 Wherever possible, Carrington will hold meetings within the employee's ordinary hours. Any employee required by Carrington to attend meetings outside the employee's ordinary hours shall be entitled to receive their applicable rate of pay for the actual time spent in attendance at such meetings. In lieu of receiving payment, employees may, with the agreement of Carrington, be permitted to be free from duty for a period of time equivalent to the period spent in attendance at such meetings. Such time spent shall not be viewed as overtime for the purposes of this Agreement.

40. INSPECTION OF LOCKERS

40.1 Lockers may only be opened for inspection in the presence of the employee but in cases where the employee neglects or refuses to be present or in any circumstances where notice to the employee is impracticable, such inspection may be carried out in the absence of the employee by an officer of Carrington and an employee representative where practicable, otherwise by any two officers appointed by Carrington for that purpose.

41. REQUESTS FOR FLEXIBLE WORKING ARRANGEMENTS

- 41.1 Employees are entitled to request flexible employment arrangements in accordance with the provisions of the NES.
- 41.2 An employee may request flexible working arrangements where the employee:
- (a) is the parent, or has responsibility for the care, of a child who is of school age or younger;
 - (b) is a carer (within the meaning of the [Carer Recognition Act 2010](#));
 - (c) has a disability;
 - (d) is aged 55 or older;
 - (e) is experiencing violence from a member of the employee's family; or
 - (f) provides care or support to a member of the employee's immediate family, or a member of the employee's household, who requires care or support because the member is experiencing violence from a member of the member's family.
- 41.3 The employee is not entitled to make the request unless:
- (a) For an employee other than a casual employee—the employee has completed at least 12 months of continuous service with Carrington immediately before making the request; or
 - (b) For a casual employee—the employee:
 - (i) is a long-term casual employee of Carrington immediately before making the request; and
 - (ii) has a reasonable expectation of continuing employment by Carrington on a regular and systematic basis.
- 41.4 The request must:
- (a) be in writing; and
 - (b) set out details of the change sought and of the reasons for the change.
- 41.5 Carrington must give the employee a written response to the request within 21 days, stating whether management grants or refuses the request and, where the request is refused, must provide details of the reason for refusal.
- 41.6 Carrington may only refuse the request on reasonable business grounds.

42. CONSULTATION

- 42.1 This clause applies:
- (a) If Carrington has made a definite decision to introduce a major change to the organisation, structure or technology that is likely to have a significant effect on employees to which this enterprise agreement applies; or
 - (b) If Carrington proposes to introduce a change to the regular roster or ordinary hours of work of employees.
- 42.2 **Consultation in relation to major workplace change**
- (a) For a major change referred to in subclause (1)(a):
 - (i) Carrington will notify the relevant employees of the decision to introduce the major change; and
 - (ii) subclauses (b) to (h) apply.

- (b) The relevant employee or employees may advise Carrington that a person or employee organisation is their representative for the purposes of the procedures in this clause in relation to a major workplace change.
- (c) If:
 - (i) a relevant employee, or the relevant employees, advise Carrington that a person or employee organisation is their representative for the purposes of consultation; and
 - (ii) the employee or employees advise Carrington of the identity of the representative;
 - (iii) Carrington will recognise the representative.
- (d) Carrington will notify the relevant employees and their representatives (if any) of the decision to introduce the change.
- (e) As soon as practicable after making its decision, Carrington will:
 - (i) consult with the relevant employees and their representatives (if any), including by discussing with them:
 - a. the introduction of the change; and
 - b. the effect the change is likely to have on the employees; and
 - c. measures to avoid or reduce any adverse effect of the change on the employees; and
 - (ii) for the purposes of the consultation—provide, in writing, to the relevant employees and their representatives (if any):
 - a. all relevant information about the change including the nature of the change proposed; and
 - b. the reasons or justification for the change; and
 - c. information about the expected effects of the change on the employees; and
 - d. any other matters likely to affect the employees.
- (f) However, Carrington is not required to disclose confidential or commercially sensitive information to the relevant employees or their representatives (if any).
- (g) Carrington will give prompt and genuine consideration to matters raised about the major change by the relevant employees and their representatives (if any).
- (h) Carrington will take reasonable steps to communicate the outcome of the consultation process including the consideration that was given to matters raised about the major workplace change by the relevant employees and their representatives (if any).
- (i) If a term in this agreement provides for the introduction of a major workplace change in relation to Carrington, the requirements to consult contained in clauses (b) to (h) are taken not to apply.
- (j) In this term, a major workplace change is “likely to have a significant effect on employees” if it results in:
 - (i) the termination of the employment of employees; or
 - (ii) major change in the composition, operation or size of Carrington’s workforce or to the skills required of employees; or
 - (iii) the loss of, or reduction in, job or promotion opportunities; or
 - (iv) the loss of, or reduction in, job tenure or job security; or

- (v) the alteration of hours of work; or
- (vi) the need for employees to be retrained or transferred to other work or locations; or
- (vii) job restructuring.

42.3 Consultation in relation to change to regular roster or ordinary hours of work

- (a) For a change referred to in subclause (42.1)(b):
 - (i) Carrington will notify the relevant employees and their representatives (if any) in writing of the proposed change; and
 - (ii) subclauses (42.4) to (42.9) apply.

42.4 The relevant employee or employees may advise Carrington that a person or employee organisation is their representative for the purposes of the procedures in this clause in relation to changes to regular rosters or ordinary hours of work.

42.5 If:

- (a) a relevant employee, or the relevant employees, advise Carrington that a person or employee organisation is their representative for the purposes of consultation; and
- (b) the employee or employees advise Carrington of the identity of the representative; and
- (c) Carrington will recognise the representative.

42.6 As soon as practicable after proposing to introduce the change, Carrington will:

- (a) consult with the relevant employees and their representatives (if any) about the introduction of the change, including by discussing the change with them; and
- (b) for the purposes of the consultation—provide to the relevant employees and their representatives (if any):
 - (i) all relevant information about the change, including the nature and expected duration of the change; and
 - (ii) information about what Carrington reasonably believes will be the effects of the change on the employees (including any effect on the employee's remuneration); and
 - (iii) information about any other matters that Carrington reasonably believes are likely to affect the employees; and
- (c) invite the relevant employees and their representatives (if any) to give their views about the impact of the change (including any impact in relation to their family or caring responsibilities).

42.7 However, Carrington is not required to disclose confidential or commercially sensitive information to the relevant employees or their representatives (if any).

42.8 Carrington will give prompt and genuine consideration to matters raised about the change by the relevant employees or their representatives (if any).

42.9 Carrington will take reasonable steps to communicate the outcome of the consultation process including the consideration that was given to matters raised about the change to the regular roster or ordinary hours of work of employees by the relevant employees and their representatives (if any).

42.10 Definition

- (a) In this term:
 - (i) **relevant employees** means the employees who may be affected by a change referred to in subclause (42.1).

43. WORKLOAD MANAGEMENT

- 43.1 The parties to this Agreement acknowledge that employees and management have a responsibility to maintain a balanced workload and recognise the adverse effects that excessive workloads may have on employee/s and the quality of resident/client care.
- 43.2 To ensure that the employee's reasonable concerns regarding excessive workloads are effectively dealt with by management the following procedures should be applied:
- (a) In the first instance, employee/s should discuss the issue with their immediate supervisor and, where appropriate, explore solutions.
 - (b) If a solution cannot be identified and implemented, the matter should be referred to an appropriate senior manager for further discussion.
 - (c) If a solution still cannot be identified and implemented, the matter should be referred to the Executive Manager Business Operations for further discussion.
 - (d) If a solution still cannot be identified and implemented, the matter should be referred to the Chief Executive Officer for further discussion.
- 43.3 The outcome of the discussions at each level and any proposed solutions should be communicated to the affected employees.
- 43.4 While discussions are ongoing under this clause, employees must continue to perform their work as they would normally unless they have a reasonable concern about an imminent risk to their health or safety.
- 43.5 Workload management may also be reviewed at the employee's annual performance appraisal.
- 43.6 If, after following the procedure identified above, the issue is still unresolved, either party may advance the matter through Clause 44- Grievance and Disputes Resolution Procedures.

44. GRIEVANCE AND DISPUTE RESOLUTION PROCEDURES

- 44.1 If a dispute relates to:
- (a) a matter arising under the agreement; or
 - (b) the NES;
 - (c) this term sets out procedures to settle the dispute.
- 44.2 The parties to a dispute referred to in this procedure may include:
- (a) an employee or employees covered by the agreement who are, or will be, affected by the dispute;
 - (b) Carrington or employers covered by the agreement; and
 - (c) an employee organisation who:
 - (i) has a member who it is entitled to represent and who is an employee referred to in (a); or
 - (ii) is covered by the enterprise agreement and entitled to the benefit of, or has a role or responsibility with respect to, the matter in dispute.
- 44.3 An employee who is a party to the dispute may advise Carrington that a person or employee organisation is their representative for the purposes of the procedures in this term.

- 44.4 In the first instance, the parties to the dispute must try to resolve the dispute at the workplace level, by discussions between the relevant employee or employees, relevant supervisors and/or management and any relevant employee organisation.
- 44.5 If the discussions at the workplace level do not resolve the dispute, a party to the dispute may refer the matter to the FWC.
- 44.6 The FWC may deal with a dispute referred to it under subclause (44.5) even if the requirement for discussions in subclause (44.4) has not been complied with if the FWC is satisfied that it is appropriate in all the circumstances to do so.
- 44.7 The FWC may deal with the dispute in 2 stages:
- (a) the FWC will first attempt to resolve the dispute in such manner as it considers appropriate, including by mediation, conciliation, expressing an opinion or making a recommendation; and
 - (b) if the FWC is unable to resolve the dispute at the first stage, the Fair Work Commission may then:
 - (i) arbitrate the dispute; and
 - (ii) make a determination that is binding on the parties.
- 44.8 If the FWC arbitrates the dispute:
- (a) it may also use any of the powers that are available to it under the Fair Work Act 2009 (Cth), including, but not limited to, the power to grant interim relief; and
 - (b) a decision that the Commission makes when arbitrating a dispute is a decision for the purposes of Division 3 of Part 5-1 of the Fair Work Act 2009 (Cth) and a person aggrieved by the decision may seek to appeal the decision as provided for in that Act.
- 44.9 Subject to any order made by the FWC under subclause (8)(a), while the parties are trying to resolve the dispute using the procedures in this term:
- (a) an employee must continue to perform work as the employee normally would unless the employee has a reasonable concern about an imminent risk to health or safety; and
 - (b) an employee must comply with a direction given by Carrington to perform other available work at the same workplace, or at another workplace, unless:
 - (i) the work is not safe; or
 - (ii) applicable occupational health and safety legislation would not permit the work to be performed; or
 - (iii) the work is not appropriate for the employee to perform; or
 - (iv) there are other reasonable grounds for the employee to refuse to comply with the direction.
- 44.10 The parties to the dispute agree to be bound by a decision made by the FWC in accordance with this term.

45. WORKPLACE DELEGATES

- 45.1 Carrington recognises the right of all employees to join a union, to access meaningful union representation, to participate collectively in workplace issues, and to collectively bargain through their union.

- 45.2 A local workplace delegate must give Carrington written notice of their appointment or election as a workplace delegate. If requested, the local workplace delegate must provide the employer with evidence that would satisfy a reasonable person of their appointment or election.
- 45.3 An employee who ceases to be a local workplace delegate must give written notice to Carrington within 14 days.
- 45.4 A local workplace delegate may represent the industrial interests of eligible employees who wish to be represented by the local workplace delegate in matters including:
- (a) consultation about major workplace change;
 - (b) consultation about changes to rosters or hours of work;
 - (c) resolution of disputes;
 - (d) disciplinary processes;
 - (e) enterprise bargaining where the local workplace delegate has been appointed as a bargaining representative under section 176 of the Act or is assisting the delegate's organisation with enterprise bargaining; and
 - (f) any process or procedure within an award, enterprise agreement or policy of the employer under which eligible employees are entitled to be represented, and which concerns their industrial interests.
 - (g) A local workplace delegate will be entitled to reasonable communication for the purpose of representing their industrial interests under Clause 45.5 (a) including discussing membership of the delegate's organisation and representation with eligible employees.
 - (h) A local workplace delegate may communicate with eligible employees during working hours or work breaks, or before or after work.
- 45.5 Carrington will provide the local workplace delegate with access to or use of the following workplace facilities:
- (a) a room or area to hold discussions that is fit for purpose, private and accessible by the local workplace delegate and eligible employees;
 - (b) a physical or electronic noticeboard;
 - (c) electronic means of communication ordinarily used in the workplace by the employer to communicate with eligible employees and by eligible employees to communicate with each other, including access to Wi-Fi;
 - (d) a lockable filing cabinet or other secure document storage area; and
 - (e) office facilities and equipment including printers, scanners and photocopiers.
- 45.6 Carrington is not required to provide access to or use of a workplace facility under clause 45.6 if:
- (a) the workplace does not have the facility;
 - (b) due to operational requirements, it is impractical to provide access to or use of the facility at the time or in the manner it is sought; or
 - (c) Carrington does not have access to the facility at the enterprise and is unable to obtain access after taking reasonable steps.
- 45.7 Carrington will provide the local workplace delegate with access to up to 5 days of paid time during normal working hours for initial training and at least one day each subsequent year, to attend training related to representation of the industrial interests of eligible employees, subject to the following conditions.

- 45.8 Payment for a day of paid time during normal working hours is payment of the amount the local workplace delegate would have been paid for the hours the local workplace delegate would have been rostered or required to work on that day if the delegate had not been absent from work to attend the training.
- 45.9 The local workplace delegate must give Carrington not less than 5 weeks' notice (unless Carrington and delegate agree to a shorter period of notice) of the dates, subject matter, the daily start and finish times of the training, and the name of the training provider.
- 45.10 If requested by Carrington, the local workplace delegate must provide Carrington with an outline of the training content.
- 45.11 Carrington will advise the local workplace delegate not less than 2 weeks from the day on which the training is scheduled to commence, whether the local workplace delegate's access to paid time during normal working hours to attend the training has been approved. Such approval must not be unreasonably withheld.
- 45.12 The local workplace delegate must, within 7 days after the day on which the training ends, provide Carrington with evidence that would satisfy a reasonable person of their attendance at the training.
- 45.13 The local workplace delegate's entitlements under clause 45 is subject to the conditions that the local workplace delegate must, when exercising those entitlements:
- (a) comply with their duties and obligations as an employee;
 - (b) comply with the reasonable policies and procedures of Carrington, including reasonable codes of conduct and requirements in relation to occupational health and safety and acceptable use of ICT resources;
 - (c) not hinder, obstruct or prevent the normal performance of work; and
 - (d) not hinder, obstruct or prevent eligible employees exercising their rights to freedom of association.
- 45.14 Clause 45 does not require Carrington to provide a local workplace delegate with access to electronic means of communication in a way that provides individual contact details for eligible employees.
- 45.15 Clause 45 does not require an eligible employee to be represented by the local workplace delegate without the employee's agreement.

46. CARE MINUTES

- 46.1 Carrington is committed to ensuring that staffing levels are appropriate, thus ensuring the delivery of quality resident care and keeping within the standards required through legislation as assessed by the Aged Care Quality and Safety Commission. These standards take into account the level of care appropriate to the assessed needs of the resident and the mandated Care Minutes.
- 46.2 As part of Carrington's commitment, Carrington will:
- (a) Comply with the Department of Health and Aged Care's responsibility guide in calculating and implementing care minutes;
 - (b) Not roster direct staff to undertake non direct care activities, however these staff may from time to time be required to perform non direct care activities that are incidental to supporting their care roles, if this occurs, this time will not be recorded as care minutes;

- (c) Make any roster changes necessary to comply with subclause (a) above in consultation with staff; and
- (d) Where requested provide copies of Carrington's quarterly summarised reports from the Department of Health and Aged Care.

EXECUTION PAGES

Executed by Carrington Centennial Care Ltd (ABN: 11 109 853 278) by being signed by persons who are authorised to sign on its behalf:


Signature of Witness

Genevieve Veronique Bernad
Name of Witness

1 Walrus Place, Raby NSW
Address of Witness 2566

Dated:

Executed by representative of Carrington Enterprise Bargaining Committee on behalf of those employees who are not members of the industrial organisations who are parties to this Agreement:


Signature of Witness

Evan Tunbridge
Name of Witness

8 Macarthur Rd, Elderslie
Address of Witness NSW 2570

Dated: 10/4/2025



Mark Tutt
Name of Authorised Officer

Chief Executive Officer
Position of Authorised Officer

90 Werombi Rd, Grasmere NSW 2570
Address of Authorised Officer

10.4.25



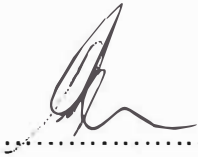
Melinda Sera
Name of the Carrington Enterprise Bargaining Committee Member

Admin Officer
Position of the Carrington Enterprise Bargaining Committee Member

9 Woodi close Glenmore Park 2745
Address of the Carrington Enterprise Bargaining Committee Member

10/4/2025

Australian Nursing and Midwifery Federation New South Wales Branch



.....
Shaye Candish
Branch Secretary
Australian Nursing and Midwifery Federation
New South Wales Branch
50 O'Dea Ave
WATERLOO NSW 2017



.....
WITNESS
Michael Whaites
50 O'Dea Ave, Waterloo

Authority to sign Agreement on behalf of employees is in accordance with Rule 40 of the Rules of the Australian Nursing and Midwifery Federation and as bargaining representative in accordance with the Fair Work Act 2009.

SCHEDULE A – CLASSIFICATION STRUCTURE

Streams- indicative responsibilities to be developed to support Carrington requirements:

- Residential Care
- Community Services
- Hotel Services

Level 1 - New Entrant Employee

Qualifications and Training

A new entrant employee is an employee who commences with Carrington and who has not had any previous work experience in aged care.

Accountability and Extent of Authority

An employee at this level performs tasks involving the utilisation of a range of basic skills and works under **direct** supervision using established practices, procedures and instructions.

Judgement and Decision Making

Work activities are routine and clearly defined and the employee may resolve minor problems that relate to immediate work tasks following consultation with an employee operating at a higher level.

Specialist Knowledge and Skills

The employee must possess basic skills and competence to perform the tasks that are appropriate to their proposed stream.

Interpersonal Skills

Employees at this level will require basic oral and written communication skills.

Progression from this Level

Progression beyond this level requires the completion of 500 hours work experience at the organisation plus the completion of training appropriate to the stream in which work is performed.

Level 2 Employee

Qualifications and Training

Employees at this level (whether they have progressed through the organisation or have joined the organisation with appropriate experience must hold Certificate III level qualifications (at a minimum) appropriate to the stream to perform work within the scope of practice for this level.

An employee at this level performs work above and beyond the skills and competence of a Level 1 Employee. In care roles employees must be competent to administer medications.

Accountability and Extent of Authority

Employees at this level perform work under general supervision. They work individually or in a team environment and are responsible for the quality, quantity, timeliness of their own work, including compliance with documentation requirements. Employees at this level may assist others in the coaching and/or mentoring New Entrant employees.

Judgement and Decision Making

The nature of the work is usually specialised, with established procedures and requiring personal judgement. There is scope to exercise discretion in the application of established practices and procedures as the nature of the work is clearly defined, understood, or clearly documented. Employees at this level shall exercise some originality in approaching problems with solutions usually attributable to the application of previously encountered experience and procedures.

Specialist Knowledge and Skills

Employees at this level may be required to provide input into the activities undertaken by others in their stream including planning; scheduling work programs on a routine and regular basis; coordinating, mentoring and directing the work of lower level employees.

Interpersonal Skills

Same as Level 1 Employee.

Progression from this Level

Employees at this level have the opportunity to progress to a higher pay point in this level. Progression to higher pay points is based upon assessed competence of individuals in the performance of their role. Progression beyond this level will be based on the availability of roles and a merit selection process as identified in Clause 14 – Classification Progression.

Level 3 Employee

Qualifications and Training

Employees at this level (whether they have progressed through the organisation or have joined the organisation with appropriate experience) must hold Certificate IV level qualifications (at a minimum) appropriate to the stream to perform work within the scope of practice for this level.

An employee at this level performs work above and beyond the skills and competence of a Level 2 Employee.

Accountability and Extent of Authority

Employees are required to work individually or in a team environment under minimal supervision. They have been designated by Carrington as having overall responsibility for leading the work of Employees at lower levels including planning, directing and training team members and are expected to exercise discretion within standard practices and processes, undertaking and implementing quality control measures. Positions in this level may provide direction, leadership, and rostering of employees plus undertake a range of complex administration functions. An Employee at this level is required to work individually with minimal supervision.

Judgement and Decision Making

The objectives of the work are well defined but the particular method; the process of equipment to be used; must be selected from a range of available alternatives. For employees undertaking rostering duties, the process often requires the quantification of the number of resources and skills needed to meet the objectives of the unit or organisation generally.

Specialist Knowledge and Skills

Employees will be required to plan, direct and train subordinate staff. Employees at this level are also required to have a thorough understanding of the relevant technology, procedures and processes used within their operating unit and operational stream plus have a detailed understanding of organisational protocols, policies and operating procedures.

Interpersonal Skills

Positions in this level require the ability to gain co-operation and assistance from members of the public and other employees in the performance of well-defined activities. Employees at this level may also be expected to write reports in their field of expertise as appropriate.

Progression from this Level

Employees at this level have the opportunity to progress to a higher pay point in this level. Progression to higher pay points is based upon assessed competence of individuals in the performance of their role. Progression beyond this level will be based on the availability of roles and a merit selection process as identified in Clause 14 – Classification Progression.

Level 4 Employee

Qualifications and Training

Employees at this level (whether they have progressed through the organisation or have joined the organisation with appropriate experience) must hold Diploma level qualifications (at a minimum) appropriate to the stream to perform work within the scope of practice for this level.

An employee at this level performs work above and beyond the skills and competence of a Level 3 Employee.

Accountability and Extent of Authority

Employees at this level will be supervised by professional staff, may be responsible for the planning and management of the work of others, coordinate resources and/or give support to more senior employees or be engaged in duties of a specialist nature.

In positions where the prime responsibility is for resource coordination, the freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with more senior employees and a regular reporting mechanism to ensure adherence to plans.

In administration roles, employees performing at this level will be competent in the performance of specialist administration and customer service activities.

Whatever the nature of the position, Employees at this level are required to apply knowledge with substantial depth in some areas, and a range of skills, which may be varied or highly specific. Judgement and initiative are required. Employees at this level are accountable for the quality, effectiveness, cost and timeliness of the programs, projects or work plans under their control and for the safety and security of the assets being managed.

Employees with coordination responsibilities are also required to ensure that all employees under their direction are trained in safe working practices and in the safe operation of equipment and are made aware of all work health and safety policies and procedures.

Judgement and Decision Making

The objectives of the work at this level are usually well defined, but judgement and initiative are required to select the particular method, technology, process or equipment that delivers the best organisational outcome. Problem solving at this level is often of a complex or of a technical nature with solutions not related to previously encountered situations and some creativity and originality are required.

Specialist Knowledge and Skills

These positions require skills in managing time, setting priorities and planning and organising one's own work and that of supervised employees, therefore employees at this level require an understanding of organisational policies and procedures and applicable legislation.

Interpersonal Skills

Positions in this level require the ability to gain co-operation and assistance from a range of stakeholders both internally and externally.

Progression from this Level

Employees at this level have the opportunity to progress to a higher pay point in this level. Progression to higher pay points is based upon assessed competence of individuals in the performance of their role. Progression beyond this level will be based on the availability of roles and a merit selection process as identified in Clause 14 – Classification Progression.

Level 5 Employee

Qualifications and Training

Employees at this level (whether they have progressed through the organisation or have joined the organisation with appropriate experience) are Registered Nurses and must be degree qualified and hold professional registration as a Registered Nurse with APRHA.

Accountability and Extent of Authority

Works independently under minimal supervision. Positions in this level may provide clinical leadership care staff at lower levels. In addition, after appropriate experience they may be required undertake supervisory responsibilities including providing direction to staff and rostering of staff in units, training of staff in clinical practice and administrative quality control activities. Employees at this level must act as a positive role model to others. They are required to adhere to quality and legislative standards and promote those standards to lower level staff.

Judgement and Decision Making

Employees must exercise professional judgement in dealing with a range of issues. They provide guidance and support to less experienced staff in clinical care techniques and equipment and seeks guidance from more experienced professional staff and/or clinical management when they are unclear as to what steps should be taken.

Specialist Knowledge and Skills

Employees at this level should with experience be able to demonstrate a good working knowledge of specific areas of practice. They must be able to analyse resident and/or client clinical needs and uses multiple approaches to convert the data back into clinical care plans. They are also responsible for developing and maintaining care plans, ensuring that residents and/or clients continually receive appropriate clinical support. They oversee the medication management system and ensures compliance with professional and legislative standards within their scope of professional practice.

Interpersonal Skills

Positions in this level require the ability to gain co-operation and assistance from a range of stakeholders in the performance of well-defined activities. Employees at this level may also be expected to write reports in their field of expertise as appropriate.

Progression from this Level

Employees at this level will be subject to progression based upon recognition of years of service and experience as outlined in Clause 12.8.

Other Roles (Covered by the Agreement but not included in the structure)

Maintenance Supervisor

An employee who has trade qualifications and has overall responsibility for maintenance at the place of employment and may be required to supervise other maintenance employees.

Maintenance Officer

An employee who undertakes basic repairs to buildings, equipment, appliances, and similar items not calling for trades skills or knowledge. Works with and undertake limited coordination of the work of other maintenance workers. Perform gardening duties. Provide advice on planning and plant maintenance. Attend to indoor plants, conduct recycling and re-potting schedules. Carry out physical inspections of property and premises and report.

SCHEDULE B – PAY RATES

General Aged Care

Hotel Services	Current Hourly Pay Rate as at first pay period on or after 1 January 2025
Level 1 Employees: New Entrant	\$25.62
Level 2 Employees: Pay Point 1	\$27.79
Level 2 Employees: Pay Point 2	\$28.68
Level 2 Employees: Pay Point 3	\$29.37
Hotel Services Team Leaders	
Level 3 Employees: Pay Point 1	\$29.80
Level 3 Employees Pay Point 2	\$30.71
Level 3 Employees Pay Point 3	\$31.81

Administration	Current Hourly Pay Rate as at first pay period on or after 1 January 2025
Level 4 Employee Pay Point 1	\$31.40
Level 4 Employees Pay Point 2	\$32.06
Level 4 Employees Pay Point 3	\$32.83

Cert 4: Leisure and Lifestyle Employee	Current Hourly Pay Rate as at first pay period on or after 1 January 2025
Level 3 Employees Pay Point 1	\$34.35
Level 3 Employees Pay Point 2	\$35.31
Level 3 Employees Pay Point 3	\$36.15

Maintenance	Current Hourly Pay Rate as at first pay period on or after 1 January 2025
Maintenance Supervisor	\$31.19
Maintenance Officer (qualified)	\$28.12
Maintenance Officer (unqualified)	\$26.76

Direct Care - Residential

Provisional Care Worker - Pending Full Qualification and Competency	Current Hourly Pay Rate as at first pay period on or after 1 January 2025
Level 1 Employees Pay Point 1 (<3 Months' experience)	\$29.60
Level 1 Employees Pay Point 2 (Certificate 3 qualified with >3 Months' experience but without medication competence)	\$32.14

Certificate 3: Qualified Employees with Medication Competencies	
Level 2 Employees Pay Point 1	\$32.30
Level 2 Employees Pay Point 2	\$32.97
Level 2 Employees Pay Point 3	\$33.77
Cert 4: Clinical Team Leader	
Level 3 Employees Pay Point 1	\$36.07
Level 3 Employees Pay Point 2	\$36.82
Level 3 Employees Pay Point 3	\$37.84

Direct Care – Community Care

Provisional Community Services Worker – Pending Full Qualification and Competency	Current Hourly Pay Rate as at first pay period on or after 1 January 2025
Level 1 Employees Pay Point 1 (<3 Months' experience.)	\$29.96
Level 1 Employees Pay Point 2 (>3 Months' experience.)	\$31.80
Community Services - Domestic Assistance (unqualified)	
Level 2 Employees Pay Point 1	\$32.21
Level 2 Employees Pay Point 2	\$32.88
Level 2 Employees Pay Point 3	\$33.68
Community Services - Personal Care (qualified)	
Level 2 Employees Pay Point 1	\$32.82
Level 2 Employees Pay Point 2	\$33.49
Level 2 Employees Pay Point 3	\$34.29

Nursing Professionals

Enrolled Nurse -Qualified	Current Hourly Pay Rate as at first pay period on or after 1 March 2025
Level 4 Employees Pay Point 1	\$35.10
Level 4 Employees Pay Point 2	\$35.83
Level 4 Employees Pay Point 3	\$36.83
Registered Nurses	
Level 5 Employees – Year 1	\$41.67
Level 5 Employees – Year 2	\$44.99
Level 5 Employees – Year 3	\$46.57
Level 5 Employees – Year 4	\$48.21
Level 5 Employees – Year 5 and Thereafter	\$53.49

SCHEDULE C - ALLOWANCES

Item Number	Brief Description	Clause Number	Current Allowance Rate as at first pay period on or after 1 January 2025	Allowance Rate as at first pay period on or after approval	Payment Arrangements
1	Broken Shift Allowance	18.1 (g)	½ hour of ordinary rate of pay per break	\$21.13 \$27.96	1 unpaid break 2 or More unpaid breaks
2	Sleepover Allowance	19.2 (c)	2.2 hours	2.2 hours	per sleepover shift
3	In charge of facility, 100 beds or more	23.1(a)	\$43.06	\$45.21	per shift
4	In charge of facility, less than 100 beds	23.1(b)	\$26.74	\$28.08	per shift
5	In charge of section	23.1(c)	\$26.74	\$28.08	per shift
6	Vehicle Allowance	18.6(e) 23.2(a)	99 cents	99 cents	per kilometre
7	On Call Allowance (Monday to Friday)	23.3(a)	\$23.84	\$25.03	per day
8	On Call Allowance (Weekends)	23.3(b)	\$46.87	\$49.21	per day
9	On Call Allowance (Meal Break)	23.3(c)	\$12.90	\$13.55	per shift
10	Uniform Allowance	23.4(b)	\$7.96	\$8.36	per week
11	Laundry Allowance	23.4(c)	\$6.06	\$6.36	per week
12	Meal Allowance	23.5(a)	\$17.17	\$18.03	per meal

SCHEDULE D – EXCLUDED EMPLOYEES

The following employees were originally employed under the terms and conditions of the NSW Public Health Awards and have elected to remain under these conditions and will remain so until such time as they consent to move to the terms and conditions of this and subsequent Enterprise Agreements or they terminate their employment with Carrington.

1. Sandra Bruce
2. Jennifer Hystek
3. Thomas Lo
4. Robyn Mayor
5. Aymi Ogul
6. Holly Walton

IN THE FAIR WORK COMMISSION

FWC Matter No.: AG2025/1084

Applicant: Carrington Centennial Care Ltd

Section 185 – Application for approval of a single enterprise agreement

Undertaking- Section 190

I, Mark Tutt, Chief Executive Officer for Carrington Centennial Care Ltd give the following undertakings with respect to the Carrington Enterprise Agreement 2025 ("the Agreement"):

1. I have the authority given to me by Carrington Centennial Care Ltd to provide this undertaking in relation to the application before the Fair Work Commission.

2. Clause 22.9 (c) **Casual Employees** to be replaced with:

Nursing Professionals:

Monday to Saturday (inclusive) — 150% of the casual hourly rate for the first 2 hours and 200% after 2 hours; Sunday — 200% of the casual hourly rate; and Public Holidays — 250% of the casual hourly rate.

Aged Care (General and Direct Care):

Monday to Friday (inclusive) — 187.5% of the hourly rate for the first two hours and 250% of the hourly rate after two hours; Saturday and Sunday — 250% of the hourly rate; and Public Holidays — 312.5% of the hourly rate.

Direct Care (Community Care):

All time worked outside the span of hours by casual day workers will be paid for at the rate of 150% of the casual hourly rate for the first 2 hours and 200% after 2 hours; Sunday — 200% of the casual hourly rate; and Public Holidays — 250% of the casual hourly rate.

3. Clause 19.1 (a, b & c) **Overtime** is paid in the following circumstances (to be replaced with):

a) Where a full time employee works:

- i. outside the span of hours; and/or
- ii. works in addition of their contracted and rostered hours; and/or
- iii. in excess of ten (10) hours per shift; and/or
- iv. in excess of 76 hours per fortnight.

b) Where a part time employee:

- i. outside the span of hours; and/or
- ii. works in addition of their contracted and rostered hours; and/or
- iii. works in excess of ten (10) hours per shift; and/or
- iv. works in excess of 38 hours per week; and/or
- v. works additional hours on a day that means the employee has not had their rostered days off (as defined).

c) Where a casual employee:

- i. outside the span of hours; and/or
- ii. works in excess of ten (10) hours per shift; and/or

- iii. works in excess of 38 hours per week.
- d) Overtime shall be paid at the ordinary rate of pay in accordance with the following:
 - i. Monday to Friday - Overtime shall be paid time and one half up to two (2) hours each day and thereafter double time;
 - ii. Saturday and Sunday - Overtime shall be paid at double time;
 - iii. Public Holidays - Overtime shall be paid double time and one-half;
 - iv. Overtime rates under this clause will be in substitution for and not cumulative upon the shift and weekend penalties prescribed in Clause 21 - Shift and Weekend Work.

4. Clause 23 Allowances insert the following as an undertaking:

23.6 Nauseous Allowance

Laundry Employees engaged in handling linen of a nauseous nature other than linen sealed in airtight containers and/or for work which is of an unusually dirty or offensive nature having regard to the duty is entitled to be paid an allowance will be paid the amount set out in Item 13 of Schedule C – Allowances to this Agreement.

5. Clause 24 **Higher Duties** to be replaced with:

An employee engaged in any duties carrying a higher wage rate than the classification in which they are ordinarily employed in any one day or shift will be paid at the higher wage rate for:

- a) the time so worked for two hours or less; or
- b) a full day or shift where the time so worked exceeds two hours.

6. Under Clause 12.6 insert the following as an undertaking:

12.6 (n) Adult Apprentices

- a) The minimum rate for an adult apprentice in the first year of their apprenticeship is to be 80% of Aged Care Employee (General) Level 4 from the Aged Care Award or the rate prescribed by clause 14.2 or 14.5 for the relevant year of the apprenticeship, whichever is the greater.
- b) An employee employed by Carrington immediately prior to entering into a training agreement as an adult apprentice with Carrington will not suffer a reduction in their minimum wage by virtue of entering into the training agreement, provided that the employee has been an employee in that enterprise for at least six months as a full-time employee or twelve months as a part-time or regular casual employee immediately prior to commencing the apprenticeship.

7. Under Clause 36 Redundancy insert the following as an undertaking:

36.5 Job search entitlement

- a) Where Carrington has given notice of termination to an employee in circumstances of redundancy, the employee will be allowed time off without loss of pay of up to one day each week of the minimum period of notice as prescribed by section 117(3) of the **Act** for the purpose of seeking other employment.

- b) If an employee is allowed time off without loss of pay of more than one day under paragraph (a), the employee must, at the request of Carrington, produce proof of attendance at an interview.
- c) A statutory declaration is sufficient for the purpose of paragraph. An employee who fails to produce proof when required under paragraph (b) is not entitled to be paid for the time off.

8. Schedule B – Pay Rates insert the following as an undertaking:

General Aged Care

Hotel Services

Level 1 Employees: New entrant \$25.74

9. Schedule C – Allowances insert the following as an undertaking:

Item 2 – Sleepover Allowance Clause (19.2(c)) - \$57.99 per sleepover shift from the first pay period on or after approval.

Item 13 – Nauseous Allowance (Clause 23.6) - \$0.58 per hour or part thereof with a minimum of \$3.13 per week from the first pay period on or after approval.

These undertakings are provided on the basis of issues raised by the Fair Work Commission in the application before the Fair Work Commission.



Signature

21 May 2025

Date