



HELEN & JOEY
— ESTATE —
YARRA VALLEY

Hours of Work Policy

July 2023

POLICY STATEMENT:

Helen & Joey Estate and Re'em Yarra Valley employ team members on either a permanent full-time, part-time, or casual basis. Regardless of the nature of employment, it is the policy of Helen & Joey Estate and Re'em Yarra Valley that all team members are to:

- Work the hours rostered and are to take paid and unpaid rest breaks as directed to meet their rest and refreshment needs
- Manage their time to a professional standard and to respect clients, the business and their colleagues' needs

Helen & Joey Estate and Re'em Yarra Valley encourage all team members to take their periodic rest breaks to ensure their health and well-being.

PROCEDURES:

1. Rest Breaks

- a. Team members working more than five (5) hours and up to six (6) hours in a day are able to take an elective unpaid meal break of up to thirty (30) minutes. Team members can avail themselves of this break after they have worked a minimum of two (2) hours. Team members working more than five (5) hours and up to six (6) hours who elect to take an unpaid meal break must request the break in writing no later than the start of their shift.
- b. Team members working more than six (6) hours and up to eight (8) hours in a day are entitled to an unpaid meal break of no less than thirty (30) minutes which is to be taken after the first two (2) hours of work and within the first six (6) hours of work.
- c. Team members working more than eight (8) hours and up to ten (10) hours are entitled to an unpaid meal break of no less than thirty (30) minutes. Team members are entitled to one (1) , twenty (20) minute paid rest break or two (2) , ten (10) minute paid rest breaks over the period of the shift.
- d. All team members are expected to be diligent and return to work promptly at the end of each paid and unpaid break.



2. Work Duties & Rosters

- a. Helen & Joey Estate and Re'em Yarra Valley are in the hospitality industry and as such, operate seven days per week. Team members are required to work across all operating hours, depending on their role in the business, which includes weekends and public holidays.
- b. All team members who work regular fixed hours are on a fixed roster.
- c. Team members who work varying hours are provided with their work schedule via a roster on a weekly basis and are expected to adhere to this.
- d. Team members wishing to request changes to their rostered days or start or finish times must do so in advance to their Direct Manager.
- e. Team members wishing to request changes to their rostered days or start or finish times must do so in advance with their Direct Manager. The business will endeavor to work with the team members on temporary or permanent roster changes, however, all requests will be considered with the needs of the business as a priority. We wish to provide flexibility for all team members but require flexibility to be managed effectively to ensure business needs are met.
- f. Any team member who wishes to swap a shift must seek approval from their Direct Manager prior to confirming the shift swap. Then business will not unreasonably withhold permission unless there is a specific requirement as to why a team member has been assigned that specific shift.
- g. Team members are employed based on their stated availability at the time of employment in line with business needs. Should your availability change, you are obligated to discuss this with your Direct Manager as soon as possible.
- h. Team members wishing to take days off during the usual rostered work period must do so in writing by completing a Leave Request Form. The Leave Request Form is available from your Direct Manager and should be completed as early as practicable. Requests will be assessed in the context of business needs at the time and are not guaranteed to be approved.
- i. All team members are to ensure that the whole of their work hours is spent on productive work tasks that benefit the business.
- j. Team members are expected to adhere to finish times unless otherwise agreed to or requested by their Direct Manager. No additional wages will be provided for hours worked in addition to those rostered, where the agreement has not been pre-arranged and approved by your Direct Manager.



3. Time and Attendance

You are required to complete regular time and attendance records as directed by management. You are responsible for the completion of your own time record, including but not limited to a digital time and attendance app. Completing time records on behalf of another employee or permitting another employee to do so on your behalf, may result in disciplinary action, up to and including dismissal.

Time recordings are essential for the purposes of determining eligible wages.

4. Public Holidays and Overtime

Salaried Employees

- a. Helen & Joey Estate and Re'em Yarra Valley on occasion utilises a 'time in lieu' system for salaried full time or part time team members. Extra days or days worked on a Public Holiday of a salaried team member's hours under their employment contract are 'banked' as time in lieu, to be taken at a future, mutually convenient time within a four-week period.

Hourly rate Employees

- b. Overtime hours worked by any hourly rate full-time team member will be reimbursed accordingly under the relevant Award that governs the team members' employment, and/or the terms of the employment contract or any other individual agreement that is in place.

5. Outside Employment

- a. Upon commencement of employment with Helen & Joey Estate and Re'em Yarra Valley all team members are obligated to disclose whether the business is their primary or secondary employer.
- b. Helen & Joey Estate and Re'em Yarra Valley understands that some casual or part time team members may have other jobs and that from time to time this may conflict with your availability to work at Helen & Joey Estate and Re'em Yarra Valley. Team members are encouraged to provide information to their Direct Manager as early as possible with regards to rostering needs or changes, so that requests can be met as far as possible in line with business needs.
- c. Helen & Joey Estate and Re'em Yarra Valley does not have the right to regulate what any team member does in their private time, including holding a second job. However, if outside interests, including working multiple jobs, affects your ability to perform your role at Helen & Joey Estate and Re'em Yarra Valley to the level required, we will speak to you about the performance issues and request that changes be made so that you can perform to the level expected.