



Benefits and Entitlements Framework

A resource for VACCHO Members



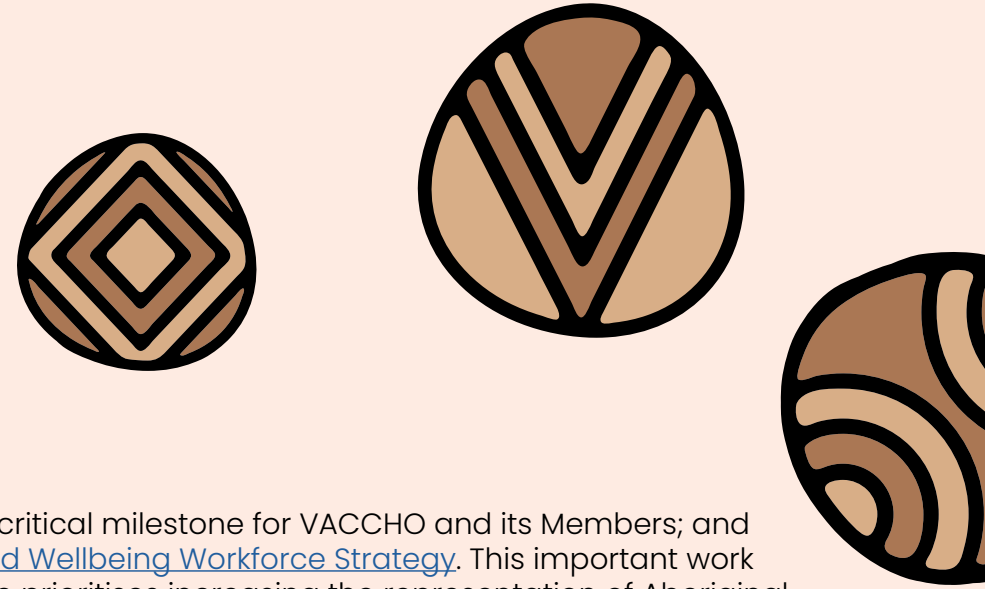
Acknowledgement of Country

The Victorian Aboriginal Community Controlled Health Organisation (VACCHO) acknowledge the strength of Aboriginal and Torres Strait Islander peoples and the power and resilience that is shared as members of the world's oldest living culture. We acknowledge Aboriginal and Torres Strait Islander people as Australia's First Peoples who have never ceded their sovereignty.

We acknowledge the richness and diversity of all Traditional Owners across these lands and waters, and we pay our deepest respect and gratitude to ancestors, Elders, and leaders - past, present, and emerging.

They have paved the way, with strength and fortitude, for our future generations.





Foreword by Jill Gallagher

Ngatta (which means hello in my traditional Gunditjmara language)

I am proud to present you with the Benefits and Entitlements Framework.

The development of the Benefits and Entitlements Framework for ACCOs is a critical milestone for VACCHO and its Members; and is underpinned by the strategic priorities of the [Victorian Aboriginal Health and Wellbeing Workforce Strategy](#). This important work bolsters our efforts towards reaching our goal to 'Grow Our Own'. This initiative prioritises increasing the representation of Aboriginal and Torres Strait Islander people employed in the sector, while fostering supportive environments to empower our staff to flourish.

The innovative framework outlines the multitude of benefits and entitlements that may be accessible to staff, whilst presenting engaging new initiatives for the consideration of Members.

We can greatly enhance recruitment and retention in the ACCO sector by showcasing the multitude of benefits of working within an environment deeply connected to Community where Aboriginal culture is celebrated.

I'd like to take this opportunity to pay tribute to Members and their dedicated teams for their unwavering commitment to applying Aboriginal ways of knowing, being, and doing to support thriving, healthy communities.



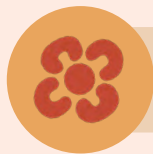
Dr Jill Gallagher AO,
VACCHO CEO



Purpose and Uses

The Benefits and Entitlements Framework aims to provide a common benefits and entitlements offering to all people employed at VACCHO Member ACCOs across all service areas and role types.

This includes benefits and entitlements that:



Support Connection to Community and Culture



Promote Financial Wellness



Support Health and Wellbeing



Nurture Career Wellness

This Framework demonstrates how the sector can be an employer of choice for Community by providing a suite of benefits and entitlements that are unique to the ACCO sector. One of the most significant benefits listed in the Framework is being able to connect to Community and Culture through work. This is often the reason staff choose to work in the ACCO sector as opposed to mainstream services.

There are many benefits and entitlements in the framework consistently being offered across ACCOs. By providing them as a comprehensive list here, ACCOs may choose to continue what they are already doing, adopt other benefits for staff, and/or identify areas they would like to work towards. The recommended *Core + Flexible* offering structure is outlined later in this document.

Ultimately, this plan should act as a tool to support the attraction and retention of staff in the Victorian ACCO sector. ACCOs can use the Framework to:

- Identify what is already being offered in their organisation and what else they would like to offer.
- Discuss at organisational planning days the direction and changes they may wish to make, if any.
- Promote the benefits they offer at their service on their website.

Background to Framework Development

This Framework was developed in consultation with VACCHO Members. They provided us information about what Benefits and Entitlements they offer and would like to offer.

Our consultations included 12 face to face meetings and three online meetings across metropolitan and regional Victoria. We also had regular meetings with the Workforce Projects Steering Committee who provided advice on the direction of the project. This work was also tested at the December 2023 Member's meeting.

We are grateful to all Members for their time and input.

We would also like to thank PriceWaterhouse Coopers Indigenous Consulting for their contribution to this work.



1. Benefits and Entitlements Framework Principles

The following principles underpin the design of the Benefits and Entitlements Framework.

Agreed principles

Connection to Community and Culture is front of mind of everything we do

Self-determination by
the VACCHO Members

Simple, easy to understand and
sustainable for years to come

Promote a culture of positive health and
wellbeing (social, emotional and physical)

Demonstrate values that support the
care and development of others

Core policies and regulatory requirements are met and applied consistently

Benefits and Entitlements Framework Structure

The Framework includes a 'Recommended Core+Flex' design.

The domains of **Financial Wellness**, **Connection to Community and Culture**, **Health & Wellbeing** and **Career Wellness** model the ACCO holistic approach for Community and for staff.

Recommended Core benefits

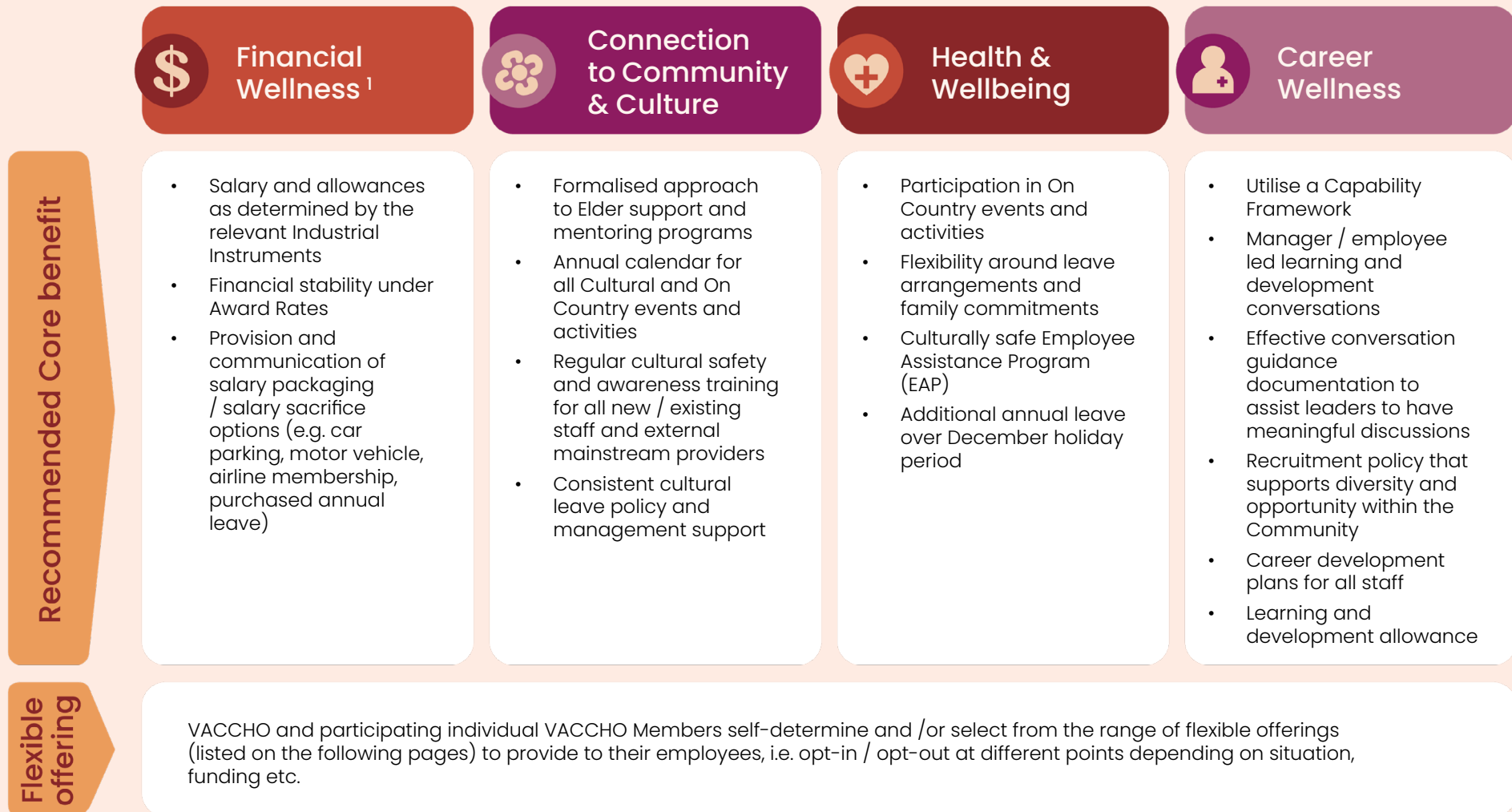
- Considered to be consistently offered at ACCOs, but not necessarily always listed as employee benefits or entitlements
- Also contains legislated core benefits, such as adherence to minimum Award and Fair Work conditions



Suite of Flexible offerings

- Self-determined approach to provision of added benefits for staff in individual ACCOs
- Some ACCOs may have these in place, some may not
- Designed to be achievable and tailored to the needs of an ACCO and their workforce
- Designed to support flexibility, differentiation and ensures the offerings are appropriate for VACCHO and the participating individual VACCHO Members context and needs.

2. Recommended Core benefit + Suite of Flexible offerings



1. Noting that those employed on Individual Contracts would provide salary and relevant allowances at, or over and above regulatory requirements

3. Suite of Flexible offerings

Financial Wellness Flexible offering

- Tailored Enterprise Bargaining Agreement designed to be more culturally sensitive and appropriate
- Guidance on available allowances and eligibility criteria
- Utilising systems (e.g., Employment Hero) to recognise employee contributions through financial recognition programs (vouchers or cash)
- Home office reimbursement
- Home internet reimbursement
- Annual pay equity assessments
- Provision of ad hoc financial counselling
- Financial literacy training and support (e.g. simple budgeting tools, financial guidance)
- Small end-of-year cash bonus payments
- Ad hoc financial assistance for exceptional circumstances (e.g. relocation / remote area mortgage / rent, car registrations, meal allowance, accommodation allowance)
- Additional superannuation / retirement benefits above statutory requirements
- Financial sign-on bonus / referral bonus for employees at all levels

Connection to Community & Culture Flexible offering

- Culturally safe Women's and Men's group yarning spaces
- Calendar of all available cultural training sessions for staff
- Program for employees to spend time On Country
- Commitment to enhancing and promoting Community events
- Supportive management practices and understanding for employees who take leave
- Organised Women's and Men's camps and events to learn about Culture and develop connections
- Opportunities for employees to take Community members on excursions to reconnect with Country
- Encouraged participation of Cultural and On Country events, both locally and nationally

Career Wellness Flexible offering

- Learning modules to support management and leadership capability uplift
- Formalised 12-month training plan to assist with the employee lifecycle and career development plans
- Internal training session calendar
- Advanced notice of internal job opportunities
- Traineeship programs that include planning, preparation and program support roles
- Study support including leave or financial support for relevant qualifications / accreditations
- Effective conversations guidance and training for leaders
- Availability of broad clinical supervision and mentorship
- Annual learning and development allowance
- Internal opportunities for upskilling
- Formal buddy system including checklists, things to know, onboarding / welcome sessions
- Opportunities for higher duties / secondment
- Tailored approach to employment (e.g. providing support in getting to work, flexible hours etc.)

3. Suite of Flexible offerings

Health and Wellbeing (Emotional and Mental) Flexible offering

- Onsite and offsite health service discounts or access to services (including medical clinic, GP services, dentist and / or physio)
- Selection of healthcare initiatives (i.e. Flu vaccinations, breast screening, body scanning, quit smoking and vaping)
- Gym access (membership subsidies / on-site gym access)
- Wellness activity vouchers
- Annual allowances for employees to spend on wellness activities
- Annual physical wellness programs
- Flexible working arrangements and supporting policy (where appropriate)
- Regular wellbeing check-ins for all staff
- Access to on-site / off-site counsellor sessions
- Documented wellbeing policy and offering
- Social and emotional health breaks
- Access to career / Cultural mentors and coaching programs
- Social and emotional health first aid courses and awareness training
- Parental leave policy that exceeds statutory periods
- Formal recognition program (non-financial rewards) utilising available systems (e.g. Employment Hero)
- Early Friday finish time
- Time in lieu / rest and recharge leave
- Ability to purchase additional leave

Health and Wellbeing (Social) Flexible offering

- Informal health campaigns and events tied to various health days
- Budget allocation for staff social events
- Access to volunteer leave
- Team volunteer days / activities tied to supporting Community
- Commitment to environmental sustainability and caring for Country
- Formalised monthly social events calendar
- Family friendly work environment
- Regular Community events (e.g. staff and community lunches)
- Using systems (e.g. Employment Hero) to give shout outs to staff
- Internal workplace social clubs
- Social impact programs
- Welcome pack for staff as part of the onboarding process (e.g. branded bag, drink bottle, shirt, umbrella etc.)



Financial Wellness

Recommended core benefit *-Tick all that apply*

Salary and allowances as determined by the relevant Industrial Instruments.

Financial stability under Award Rates.

Provision and communication of salary packaging/salary sacrifice options (e.g. car parking, motor vehicle, airline membership, purchased annual leave)

Flexible offerings *-Tick all that apply*

Tailored Enterprise Bargaining Agreement designed to be more culturally sensitive and appropriate.

Guidance on available allowances and eligibility criteria.

Utilising systems (e.g., Employment Hero) to recognise employee contributions through financial recognition programs (vouchers or cash).

Home office reimbursement.

Home internet reimbursement.

Annual pay equity assessments.

Provision of ad hoc financial counselling.

Financial literacy training and support (e.g. simple budgeting tools, financial guidance).

Small end-of-year cash bonus payments.

Ad hoc financial assistance for exceptional circumstances (e.g. relocation / remote area mortgage / rent, car registrations, meal allowance, accommodation allowance)

Additional superannuation / retirement benefits above statutory requirements.

Financial sign-on bonus / referral bonus for employees at all levels.



Connection to Community and Culture

Recommended core benefit *-Tick all that apply*

Formalised approach to Elder support and mentoring programs.

Annual calendar for all Cultural and On Country events and activities.

Regular cultural safety and awareness training for all new / existing staff and external mainstream providers.

Consistent cultural leave policy and management support.

Flexible offerings *-Tick all that apply*

Culturally safe Women's and Men's group yarning spaces.

Calendar of all available cultural training sessions for staff.

Program for employees to spend time On Country.

Commitment to enhancing and promoting Community events.

Supportive management practices and understanding for employees who take leave.

Organised Women's and Men's camps and events to learn about Culture and develop connections.

Opportunities for employees to take Community members on excursions to reconnect with Country.

Encouraged participation of Cultural and On Country events, both locally and nationally.



Career Wellness

Recommended core benefit *-Tick all that apply*

Utilise a Capability Framework.

Manager / employee led learning and development conversations.

Effective conversation guidance documentation to assist leaders to have meaningful discussions.

Recruitment policy that supports diversity and opportunity within the community.

Career development plans for all staff.

Learning and development allowance.

Flexible offerings *-Tick all that apply*

Learning modules to support management and leadership capability uplift.

Formalised 12-month training plan to assist with the employee lifecycle and career development plans.

Internal training session calendar.

Advanced notice of internal job opportunities.

Traineeship programs that include planning, preparation and program support roles.

Study support including leave or financial support for relevant qualifications / accreditations.

Effective conversations guidance and training for leaders.

Availability of broad clinical supervision and mentorship.

Annual learning and development allowance.



Career Wellness (cont.)

Flexible offerings *-Tick all that apply*

Internal opportunities for upskilling.

Formal buddy system including checklists, things to know, onboarding / welcome sessions.

Opportunities for higher duties / secondment.

Tailored approach to employment (e.g. providing support in getting to work, flexible hours etc.)



Health and Wellbeing

Recommended core benefit *-Tick all that apply*

Participation in On Country events and activities.

Flexibility around leave arrangements and family commitments.

Culturally safe Employee Assistance Program (EAP)

Additional annual leave over December holiday period.

Flexible offerings *-Tick all that apply*

Onsite and offsite health service discounts or access to services (including medical clinic, GP services, dentist and/or physio).

Selection of healthcare initiatives (i.e. Flu vaccinations, breast screening, body scanning, quit smoking and vaping).

Gym access (membership subsidies / onsite gym access).

Wellness activity vouchers.

Annual allowances for employees to spend on wellness activities.

Annual physical wellness programs.

Flexible working arrangements and supporting policy (where appropriate).

Regular wellbeing check-ins for all staff.

Access to onsite / offsite counsellor sessions.

Documented wellbeing policy and offering.

Social and emotional health breaks.

Access to career / Cultural mentors and coaching programs.



Health and Wellbeing (cont.)

Flexible offerings *-Tick all that apply*

Social and emotional health first aid courses and awareness training.

Parental leave policy that exceeds statutory periods.

Formal recognition program (non-financial rewards) utilising available systems (e.g. Employment Hero).

Early Friday finish time.

Time in lieu / rest and recharge leave.

Ability to purchase additional leave.

Informal health campaigns and events tied to various health days.

Budget allocation for staff social events.

Access to volunteer leave.

Team volunteer days / activities tied to supporting Community.

Commitment to environmental sustainability and caring for Country.

Formalised monthly social events calendar.

Family friendly work environment.

Regular Community events (e.g. staff and community lunches).

Using systems (e.g. Employment Hero) to give shout outs to staff.

Internal workplace social clubs.

Social impact programs.

Welcome pack for staff as part of the onboarding process (e.g. branded bag, drink bottle, shirt, umbrella etc.)