



Shared Services Hub - Frequently Asked Questions

The Shared Services Hub offers vital support to Landcare Enabling Program participants, bolstering Host organisations, Landcare Coordinators, and groups across key operational areas such as HR, finance, administration, grant management, compliance, and vendor assistance.

What is the Shared Services Hub?

The Shared Services Hub will assist Program participants by providing support to Host organisations, Landcare Coordinators and groups across several critical organisational elements including, but not limited to Human Resources (HR), finance, administration, grant submission and compliance and external vendor support.

What Human Resources (HR) Services will be available through the Shared Services Hub?

Employsure, a reputable service provider has been appointed to provide HR, Employment Relations and Work Health & Safety support services for all NSW Landcare Enabling Program 2023-2027 host organisations and program participants.

The HR services provided include the following:

- 24/7 advice line.
- Access to Bright to Bright HR online software set up which is a portable way to store all HR documents, rosters etc and can be a central hub for contact with employees.
- Streamlined Contract templates, policies, WHS handbook, Employee Handbook which are all up to date and compliant.

- Recruitment advice and support.
- Industrial relations advice and support.
- Induction Checklist and guide with Employure.
- Webinars and training.
- Award advice.
- Assistance with compliance of responsibilities under the Fair Work Act.

Employure Access will be provided under the Shared Services Hub to 11 x Regions – 11 in total. There will be one Access set-up for each region. If you would like more than one set up in each region, this will be additional and need to be paid for by the region. The Shared Services Hub Manager will be able to provide the additional set-up at a discounted rate for Landcare NSW.

Please contact sharedserviceshub@landcarenew.org.au for further information.

What other services/offerings will be available under the Shared Services Hub?

Extensive consultation with groups and potential users of the Shared Services Hub has occurred to explore what are the most needed services.

Below is a list of some of the services that are being considered:

- Digital Mapping Services.
- Finance/Accounting.
- Website/ Social Media Assistance.
- IT support.
- Office equipment hire.
- Fleet Vehicle Hire and Car hire Assistance.
- Travel Discounts for flights and accommodation. and help organising it.
- Administrative Support.
- Training and Education.
- Subject Matter Expert Forum.
- Procurement – preferred suppliers list.

What Award should Landcare organisations be operating under?

Landcare NSW is operating under the Social, Community, Home Care and Disability Services Industry Award 2010, Social and community services stream (SCHADS).

The SCHADS determination is based on the community development work aspect of 'social and community services sector' definition in the Award and based on what Landcare NSW outlines regarding their core operational activities. The award includes classifications for a range of employees from support workers and administration employees through to managerial employees.

Landcare organisations across NSW who employ staff may also choose to use the SCHADS Award, however it is up to each individual organisation/ employer to seek their own advice and ultimately make their own decision as they are all individual businesses.

How many hours should we allocate for the coordinator positions?

Under the NSW Landcare Enabling Program, each full time equivalent (FTE) position is funded for 35 hours per week (Monday to Friday), as per the budget template provided in the NSW Landcare Enabling Program 2023-2027: Local and Regional Coordinators Phase 1 Program resources section.

Under the SCHADS Award, an FTE equivalent is 38 hours per week. This may mean for contracting purposes the employee is considered permanent part time. It is up to individual employers to determine whether they would like to set up the positions as 35 or 38 hours per week depending upon the requirements of each region.

Under the NSW Landcare Enabling Program, each full time equivalent (FTE) position is funded for 35 hours per week (Monday to Friday)

However, any additional funding required above the 35 hours per week allocated under Phase 1 grants, would need to come from the individual regions.

These roles can be subject to part-time or job-sharing arrangements (minimum 0.5 FTE) and can be refilled if they become vacant during the employment period.

Does Time off in lieu (TOIL) and Penalty rates apply under the SCHADS Award?

Below is a summary of the information provided for employees under the Social, Community, Home Care and Disability Services Industry Award 2010:

- Time off in lieu (TOIL)
 - If an employee works overtime, the business can either pay the employee at the appropriate overtime rates, or they can agree to time off in lieu.
 - If both parties agree to TOIL, the period of time off that an employee is entitled to take is the same as the number of overtime hours worked. For example, if an employee works 2 hours of overtime, they are entitled to 2 hours' time off.
 - The employer and employee will agree on the time they will take time off in lieu but will need to be within 6 months.
 - If the employee doesn't take the TOIL within 6 months or requests to be paid for the overtime instead, the business is obligated to pay for the overtime worked
- For overtime and penalty rates, it is recommended to contact Employsure so specific advice can be provided on what would apply, as more information may be needed.
- For long service leave, generally, the advice would be based on the employee's original start date, however, please contact Employsure, as more information may be needed.
- For parental leave, please see the attached fact sheet.
- For the business' Project Time Pay and the rates employees are paid when working on certain projects, it is recommend contacting Employsure, as more information may be needed in order to advise.
- For reimbursement for travel in a private company vehicle, there is an allowance under the Award that is separate to the ATO rate.

Who will be the main contact for the Shared Services Hub?

The main contact for the Shared Services Hub will be the Shared Services Hub Manager, at Landcare NSW.

The Shared Services Hub Manager will be available via phone or email to support and answer any enquiries you may have regarding the Shared Services Hub or to help set up/or access specific functions or services from your Regional Allocation through the Shared Services Hub.

The Shared Services Hub email contact is sharedserviceshub@landcarensw.org.au

What are the standard working hours for the Regional Coordinators and Hosts?

The standard working hours under the SCHADS Award are 6am to 8pm, Monday to Friday. Hours worked outside of these hours will incur penalty rates such as weekends or late nights etc. These hours should be taken into consideration when structuring an employees work week and pay allocation. i.e. if an employee is required to attend an event on the weekend then perhaps, they have a day off during the week to balance out pay.

When will the Shared Services Hub be available?

The Shared Services Hub will be available to access in Stages, with the first stage being the HR component of the Shared Services Hub.

This comprises each Region being set up with Employsure, a leading Employment/HR Services Provider. This service will be provided by Landcare NSW as part of the NSW Landcare Enabling Program with all costs being covered.

The services are comprehensive and extensive, and include but are not limited to a 24/7 advice line, HR induction and set-up with Bright HR software, advice on Award, policies, WHS, IR and recruitment advice and guidance. Bright HR also provides training and webinars on a broad range of HR topics and includes rostering set-up.

Stage 2 in the Shared Services Hub will be the roll-out of the Shared Services Hub Portal and additional services provided. Stage 3 of the Shared Services Hub will be the training and guidance of how to access the Shared Services Hub in a series of Webinars, meetings, and ongoing support from the Shared Services Hub Manager.

How do we access the Shared Services Hub?

The Shared Services Hub will be accessed via an online Portal/App that will be accessible to all Landcare Regions online.

The services provided will be listed and accessed via the portal in an easy-to-use form. Employsure offers access by a separate portal and a 24/7 phone line and email service.

How do we gain our regional allocation to access services through the Shared Services Hub?

Each region will be provided with an allocation of funding to use on Shared Services Hub support offerings on an opt in basis. These support hours can be used to access subject matter experts and services provided through the Shared Services Hub.

What training will be provided as a part of the Shared Services Hub?

A series of training sessions will be available as webinars, consultations, and fact sheets. On-going support will be offered by the Shared Services Hub Manager.

Where do we find templates for Contracts and policies?

Templates for Contracts will be available in the resources section of the Shared Services Hub. They can also be accessed by speaking to the Shared Services Hub Manager or Employsure consultant.

Are there standard policy templates that can be used across Landcare organisations?

The policy templates for Landcare groups have been reviewed and updated in accordance with the SCHADS Award and as per the current NSW legislations.

These policy templates are able to be accessed by all participating in the NSW Landcare Enabling Program, however once each region is set up with Employsure, Employsure can also review policies and ensure they are correct for each region.

For consistency across all regions, it is best practice to start with the Landcare NSW policy handbook as a baseline. For further information on policies please contact the Shared Services Hub Manager or Employsure.

How often will the allocation of funds to use in the Shared Services Hub Portal be made available to each Landcare NSW Region?

The funds for each Regional Landcare NSW group will be allocated annually.

Will the funds for the Shared Services Hub be allocated evenly across all the Regional Landcare NSW Regions?

Yes, the funds for the Shared Services Hub will be allocated evenly across all Landcare NSW Regions.

What pay point is applicable for Local Landcare Coordinators, Regional Landcare Coordinators and Regional Administration Support Officers under the SCHADS Award?

Below are the rates of pay that are recommended to be used as the minimum rates of pay for the NSW Landcare Enabling Program funded roles, if operating under the SCHADS Award.

Pay classification, Level 4 – pay point 1 is suggested for the Local Landcare Coordinator and Administrative Support positions minimum pay rate and pay classification, Level 5 – pay point 1 for the Regional Landcare Coordinator minimum pay rate.

It is advised that the Regions pay according to the individual structure and set-up of the organisation, whilst adhering to the minimum pay rate allocated under the Phase 1 grant for each role under the operating Award.

The next page outlines the differences and definitions of the levels of pay under the SCHADS Award. We advise seeking your own advice from Employers or your chosen HR professional to ensure the correct pay rate appropriate to your organisation is used.



The Shared Services Hub email contact is sharedserviceshub@landcarensw.org.au

Difference in Levels of Role Definitions & Responsibilities in SCHADS Award

Social & Community Services Employee Level 4

B.4.1 Characteristics of this level

- A person employed as a Social and community services employee level 4 will work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally guidelines and work procedures are established.
- General features at this level require the application of knowledge and skills which are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.
- Positions may involve a range of work functions which could contain a substantial component of supervision. Employees may also be required to provide specialist expertise or advice in their relevant discipline.
- Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.
- Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

****This is general advice only. It is recommended that you contact us to discuss specific situations, when needed.***

Social and community services employee level 5

B.5.1 Characteristics of the level

- A person employed as a Social and community services employee level 5 will work under general direction from senior employees. Employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals.
- Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.
- General features at this level indicate involvement in establishing organisation programs and procedures. Positions will include a range of work functions and may involve supervision. Work may span more than one discipline. In addition, employees at this level may be required to assist in the preparation of, or prepare the organisation's budget. Employees at this level will be required to provide expert advice to employees classified at a lower level and volunteers.
- Positions at this level demand the application of knowledge which is gained through qualifications and/or previous experience. In addition, employees will be required to set priorities and monitor work flows in their area of responsibility which may include establishing work programs in small organisations.
- Employees are required to set priorities, plan and organise their own work and that of lower classified staff and/or volunteers and establish the most appropriate operational methods for the organisation. In addition, interpersonal skills are required to gain the co-operation of clients and staff.
- Employees responsible for projects and/or functions will be required to establish outcomes to achieve organisation goals. Specialists may be required to provide multi-disciplinary advice.

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