

# Fact sheets & support materials

EA  
2025

Say hello to a new day

## What this means for you?

### Terms and key features of the proposed Agreement

22 November 2024



#### BENEFITS CERTAINTY

- Pay increases, year on year for the 3-year duration (see next page).
- Superannuation on paid and unpaid parental leave (for up to 12 months).
- Increasing on-call allowance.
- Increasing first aid, meal, mobility & kilometre reimbursement allowance rates into the EA and reviewed annually.
- Embedding expanded leave entitlements in policies into the EA (e.g. 20-weeks primary carer's leave).



#### LEAVE FOR WHEN IT MATTERS

- Increasing Chase the Sun - Flexible Leave to 5 days for all permanent employees, including Maximum Term Contract employees after 12 months.
- Introducing 1 day of Loyalty Leave celebrating tenure at every fifth year working with Suncorp (including one-off recognition if your next 5-year milestone falls outside the 3-year duration of the EA).
- Increasing Domestic and Family Violence (DFV) leave to 15 days, with additional leave available if required.



#### BALANCE WORK AND WELLBEING

- Additional 2 days personal / carers leave annually, from third year of employment, for health & wellbeing needs.
- Commitment to supporting flexibility, to balance work, customer and personal commitments.
- Ability to use Chase the Sun - Flexible Leave with other leave types.
- Flexibility around unpaid meal breaks by agreement for shifts 6 hours or less.
- Continued ability to swap public holidays for important religious or cultural traditions observed

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#### BENEFITS CERTAINTY

### Pay increases\*, year on year for eligible employees

(with any additional legislative superannuation increases to be added on top of these increases)

22 November 2024

#### Base Pay A1 to A4 & Fixed Salary 1 to 4

Guaranteed  
10.25% over 3 years

Year 1 = 4.00% guaranteed  
Year 2 = 3.25% guaranteed  
Year 3 = 3.00% guaranteed

#### Fixed Salary 5 & 6

Minimum merit pool  
9.25% over 3 years

Year 1 = minimum pool of 3.25%  
Year 2 = minimum pool of 3.00%  
Year 3 = minimum pool of 3.00%

\*The Board maintains the discretion to approve pools greater than the guaranteed / minimum merit pools based on external market conditions.

#### Fixed Salary 7 to 8


Merit pool approved by the Board  
in line with market conditions and comparisons



\*effective October 2025, if the proposed EA2025 is voted YES and approved by Fair Work Commission

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### Pay increases

Year on year for eligible employees

*effective October 2025, if the proposed EA2025 is voted YES and approved by the Fair Work Commission*

**Base Pay A1 to A4  
& Fixed Salary 1 to 4**

Guaranteed  
10.25% over 3 years

Year 1 = 4.00% guaranteed  
Year 2 = 3.25% guaranteed  
Year 3 = 3.00% guaranteed

**Fixed Salary  
5 & 6**

Minimum merit pool  
9.25% over 3 years

Year 1 = minimum pool of 3.25%  
Year 2 = minimum pool of 3.00%  
Year 3 = minimum pool of 3.00%

^The Board maintains the discretion to approve pools greater than the guaranteed / minimum merit pools based on external market conditions.

**Fixed Salary  
7 to 8**

Merit pool approved by the Board  
in line with market conditions and comparisons

Note: Any additional legislative superannuation increases will be added on top of these increases

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## Say hello to a new day

## Pay increases

Year on year for eligible  
employees

*effective October 2025, if the proposed  
EA2025 is voted YES and approved by  
the Fair Work Commission*

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2025



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### **Guaranteed Increases –**

#### **Base Pay A1 to A4 and Fixed Salary 1 to 4**

- The amount set out in EA2025 (10.25% over 3 years) reflects the percentage increase to an eligible employee's pay.
- Outside of the eligibility criteria, this is not performance-based, meaning all employees in these pay bands will receive the guaranteed increase.
- As outlined in EA2025, this represents the minimum guaranteed increase. This means the Board may exercise its discretion to approve percentages which are greater than the annual guaranteed increase listed in the Offer.

### **Discretionary Pool –**

#### **Fixed Salary 7 & 8**

- FS 7 & 8 employees who meet the eligibility criteria will be eligible for any approved annual pay increase.
- The merit pool for FS 7 & 8 will be determined by the Board each year in line with market conditions and comparisons. Pay review outcomes will be dependent on individual performance. This process is consistent with the pay review process in recent years.

### **Minimum Merit Pool Increase –**

#### **Fixed Salary 5 & 6**

- Represents a guaranteed pool (9.25% over 3 years) that will be spent by Suncorp to increase eligible employees' salaries in recognition of an individual's performance.
- The guaranteed pool does not mean that every individual employee receives the same increase – it's a promise that this will be the minimum pool available for all eligible employees in FS 5 & 6 pay bands.
- As outlined in EA2025, this represents the minimum merit pool. This means the Board may exercise its discretion to approve percentages which are greater than the annual merit pools listed in EA2025.

### **Eligibility Criteria**

- Remains the same as Suncorp's existing process. This means all employees will be eligible for the increases, except for the following limited exceptions:
  - employees who commence employment on or after 1 April of the relevant year;
  - employees who are rated 'Improvement Required' in their annual performance review outcome; and
  - employees who have been on unpaid leave for the whole performance period, noting that these employees may still be eligible for a discretionary increase.

Note: Any additional legislative superannuation increases will be added on top of these increases

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## Say hello to a new day

### Introducing Superannuation on unpaid parental leave

*Superannuation contributions for employees will be made by Suncorp for up to 12 months while on parental leave (both paid and unpaid leave), regardless of whether paid parental leave is taken at full or half pay.*

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#### ? What does this mean?

- Under EA2025, new parents will continue to receive superannuation contributions when they take time off to care for their children for up to 12 months, boosting the superannuation balances of working parents and helping to close the gender gap in retirement savings.
- Suncorp acknowledges that when parents take time out of the workforce to have children, their superannuation balances can be impacted. This new benefit helps to ensure greater fairness and financial security for our people.

#### How does it work?

- Suncorp employees who take parental leave will continue to receive superannuation contributions for a period of up to 12 months.
- The 12-month period includes:
  - Paid parental leave (whether taken at full or half pay);
  - Unpaid parental leave; and
  - Any other paid leave taken concurrently with parental leave.
- This new benefit will launch once EA2025 commences operation, which is subject to receiving a "yes" vote during the Voting Process and the date of Fair Work Commission approval.
- It will also apply to employees who are on a period of parental leave upon commencement of the EA (for the remainder of the period of their parental leave (up to 12 months)).

#### i Need more information?

- Take time to review the Detailed explanatory document which provides a comparison of key terms in the current EA2015 to the proposed EA2025.
- Review the proposed EA2025 in full.

#### Stay up to date

- Visit the EA2025 Hub, including the dedicated Q&A page
- If you have questions, contact the EA2025 team directly by emailing [EA2025@suncorp.com.au](mailto:EA2025@suncorp.com.au)



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## Say hello to a new day

### Introducing Superannuation on unpaid parental leave

*Superannuation contributions for employees will be made by Suncorp for up to 12 months while on parental leave (both paid and unpaid leave), regardless of whether paid parental leave is taken at full or half pay.*

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#### Example 1

- Alex plans to take parental leave mid-next year, after EA2025 has commenced operation. Alex currently works full-time as a Fixed Salary 4 employee and earns \$111,500/year (including superannuation).
- Alex intends to take 12 months off work to care for their new child, comprising:
  - 40 weeks paid primary carer's leave (taken at half pay);
  - 8 weeks unpaid parental leave; and
  - 4 weeks paid annual leave.
- For the entire duration of their 12-month parental leave period, Alex will continue to receive superannuation contributions:
  - in line with the minimum superannuation guarantee contribution rate under relevant laws, currently 11.5%; and
  - calculated on their fixed salary for their average ordinary hours worked in the 12 months prior to commencing leave.
- This means Alex will receive a superannuation contribution of \$11,500 while they are on parental leave, based on:

$11.5\% \times \$100,000^A$

12 months

×

12 months

<sup>A</sup> Alex's annual salary for their average ordinary hours worked (37.5hr/week), excluding superannuation

#### Example 2

- Jess is already on parental leave when EA2025 commences operation. Prior to commencing leave, Jess was working part-time (30hrs/week) as a Base Pay A4 employee earning \$65,000/year (full-time equivalent salary, excluding superannuation).
- Jess is due to return to work in 9 months' time, after already taking 8 weeks secondary carer's leave, taken at half pay, and 4 weeks annual leave.
- Jess will receive superannuation contributions for their remaining 9 months unpaid parental leave:
  - in line with the minimum superannuation guarantee contribution rate under relevant laws, currently 11.5%; and
  - calculated on their base pay for their average ordinary hours worked in the 12 months prior to commencing leave.
- This means Jess will receive a superannuation contribution of \$4,485 during their remaining period of parental leave, based on:


$11.5\% \times \$52,000^{AA}$

12 months

×


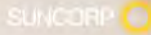

9 months

<sup>AA</sup> Jess' annual base pay for their average ordinary hours worked (30hr/week), prior to commencing leave



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## EA2025

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### Increasing 'Chase the Sun' – Flexible Leave to 5 days for permanent employees, as well as Maximum Term Contract (MTC) employees after 12 months of service.



**When can I access the increased entitlement?**

Dependent on EA2025 receiving a "YES" vote during the Voting Process and the date of Fair Work Commission approval:

- If you are a permanent employee, you can access the increased entitlement on your next anniversary after EA2025 commences. New starters can access after completing probation (3 months continuous service).
- Maximum Term Employees can access after completing 12 months service.



**Need more information?**

Refer to the next page to find out more.

Take time to review the *Detailed explanatory document* which provides a comparison of key terms in the current EA2015 to the proposed EA2025.


Review the proposed EA2025 in full.



**Stay up to date**

Visit the EA2025 Hub, including the dedicated Q&A page

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# EA 2025

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**Permanent full-time employees are entitled to:**

Current entitlement	Entitlement under the proposed new EA
<b>2 days</b> (15 hours) paid flexible leave during your first year of service	Increasing Chase the Sun - Flexible Leave to <b>5 days</b> for all permanent employees  Available after probation (3 months continuous service)
<b>3 days</b> (22.5 hours) paid flexible leave during your second year of service	
<b>4 days</b> (30 hours) paid flexible leave during your third and subsequent years of service.	



**Permanent part-time employees are entitled to:**

Current entitlement	Entitlement under the proposed new EA
Pro-rata basis based on the above entitlement	Increasing Chase the Sun – Flexible Leave in line with the above entitlement, on a pro-rata basis, based on ordinary hours of work

To work out your pro-rata entitlement for flexible leave use the below formula.

Traditional Part-time  $\odot$


Ordinary hours of work

Full-time equivalent of ordinary hours of work

$\otimes$


5 days

(i.e. Full-time equivalent of flexible leave entitlement)



**Maximum Term Contract (MTC) employees are entitled to:**

Current entitlement	Increased entitlement under the proposed new EA
No current entitlement	Introducing Chase the Sun - Flexible Leave to <b>5 days</b> for all MTC employees (pro-rated for MTC part-time employees), available after 12 months service




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## Say hello to a new day

### Introducing Loyalty Leave

*1 day of Loyalty Leave celebrating tenure at every fifth year working with Suncorp.*

*Including one-off recognition if your next 5-year milestone falls outside the 3-year nominal term of the proposed EA2025.*

*Put simply, anyone who ticks over 5 years of service (or more) during the 3-year nominal term of the EA2025, gets one Loyalty Leave day.*

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#### How does it work?

-  Suncorp employees will be entitled to one day of Loyalty Leave after every five years of service. As this is a new offering, we are ensuring that employees who do not hit a 5-year service mark during the 3-year nominal term of the EA2025 also receive Loyalty Leave during the 3-year term of EA2025.
- Loyalty Leave will operate like Flexible Leave, so it will be available on the anniversary date of your milestone year & will not accrue or accumulate.
- This means you'll need to use your Loyalty Leave day, plus your Flexible Leave, before your next anniversary date.

#### Example 1



- Sam currently has 18 years continuous service with Suncorp. Sam's next tenure milestone of 20 years will occur during the nominal term of the proposed new EA, on 10 August 2026.
- Sam will receive one day of Loyalty Leave on 10 August 2026 in celebration of their tenure milestone. Sam will have until 9 August 2027 to use their Loyalty Leave.

#### Separate to the EA



- Suncorp has operated a 'Celebrating Years of Service' program to provide a consistent approach to rewarding employees for their commitment over the years.
- Based on your feedback, our Reward team will be reviewing and increasing the value of the tenure awards.

#### Example 2



- Priyan has 6 years of continuous service with Suncorp. Priyan will not reach their next tenure milestone of 10 years during the proposed 3-year nominal term of the new EA.
- However, in celebration of Priyan's service and recently passed tenure milestone, they will receive a one-off entitlement of one day of Loyalty Leave on his next anniversary date.



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### Personal / Carer's Leave

*Maintaining your current 10-day entitlement, with an additional 2 days personal / carer's leave annually from your third year of employment, to support your health & wellbeing needs.*

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#### When can I access the increased entitlement?

After two years of continuous service, in your third year of employment, permanent full-time employees can access an additional 2 days of personal / carer's leave per year once EA2025 commences operation (dependent on EA2025 receiving a "YES" vote during the Voting Process, and the date of Fair Work Commission approval).

Part-time employees receive a pro-rated entitlement based on their ordinary hours of work.

Personal / carer's leave accumulates from year to year and is not payable on termination of your employment.



#### Need more information?

Take time to review the *Detailed explanatory document* which provides a comparison of key terms in the current EA2015 to the proposed EA2025.

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## Q&A

Your questions answered

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### What is the Access period?

This is the ~~period of time~~ where you can access our proposed new Suncorp Enterprise Agreement 2025 (**EA2025**) and supporting materials to help you understand what it means for you.

It's important you ask any questions you have during the Access period, in preparation for the vote.

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### Can existing employees choose not to be part of the proposed EA?

No. Once the EA2025 is approved by the Fair Work Commission (**FWC**), it will apply to all EA-covered employees.

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### What is the voting process and when does it begin?

Voting will begin after the Access period on Thursday, 5 December 2024, when eligible employees will be given the opportunity to cast their vote.

The vote will be conducted online by an independent external provider called GoVote. Before the vote opens you will receive an email from GoVote containing a link and instructions on how to vote.

Voting is anonymous. Suncorp will only receive the overall vote outcome, with a breakdown by Function / Business area and location.

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### Is voting compulsory?

No, but we encourage everyone to have their say.

It's important to review the materials and cast your vote. The new EA2025 benefits will only be implemented following a positive 'yes' vote outcome and if EA2025 is approved by the FWC.

Until then, our existing EA (Suncorp Group Enterprise Agreement 2015) continues to apply.

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# Fact sheets & support materials

# EA 2025

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## Q&A

Your questions answered

## EA 2025

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### What happens after the voting process?

If the proposed EA2025 is voted up (i.e. approved / supported) by a majority of employees who vote, Suncorp will lodge an application with the FWC to approve the EA. The FWC will consider the application to approve EA2025 and apply the 'Better Off Overall Test' (BOOT) to ensure that EA2025 and our bargaining process meets the legal requirements to be approved as an enterprise agreement.

---

### What if there is a 'no' vote?

If there is a 'no' vote, it means the current EA (Suncorp Group Enterprise Agreement 2015) will continue to apply. That is, employees will not be able to access the new and increased entitlements under EA2025.

There are no guarantees about what will happen next. Suncorp would need to consider its position before deciding whether to re-commence any bargaining discussions.

---

### What is the Better Off Overall Test (BOOT)?

The FWC will perform a 'better off overall test' (BOOT) on EA2025. This is designed to ensure all EA-covered employees would be better off under the EA2025 compared to the underlying Modern Award (for Suncorp, the *Banking, Finance and Insurance Industry Award 2020*).

---

### What happens once the Fair Work Commission has approved the EA?

Once the FWC approves the proposed new EA (which could take up to eight weeks or longer), it will come into effect on the later of 22 March 2025 or 7 days after FWC approval, and the terms under the new EA2025 will then start to apply to your employment.

---

### Will the proposed EA be backdated to the date the previous one expired?

No. Although the current 2015 EA reached its nominal expiry date on 27 November 2018, it continues to apply until it is replaced by another EA or terminated.

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## Q&A

Your questions answered

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---

### Will the proposed EA be backdated to the date the previous one expired?

No. Although the current 2015 EA reached its nominal expiry date on 27 November 2018, it continues to apply until it is replaced by another EA or terminated.

The new EA2025 will not be backdated. Based upon current timings, Suncorp hopes to have the proposed EA commence on 22 March 2025.

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## Standard: Authorised Time

**Parent Policy: Suncorp Enterprise Agreement 2015**

**Approver: EGM, People**

**Owner: EM Employment & Assurance**

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# 1. Introduction

## 1.1 Purpose and Scope

All employees have a work schedule in Our People Space (**OPS**) which records their ordinary hours of work (**Ordinary Hours**), including the day and time that these hours are expected to be performed.

Employees may be required to work additional hours beyond their Ordinary Hours due to operational, project or customer needs from time to time. The treatment of these additional hours is different for Base Pay and Fixed Salary employees, as detailed in this Standard.

This Standard explains:

- what is considered Authorised Time for Base Pay and Fixed Salary employees;
- when overtime is authorised by Suncorp;
- the requirements that employees must follow for recording Authorised Time; and
- when Base Pay and Fixed Salary employees are eligible to be paid overtime payments.

This Standard applies to Suncorp employees in Australia and should be read in conjunction with the *Suncorp Group Enterprise Agreement 2015*.

## 1.2 Roles and Responsibilities

Role	Key Accountabilities
Employees	<ul style="list-style-type: none"><li>• Understand the meaning of Authorised Time for Base Pay or Fixed Salary (as applicable) and when Authorised Time must be recorded.</li><li>• Ensure leader approval is obtained, where required by this Standard, prior to working additional hours.</li><li>• Complete accurate timesheets in OPS of Authorised Time worked, as required by this Standard.</li></ul>
Leaders	<ul style="list-style-type: none"><li>• Understand the meaning of Authorised Time and when Authorised Time must be recorded for your team members.</li><li>• Assist and support your employees in balancing work demands with working hours.</li><li>• Ensure all applicable employees complete timesheets daily or as agreed (minimum weekly).</li><li>• Ensure your employees understand it is their responsibility to accurately capture Authorised Time worked in their OPS timesheet, as required by this Standard including start, break and finish times. Approve OPS timesheets in a timely manner to ensure your team members are paid accurately.</li></ul>



## **2. Content**

### **2.1 Base Pay employees**

#### **2.1.1 What is Authorised Time for Base Pay employees?**

Authorised Time for Base Pay employees is made up of:

- the employee's Ordinary Hours in accordance with clause 14.1 of the Enterprise Agreement; and
- any Authorised Overtime.

#### **2.1.2 When is overtime authorised by Suncorp for Base Pay employees?**

For Base Pay employees, any Authorised Time worked in addition to their Ordinary Hours is known as overtime. Overtime will be authorised (Authorised Overtime) by Suncorp if any of the following criteria are met:

- The overtime is scheduled or agreed in advance between the employee and their leader (this includes when overtime rates apply for having insufficient time off between duty);
- The employee works in a customer supporting role and is unable to finish at their rostered finish time because of customer demand;
- The employee is required to stay back after their rostered finish time for safety or security reasons (e.g. minimum number of employees in a branch);
- The employee is required to stay back after their rostered finish time to finalise essential end of day tasks, such as balancing cash; or
- The employee is directed to work while on-call.

#### **2.1.3 What time needs to be recorded in Our People Space (OPS) for Base Pay employees?**

For Base Pay employees, all Authorised Time must be recorded in the OPS timesheet. Where you have worked Authorised Overtime, your leader may offer you Time Off in Lieu (TOIL). If you accept the TOIL, you must record when you accrue the TOIL and when you take the TOIL in your timesheet.

#### **2.1.4 When does Authorised Time need to be recorded in OPS for Base Pay employees?**

Authorised Time needs to be recorded in OPS in the same fortnight that the hours are worked. This enables leader approval then payment.

Any time that is not captured in the OPS timesheet is not considered Authorised Time. Completion of timesheets should occur during Authorised Time.

#### **2.1.5 When are Base Pay employees eligible for overtime payments?**

Base Pay employees are only entitled to overtime payments (or Time Off in Lieu) for Authorised Overtime that has been recorded in OPS. If an employee works outside their Ordinary Hours and these hours are not authorised, the employee is not entitled to any additional payment.

### **2.2 Fixed Salary employees**

#### **2.2.1 What is Authorised Time for Fixed Salary employees?**

Authorised Time for Fixed Salary employees is made up of:

- the employee's Ordinary Hours in accordance with clause 14.1 of the Enterprise Agreement;
- any time worked beyond a Fixed Salary employee's Ordinary Hours that has been directed or authorised by the employee's leader (i.e. Authorised Additional Hours); and
- Authorised Overtime.

Additional time worked will also be considered Authorised Additional Hours if any of the following criteria are met:

- The employee works in a customer supporting role and is unable to finish at their rostered finish time because of customer demand;
- The employee is required to stay back after their rostered finish time for safety or security reasons (e.g. minimum number of employees in a branch); or

- The employee is required to stay back after their rostered finish time to finalise essential end of day tasks, such as balancing cash.

### **2.2.2 When are additional hours authorised by Suncorp for Fixed Salary employees?**

It is expected that employees undertake their work within their Ordinary Hours. Suncorp promotes flexibility and understands that start, finish and break times for Fixed Salary employees can be flexible to meet individual and business needs. Without intending to reduce or remove this flexibility, if an employee anticipates that they will be required to work beyond their Ordinary Hours, employees must engage with their Leader to discuss their workload and business requirements and, where necessary, seek prior Leader approval before working the additional hours (Authorised Additional Hours).

### **2.2.3 When is overtime authorised by Suncorp for Fixed Salary employees?**

For Fixed Salary employees, overtime will be authorised (Authorised Overtime) by Suncorp if any of the following criteria are met:

- **On-call:** The employee is rostered to be on stand-by to work outside of their Ordinary Hours and is required to perform work while rostered to be on-call;
- **Declared event:** Where the Suncorp Group is responding to a significant event, with EGM approval, Suncorp may at its absolute discretion, declare it an event and provide overtime to Fixed Salary employees associated with the temporary changes in their working hours (e.g. increased hours).
- **Emergency or unexpected work events:** With EGM approval, where there is likely to be a high number of additional hours for a prolonged period because of an emergency or unexpected work event; or
- **Unexpected work demand – one off:** With EGM approval, where work demands require any employee to work on a day which is not ordinarily a work day (i.e. an additional day of work).

### **2.2.4 What time needs to be recorded in OPS for Fixed Salary employees?**

#### **2.2.4.1 Fixed Salary Casual and Fixed Salary Rostered Employees**

For all Fixed Salary Casuals and Rostered Employees, all Authorised Time must be recorded every pay period.

#### **2.2.4.2 Fixed Salary Pay Band 1-5 employees**

For Fixed Salary Pay Band 1-5 employees who do not fall within the categories in section 2.2.4.1 above, time recording in OPS is required where there has been Authorised Additional Hours or Authorised Overtime. When this occurs (with the exception of on-call), all Authorised Time must be recorded in the relevant pay period. This enables leader approval, then payment if applicable.

Fixed Salary employees are not entitled to traditional Time Off in Lieu of Overtime (TOIL), as this is only available for Base Pay employees. However, where you have worked Authorised Additional Hours or Authorised Overtime, your leader may offer you Fixed Salary Time Off. If you accept the Fixed Salary Time Off, in addition to recording your Authorised Additional Hours in the punch times of your timesheet, you must also record when you take the time off in your timesheet using the appropriate Time Reporting Code (TRC).

You are not entitled to Fixed Salary Time Off if you receive payment for the Authorised Additional Hours or Authorised Overtime worked.

Where your Authorised Additional Hours for a pay period are fewer than 1 hour, it is optional for you to record this in your OPS timesheet.

#### **2.2.4.3 Fixed Salary Pay Band 6-8 employees**

For Fixed Salary Pay Band 6-8 employees, all Authorised Overtime must be recorded in OPS in the same fortnight that the hours are worked. This enables leader approval, then payment. It is optional to record Authorised Additional Hours.

#### 2.2.4.4 *Employees on a Return to Work plan*

All employees on a Return to Work plan who are working reduced hours are required to complete timesheets to capture their actual time worked for the purposes of any worker's compensation or Income Protection payment.

#### 2.2.5 ***When does Authorised Time need to be recorded in OPS for Fixed Salary employees?***

Authorised Time must be recorded in OPS in the same fortnight that the hours are worked. This enables leader approval, then payment (where applicable) and for Suncorp to assess reasonable additional hours and ensure employees are sufficiently compensated for the work they perform.

Any time that is not captured in the OPS timesheet (where there is a requirement to do so under clause 2.2.4), is not considered Authorised Time.

#### 2.2.6 ***When are Fixed Salary employees eligible for overtime payments?***

Under the Enterprise Agreement, Fixed Salary Pay Band 1 to 8 employees are paid an all-inclusive salary that compensates them for the entitlements that are set out in clause 62(a) of the Enterprise Agreement, including for example, overtime payments.

In some exceptional circumstances, Suncorp will pay Fixed Salary employees overtime payments. These payments are intended to recognise a Fixed Salary employee's commitment to work additional hours in exceptional circumstances to meet customer needs, or unplanned business needs.

Fixed Salary employees are only entitled to overtime payments (or Fixed Salary Time Off) for Authorised Overtime that has been recorded in OPS.

Relevant overtime rates and time recording requirements are included on the People Pages of the intranet.

### 3. Complaints

Leaders and employees should refer to the [Complaints and Investigations Guideline](#) for how to raise (and respond to) a complaint or issue about Authorised Time.

### 4. Application

To the extent that this standard imposes obligations on Suncorp, it is a guide only, and does not form a contractual term, condition or representation.

Suncorp reserves the right to alter this standard on a case-by-case basis, where Suncorp considers it appropriate to the circumstances.

### 5. Further information

For further information employees should contact : their leader, People Connect (logging an [online enquiry](#)), or the Employee Council (on 1800 467 632 or email [ec@suncorp.com.au](mailto:ec@suncorp.com.au)).

### 6. Key Terms

Unless otherwise defined below, commonly used terms and phrases are defined within the [Definitions Standard](#), or the Enterprise Agreement.

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Key terms	Definitions
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Authorised Additional Hours	Any time worked beyond a Fixed Salary employee's Ordinary Hours that has been directed or authorised by the employee's leader, then recorded in the OPS timesheet.
Authorised Overtime	<p><b>Base Pay</b></p> <ul style="list-style-type: none"> <li>The overtime is scheduled or agreed in advance between the employee and their leader (this includes when overtime rates apply for having insufficient time off between duty);</li> <li>The employee works in a customer supporting role and is unable to finish at their rostered finish time because of customer demand;</li> <li>The employee is required to stay back after their rostered finish time for safety or security reasons (e.g. minimum number of employees in a branch);</li> <li>The employee is required to stay back after their rostered finish time to finalise essential end of day tasks, such as balancing cash; or</li> <li>The employee is directed to work while on-call.</li> </ul> <p><b>Fixed Salary</b></p> <ul style="list-style-type: none"> <li><b>On-call:</b> The employee is rostered to be on stand-by to work outside of their Ordinary Hours and is required to perform work while rostered to be on-call;</li> <li><b>Declared event:</b> Where the Suncorp Group is responding to a significant event, with EGM approval, Suncorp may at its absolute discretion, declare it an event and provide overtime to Fixed Salary employees associated with the temporary changes in their working hours (e.g. increased hours).</li> <li><b>Emergency or unexpected work events:</b> With EGM approval, where there is likely to be a high number of additional hours for a prolonged period because of an emergency or unexpected work event; or.</li> <li><b>Unexpected work demand – one off:</b> With EGM approval, where work demands require any employee to work on a day which is not ordinarily a work day (i.e. an additional day of work).</li> </ul>
Authorised Time	<p>Authorised Time is made up of:</p> <ul style="list-style-type: none"> <li>the employee's Ordinary Hours in accordance with clause 14.1 of the Enterprise Agreement;</li> <li>Authorised Additional Hours; and</li> <li>Authorised Overtime.</li> </ul> <p>Where there is a requirement to record time in the OPS timesheet and this does not occur, it will not be considered Authorised Time.</p>
Enterprise Agreement	Suncorp Group Enterprise Agreement 2015
Ordinary Hours	The employee's ordinary hours in accordance with clause 14.1 of the Enterprise Agreement.
Roster	A timetable that shows the days and times employees are required to work. There are various requirements that apply to the creation and maintenance of rosters.
Suncorp	<p>The following legal entities only:</p> <ul style="list-style-type: none"> <li>Suncorp Staff Pty Ltd;</li> <li>Suncorp Insurance Services Limited; and</li> <li>Australian Associated Motor Insurers Limited.</li> </ul>

## 7. Appendix 1 – Standard Administration

Document Title	Authorised Time Standard
Version No.	V6.0
Standard Owner	EM Employment & Assurance
Parent Policy	Suncorp Enterprise Agreement 2015
Date of publication/effective date	04/03/2022
Date of last review	26/08/2024
Next scheduled review	26/08/2026
Regulator (if applicable)	
Approval Body	

### Standard History

Date	Comment	Version	Approval
04/03/2022	Standard created.	1	EGM, People Services
22/03/2022	Small updates to accountabilities and requirement to track time	2	EM Employment, Wellness & Assurance
19/04/2022	Minor update to clarify position in relation to recording time when on-call is performed.	3	EM Employment, Wellness & Assurance
15/08/2022	Updates: Employee Council phone number; Standard Owner title; Standard Administration details.	4	EM Employment & Assurance
20/10/2023	Minor wording updates to clarify Fixed Salary Time off.	5	EM Employment & Assurance
26/08/2024	Minor updates to remove references to the Flexible Part Time employment type.	6	EM Employment & Assurance



## Community Service (AU only)

The purpose of this page is to provide information and guidance to employees wanting to apply for community service leave.

Community service leave is an unpaid leave type. Prior to applying for Community Service Leave, please check the Emergency Response Leave (AUS) page to determine whether you may be eligible for paid leave.

For information on jury service, please visit the Jury Service (AUS) page.

### On this page you'll find:

- [What is Community service leave?](#)
- [How to apply for Community Service Leave](#)
- [Application Process](#)
- [For leaders](#)
- [Frequently Asked Questions](#)
  - [How is this different from Emergency Response Leave?](#)
  - [What is considered an 'emergency management activity'?](#)
  - [Which volunteer organisations are covered by this leave type?](#)
  - [What if I want to help, but I'm not a member of an eligible organisation?](#)



# What is community service leave?

Community Service Leave enables employees to take a reasonable period of unpaid leave to engage in a voluntary emergency management activity (as defined by the Fair Work Act). It is available to all employees, including casuals.

Community Service Leave is an unpaid leave type that is provided for in the Fair Work Act, and is different from Suncorp's discretionary offering of Emergency Response Leave. Employees who are not eligible for Emergency Response Leave may be still eligible for Community Service Leave.

Examples of an emergency management activity include:

- volunteering in a State Emergency Service in response to a weather event; and
- carrying out volunteer fire-fighting duties for the Rural Fire Service in response to a bush fire.

## How to apply for Community Service Leave

Prior to applying for Community Service Leave, eligible employees must provide their leader with:

- The following evidence:
  - Current qualification and membership with the relevant emergency management body;
  - Confirmation of the request or call for volunteers from the emergency management body;
- Advance notice of the absence where possible; and
- The period or expected period of absence (including travel and reasonable rest following the activity).

## Application process

Once the above information has been provided, follow the steps below to apply for Community Service Leave:

1. Go to [@me](#).
2. Click the 'Apply for leave' button (yellow).
3. Enter the appropriate start and end dates.
4. Under 'Absence type', select **Community Service Unpaid**.

5. When prompted to provide a 'Reason for leave', select **Community Service Leave Unpaid**.
6. Add the name of the emergency management body you represent in the comments box.
7. Validate and submit the leave request.

This page is for employees in Australia

## For leaders

- Submit all required documentation for eligible employees under the 'How to apply for Community Service leave' section above to People Connect via email at [peopleconnect.suncorp.com.au](mailto:peopleconnect.suncorp.com.au).
- Contact People Connect if you have questions or concerns about a team member's application for Community Service Leave.
- Encourage employees on community service leave to stay in contact during the leave period.
- Check emergency contact details via @myteam and remind employees to update their personal information in OPS before they go on leave.

## Frequently Asked Questions

### How is this different from Emergency Response Leave?

- Emergency Response Leave is a discretionary leave type offered by Suncorp to permanent or maximum-term employees who have completed at least 3 months of service with Suncorp. Emergency Response Leave is a paid leave type.
- Employees who are not eligible for Emergency Response Leave, may be eligible for Community Service Leave. Community Service Leave is an unpaid leave type available to all employees voluntarily performing eligible emergency management activities, regardless of their length of service.

### What is considered an 'emergency management activity'?

- In accordance with the Fair Work Act, an employee will be considered to be engaging in an 'emergency management activity' if:
  - the employee engages in an activity that involves dealing with an emergency or natural disaster; and
  - it is on a voluntary basis; and
  - the employee is a member of, or has a member-like association with, a recognised emergency management body; and
  - either:

- the employee was requested by or on behalf of the body to engage in the activity; or
- it would be reasonable to expect that, if the circumstances had permitted the making of a request, it is likely that a request would have been made.

## Which volunteer organisations are covered by this leave type?

- A recognised emergency management body includes a Commonwealth or State/Territory body with a function or role under a plan for coping with emergencies and/or disasters. It may also include a fire fighting, civil defence or rescue body, or a body with a substantial purpose of securing the safety of people or animals, property or otherwise responding in an emergency or natural disaster scenario.
- Recognised emergency management body includes bodies such as the:
  - State Emergency Service (SES);
  - Country Fire Authority (CFA); and
  - RSPCA (in respect of animal rescue during emergencies or natural disasters).

For any other organisations, please contact People Connect.

## What if I want to help, but I'm not a member of an eligible organisation?

- For those not able to use the existing leave options, there are opportunities to support the community through our employee giving program, [Brighter Futures](#).

## Related links

- [Brighter Futures](#)
- [Emergency Response Leave](#)
- [Request emergency response leave](#)
- [Leaders - submit leave for an employee](#)
- [Leaders – apply for leave when acting as a delegate](#)
- [Change or cancel leave](#)
- [Suncorp Employee Emergency Centre](#)
- [Event Response and Customer Support Team Yammer group](#)



- [Jury Service](#)

## Employee Assistance Program (EAP)

We are all susceptible to the effects of stress and grief during and after a disaster or an emergency, and sometimes we need extra help to cope. Confidential counselling is available for all of our people and their families through the Employee Assistance Program (EAP) (24 hours, 7 days).

- EAP Australia (1800 671 561)
- EAP New Zealand (0800 327 669)



# Domestic and family violence (DFV) leave

On this page you'll find:

- [Confidentiality](#)
- [About domestic and family violence \(DFV\) leave](#)
- [Entitlements](#)
- [Taking leave](#)
- [Scenarios](#)
- [Frequently Asked Questions \(FAQs\)](#)

## Confidentiality

Any information provided will remain confidential and restricted to those who need to know to ensure the appropriate support is provided. To ensure the confidentiality of personal information:

- Approved DFV leave requests will appear as 'Paid Leave' or 'Leave Without Pay' in the 'Submitted leave' section of the HR Portals (@me and @myTeam)
- DFV leave will not be shown on payslips
- Any evidence provided to support a request for DFV will be stored securely in SafetyCentre with restricted access to this evidence

# About domestic and family violence (DFV) leave

Paid domestic and family violence leave is available if you're experiencing domestic or family violence. DFV leave is also available if you need to support someone experiencing domestic or family violence.

Domestic and family violence is defined as violent, threatening or abusive behaviour enacted by a family member, with the intention of coercion or control, causing fear or harm. Behaviour includes physical, sexual, emotional, social, financial and psychological abuse.

A family member can be considered one of the following:

- A spouse, same-sex partner, former spouse, de facto partner, child, parent, grandparent, grandchild or sibling
- A child, parent, grandparent, grandchild or sibling of your spouse or de facto partner
- A person related to you according to cultural kinship rules (eg, cultural kinship in Aboriginal, Torres Strait Islander, Maori, Pacific Islander communities)
- A person who ordinarily shares a household with you or has a close personal relationship with you

## Entitlements

Paid DFV leave is available for full-time, part-time and casual employees, as well as for maximum term and fixed term contract employees. All Suncorp employees are eligible for 10 days paid DFV leave per year.

DFV leave does not accumulate from year to year and is not payable on termination of employment. It renews on your service anniversary.

Full-time and part-time employees can take paid DFV leave at their full rate of pay for the hours they would have worked had they not taken leave.

Casual employees can take paid DFV leave at their full rate of pay for the rostered hours they are unable to work due to taking leave.

While on DFV leave you will continue to be paid your base pay or fixed salary, whichever is relevant, for your ordinary hours. For base pay employees, this includes any normal penalty rates you would receive according to your schedule.



# Taking leave

You can apply for DFV leave via OPS (AUS) or Direct Access (NZ) in the same way as other leave.

You will need to advise your leader of your intention to take DFV leave as soon as practicable, along with an estimate of your period of absence (if known). In some circumstances you may not be able to notify your leader in advance, and will need to advise your leader as soon as is practicable if your leave has already commenced.

If you are not comfortable approaching your leader regarding DFV leave, you can talk to your leader once removed (LoR) or contact the [Employee Council \(EC\)](#) on 1800 467 632 or by emailing [ec@suncorp.com.au](mailto:ec@suncorp.com.au).

Depending on your situation, you may take DFV leave as either consecutive days, single days or partial days. Subject to eligibility requirements, you may also use other forms of leave as required, such as:

- Annual leave
- Flexible leave
- Personal/carer's leave (AU)
- Long service leave (AU)
- Sick/domestic leave (NZ)
- Unpaid leave

Where all your paid leave has been exhausted, and depending on your circumstances, other types of leave may be taken at your leader's discretion (e.g. paid leave in advance or unpaid leave).

DFV leave may be used for a variety of relevant purposes. This may include:

- Medical appointments
- Treatment and counselling
- Obtaining legal advice or attending court
- Arranging alternative accommodation
- Other relevant purposes

At leader discretion, you may be required to produce evidence to support the need for leave. This evidence may include medical certificates, police or court documents, family violence support services or a statutory declaration.

# Scenarios

## Scenario 1 – Employee experiencing DFV

*Jamila's leader Anthony, noticed that Jamila has recently been withdrawn from the team and has not been her usual self. In their one-on-one Jamila shared with Anthony that her relationship with her wife has been deteriorating and at times arguments would turn physical – Jamila's wife would grab Jamila's arm and push her. Anthony made Jamila aware of the support available to her through Suncorp's DFV leave, the ability to change work arrangements, and external support options. Jamila decided to use DFV leave to obtain legal advice which as Jamila's leader, Anthony can approve.*

## Scenario 2 – Employee's child experiencing DFV

*Max is a Suncorp employee. Twelve months ago, Max's daughter moved out with her boyfriend. Recently, Max's daughter shared with him that ever since she moved out, her boyfriend's personality had changed and he was becoming very controlling. He monitors all her expenditure and phone records, regularly checks to see where and who she is with, and frequently uses degrading slurs during arguments. She told Max that she fears for her safety and wants to move back home with her parents. Max approaches his leader to use DFV leave to help his daughter move back home, which his leader approves.*

## Scenario 3 – Employee's child is perpetrator of DFV

*Arnold has recently become aware that his daughter's boyfriend Joseph had moved back home with his parents. In talking with his daughter, Emily, Arnold identified the reason Joseph moved out was because he feared for his safety due to Emily's behaviour. Emily confessed to Arnold that she has been monitoring Joseph's expenditure and phone records, regularly checks to see where and who he was with, and frequently used degrading slurs during arguments with him. Arnold wants to support Emily to manage this behaviour so that it doesn't reoccur. While Arnold isn't eligible for domestic and family violence leave, he can use his other leave, speak to his leader to change his work arrangements and access external support options to support Emily. Arnold decided to use his flexible leave to accompany his daughter to counselling sessions and changed his work-from-home day to be able to spend more time with her. Arnold talks to his leader about using his flexible leave and changing his work-from-home day in order to support his daughter, which his leader approves.*

## Scenario 4 – Employee approaches leader-once-removed

*Indira is a Suncorp employee experiencing DFV. Indira wants to use DFV leave to find alternative accommodation, however, doesn't feel comfortable approaching her direct leader who is male. She'd feel more comfortable speaking to another female about her experience. Indira decides to approach her leader-once-removed, Susan. Susan made Indira aware of the support available to her through Suncorp's DFV leave, the ability to change work arrangements, and external support options. Indira decided to use DFV leave to seek alternative accommodation which, as Indira's leader-once-removed, Susan was able to approve.*

## Frequently Asked Questions (FAQs)

### **Is DFV leave available to employees supporting another person experiencing DFV?**

Yes. DFV leave applies to employees if they are experiencing DFV and is also available to employees who are supporting another person experiencing DFV.

### **Is DFV leave available to perpetrators of DFV?**

No. Perpetrators and employees supporting perpetrators of domestic and family violence are not eligible for this leave. A [range of other options](#) are available which include accessing other forms of leave (where eligible), changing work arrangements and [external support options](#).

### **Who is eligible for DFV leave?**

All employees have access to paid DFV leave from their start date.

### **Do I get paid when taking DFV leave?**

Yes. You'll be paid your Base Pay or Fixed Salary, whichever is relevant, for your ordinary hours during the period of leave taken including any normal penalty rates you would earn.

Click [here](#) for more information if you take part day leave and are required to record time for the hours worked on that day on your timesheet.

### **Do I have to use / exhaust all other accrued leave before I can apply for DFV leave?**

No, you don't need to exhaust all other accrued leave before you can apply for DFV leave. Where paid DFV leave is exhausted, and depending on your circumstances,



other forms of leave may be granted at the discretion of your leader, such as paid leave in advance or additional unpaid leave.

### **Does my DFV leave entitlement accumulate each year?**

No, DFV leave does not accumulate from year-to-year and is not payable on termination of your employment. It renews on the anniversary of your employment.

### **How do I apply for DFV leave?**

DFV leave has been available from 1 July 2018, and employees can apply via @me (AU) and Direct Access (NZ) – in the same way as other leave.

### **Can I apply for DFV leave retrospectively?**

Yes, we understand that in some circumstances you may need to apply for leave retrospectively.

### **What other support mechanisms are available to me if I am experiencing DFV?**

Suncorp also has a range of other options to support the safety and security of our people, like changing work arrangements based on the circumstances of each individual. This could include an alternative work location or changing your working hours or work based contact details (e.g. phone numbers and email addresses). You may also be entitled to request a flexible work arrangement if you are experiencing domestic and family violence or providing care or support to someone experiencing domestic and family violence. Our [Domestic violence support page](#) outlines further support that is available to you.

## **Related links**

- [Supporting employees with domestic violence issues - DFV guideline](#)
- [Leader support](#) (restricted)



## Emergency response leave (AU only)

Emergency response leave is available for Suncorp employees based in Australia to support customers in the moments that matter. Permanent employees (whether engaged on a full time or part time basis) and maximum term employees who take part in a **voluntary** emergency management activity are entitled to **unlimited** paid emergency response leave if:

- the employee is a trained and qualified member of, or has a member-like association with a recognised emergency management body, **and**
- the employee engages in the activity on a voluntary basis or the employee was requested to engage in the activity, **and**
- the employee has successfully completed their probation period at Suncorp, **and**
- the activity involves dealing with an emergency or natural disaster; **or**
- the activity is a preventative measure by the recognised emergency management body undertaken to avoid or minimise an emergency or natural disaster (i.e. backburning).

Suncorp's paid emergency response leave is intended for employees supporting the community in a voluntary capacity (i.e. where you are not already paid a salary or wages for duties performed). Unless you are in the Australian Defence Forces (ADFR) and called to assist, you may be ineligible for emergency response leave if you receive payment from a recognised emergency management body when supporting with an emergency management activity. You can instead look to access (unpaid) [Community service leave](#).

A recognised emergency management body is:

- a body that has a role or function under a plan that is for coping with emergencies / natural disasters (prepared by the Commonwealth or a State or Territory)
- a fire-fighting, civil defence or rescue body, or
- any other body that Suncorp considers is primarily involved in responding to an emergency or natural disaster.

This includes bodies such as the State Emergency Service (SES), Country Fire Authority (CFA), the Australian Defence Forces (ADFR) when called upon to support, and the RSPCA (in respect of animal rescue during emergencies or natural disasters).

Read the [frequently asked questions \(FAQs\)](#) below to learn more.



This page is for employees  
in Australia

## How to apply for emergency response leave

Prior to applying for emergency response leave, eligible employees must provide their leader with:

- current qualification(s) and proof of membership with the relevant emergency management body,
- confirmation of the request or call for volunteers from the emergency management body,
- advance notice of the absence where possible, and
- the period or expected period of absence.

## Application process

Once the above information has been provided, follow the steps below to apply for emergency response leave:

1. Go to [@me](#).
2. Click the 'Apply for leave' button (yellow).
3. Enter the appropriate start and end dates.
4. Under 'Absence type', select **Other Paid Leave**.
5. When prompted to provide a 'Reason for leave', select **Emergency Response Leave**.
6. Add the name of the emergency management body you represent in the comments box.
7. Validate and submit the leave request.

## For leaders

- Submit all required documentation for eligible employees under the 'How to apply for emergency response leave' section above to People Connect via email at [peopleconnect@suncorp.com.au](mailto:peopleconnect@suncorp.com.au).
- Contact People Connect if you have questions or concerns about a team member's application for emergency response leave.
- Encourage employees on emergency response leave to stay in contact during the leave period.
- Check emergency contact details via @my team, and remind employees to update their personal information in OPS before they go on leave.

## FAQ's



## ^ Why does Suncorp have emergency response leave?

- Our State Emergency Service (SES), Rural Fire Service (RFS) and Australian Defence Force Reserves (ADFR) volunteers play a critical role in responding to emergencies and natural disasters in Australia. Recent natural disasters such as floods and bushfires, have highlighted the financial challenges faced by people who volunteer for extended periods of time.
- Suncorp recognises these challenges and offers unlimited paid emergency response leave (which extends to all natural disasters) for eligible permanent and maximum-term employees based in Australia.

## ^ Who is eligible for emergency response leave?

- Permanent (full time and part time) and maximum-term employees based in Australia can apply for emergency response leave in line with the [eligibility criteria listed above](#).
- Employees are encouraged to speak with their leaders should they wish to apply.

## ^ What does my leader need to consider when assessing my emergency response leave application?

Prior to applying for leave, employees, together with their leader, should consider:

- the anticipated duration of the leave;
- the impact on delivering services or products to our customers if the leave is approved;
- the availability of additional resources or employees to complete the work in the employee's absence, and
- workplace health and safety considerations, including the potential wellbeing and impact on other employees and the team.

If a leader is considering declining a request due to operational reasons (or due to any of the reasons outlined above), please [log an online enquiry with People Connect](#).

## ^ What is considered an emergency?

An emergency is a situation declared by the Commonwealth or a State or Territory; or that poses an immediate risk to health, life, property or environment.

## ^ Which volunteer organisations are covered by this leave type?

- A recognised emergency management body is a body that responds to emergencies and natural disasters. This includes bodies such as the:
  - State Emergency Service (SES)
  - Country Fire Authority (CFA)
  - RSPCA (in respect of animal rescue during emergencies or natural disasters), and
  - members of the Australian Defence Force Reserves (ADFR) when called upon to support.

For any other organisations, please [log an online enquiry with People Connect](#).

## ^ What if I want to help, but I'm not a member of an eligible organisation?

- Suncorp is very supportive of our people who wish to help others during a crisis and has a number of leave options available, including volunteer leave, flexible leave and military leave.
- For those not able to use the existing leave options, there are opportunities to support the community through our employee giving program, [Brighter Futures](#).

## ^ How is emergency response leave different to military leave?

- Military leave enables eligible employees who are involved with the Australian Defence Force Reserves (ADFR) to meet their military obligations. This leave can be used to support training obligations as part of voluntary military service.
- When deployed in response to an emergency or natural disaster, employees may be eligible to access emergency response leave, provided:
  - duties are performed on a voluntary basis, and
  - they are not utilising another leave type for the absence (e.g. [Military service leave](#)).

## ^ Can I retrospectively apply for emergency response leave?

- Emergency response leave is available to all eligible permanent (full time and part time) and maximum-term Suncorp employees based in Australia.
- Eligible employees who have already left work to volunteer in an emergency management event can retrospectively apply for emergency response leave, dating back to when they started their volunteer work (evidence requirements will still apply).

## ^ I'm in New Zealand. Can I access emergency response leave?

- Emergency response leave is currently only available to eligible permanent and maximum-term Suncorp employees based in Australia.
- Special leave options can be considered on a discretionary basis in exceptional circumstances. Please [log an online enquiry with People Connect](#) for guidance.

### Related links

- [Suncorp Employee Emergency Centre](#)
- [Event Response and Customer Support Team Yammer group](#)

### Employee Assistance Program (EAP)

We are all susceptible to the effects of stress and grief during and after a disaster or an emergency, and sometimes we need extra help to cope. Confidential counselling is available for all of our people and their families through the Employee Assistance Program (EAP) (24 hours, 7 days).

- [EAP Australia](#) (1800 671 561)
- [EAP New Zealand](#) (0800 327 669)

### Suncorp introduces unlimited paid emergency response leave

Suncorp Group has announced unlimited paid emergency response leave for employees who are members of volunteer organisations when they are called upon to assist during an emergency or natural disaster.

[Read more](#)





## Gender diversity and supporting transgender employees (AU)

This page is for employees in Australia. Visit the Gender Affirmation (NZ) page if you're based in Aotearoa (New Zealand).

Gender diversity is an umbrella term which includes people outside the binary of male and female, such as those with a trans history or experience, those who identify as non-binary, agender, gender fluid or any other gender diverse identity.

Learning about gender diversity and LGBTIQ+ inclusion is not about changing our values and beliefs; it's about demonstrating Suncorp behaviours. Understanding gender diversity is important so we can appropriately support our customers and colleagues.



- Sex refers to our biology, chromosomes, or physical markers
- Gender identity refers to our internal experience of gender
- Gender expression is how we outwardly expresses our gender
- Pronouns are how we talk about each other and are not always linked to gender
- Salutations are used when we formally greet each other and can be gendered or neutral
- No two non-binary or trans people are the same and they may use different words to describe themselves. By following their lead, you will be using the best language for them.



Terminology changes and evolves rapidly. We all make mistakes and it's okay to get it wrong sometimes. If you misgender someone, just apologise, correct yourself and move on. If someone corrects you, try not to be defensive. We acknowledge that even though we may not always get it right, we commit to being open to change and willing to continue learning from the people we want to support.

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## ^ A quick guide to current terminology

As per [Amplify](#) Co-chairs' (Dade Edwards and Livi Sinden) [Gender Diversity Awareness module in OLS](#), you may have heard the terms sex and gender identity used interchangeably but they actually represent two distinct concepts.

**Sex** is assigned based on our anatomy or biology at birth and there are three terms used: male, female, or intersex.

**Gender identity** however is not about physical markers but about how you feel on the inside. There are many ways to describe this, but the three main terms are:

- Cisgender/cis: If the sex you were assigned at birth is aligned with your gender identity or how you feel e.g. cis-man or cis-woman.
- Transgender/trans: If your experience of gender does not align with the sex you were assigned at birth, you might use trans man, trans woman or trans.
- Non-binary: is an umbrella term for a range of gender identities that are not strictly male or female. Some people who are non-binary also describe having a trans experience.

**Gender expression** is how we outwardly express our gender. Some people choose to externally express their gender in a way that does not align to gendered stereotypes such as masculine, feminine or androgenous. Gender expression, like gender identity, is very personal, and we cannot assume someone's gender identity just by their appearance.

**Gender affirmation** describes the process a person may take to socially and/or physically transition to a gender identity that is different from their gender or sex

assigned at birth. Gender affirmation may also involve changes to the way someone expresses their gender. They may start wearing their hair differently, or wear clothes that allow them to feel aligned on the outside and inside.

**Pronouns** are simply a part of grammar. It's how we talk about people when not using their names e.g. he/she/they. We commonly assume pronouns based on gender expression but it's important to remember that these are not always linked. When written, pronouns are displayed as 'pronoun/pronoun', which allows people to use more than one and makes it easy to recognise on badges or email signatures e.g. she/her, he/him, she/they, he/they etc. The best way to find out someone's pronoun is to ask them, preferably privately and always in a respectful way e.g. 'my pronouns are he/him, what are yours?'

**Salutations** and titles are used when we want to formally greet each other e.g. when writing to a customer. Salutations are often assumed based on gender such as Mr, Mrs, Miss or Sir/Madam. We can also use Mx (pronounced as Mix) as a non-binary option, or better yet, not use a salutation at all and just use the person's name.

**Ally:** An Ally is someone who listens to, believes, and amplifies LGBTIQ+ voices. Anyone can be an ally, it means showing up, speaking up, and offering support for others.

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## ^ Supporting transgender employees

### Overview

Suncorp celebrates diversity and does not tolerate discrimination on the basis of **sexuality, gender identity or intersex status**. We believe that providing a work environment based on respect, trust, and collaboration creates an exceptional employee experience where employees can bring their whole selves to work and thrive in their careers.

Not all people identify with the gender or sex that they were assigned at birth. **Trans (or transgender)** is an umbrella term for people whose **assigned sex** (i.e. what was put on their birth certificate) does not match their **affirmed gender** (i.e., the gender they are internally, also known as gender identity or gender).

**Gender affirmation** is the process where a trans or gender diverse person may take social steps (such as publicly changing their name, pronouns and

appearance), medical steps (such as hormones, and/or surgery) and/or legal steps (changing their legal gender marker and name in official documents) to live as their defined gender(s), based on what is right for them. Every person's journey is different and does not have to include all of these steps.

For people affirming their gender, having their gender recognised at work can be an integral part of this process. This often involves updating someone's "gender markers" (e.g. their name, pronouns and how they present themselves) to reflect their gender.

Suncorp is committed to providing a safe, positive and inclusive environment to support employees who are affirming their gender. The guidance provided on this page has been designed to facilitate discussion and to be adapted to suit each employee's situation.

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## ^ Gender Affirmation Leave (AU)

### Overview

Gender Affirmation Leave has been introduced for Suncorp employees, to alleviate some of the biggest practical barriers to employees affirming their gender identity.

At Suncorp, we don't just say 'bring your whole self to work' for the sake of it. We mean it. If gender affirmation is part of your whole self, then we want to be there to support you.

The Gender Affirmation Leave entitlement enables eligible employees who are affirming their gender to undertake any aspect of the gender affirmation process that they require. This often differs from person to person, and may include:

### **Social affirmation:**

telling their families, friends and colleagues about the change

adopting the style of dress or presentation that better aligns with their gender identity

changing their pronouns and/or name.

## Legal affirmation:

legally changing their name and/or gender marker on identification documents

## Medical affirmation:

undergoing surgery, hormone therapy, or both

attending medical appointments

experiencing rest and recovery from medical procedures

Under the leave entitlement, eligible Suncorp employees will be entitled to six weeks of paid Gender Affirmation Leave and up to 12 of months unpaid Gender Affirmation Leave, allowing employees to have the time and financial support required to engage in the steps they need to affirm their gender.

For Gender Affirmation Leave applications:

- **Speak with your Leader about your intention to apply for leave (providing at least 4 weeks' notice where possible).**
- **Your Leader will then log a case with People Connect to have your leave request processed.**

### Frequently Asked Questions in relation to Gender Affirmation Leave in Australia

Gender Affirmation Leave - What is it?	<p>Gender affirmation describes the process a person may take to move from the sex they were assigned at birth to the gender they identify with. It has previously been referred to as Gender Transition. The journey looks different for each individual and is often a complex process that involves multiple steps over a sustained period of time.</p> <p>Gender affirmation leave is provided for eligible employees who wish to affirm their gender through some or all of the following steps:</p> <ul style="list-style-type: none"><li>• <b>Social affirmation</b> (telling family, friends and colleagues about the change, adopting the style of dress or presentation that better aligns with their gender identity, or changing their pronouns and/or name);</li><li>• <b>Legal affirmation</b> (legally changing their name and/or gender marker on identification documents); or</li><li>• <b>Medical affirmation</b> (undergoing surgery, hormone therapy, or both, attending medical appointments, or undertaking rest and recovery from medical procedures).</li></ul>
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	<p>Six weeks' paid Gender Affirmation Leave, and up to 12 months of unpaid leave, is available to eligible Suncorp employees, allowing those employees to have the time and financial support required to engage in the steps they need to affirm their gender.</p> <p>This leave is now available for eligible employees to access.</p>
Why Gender Affirmation Leave?	<p>Gender Affirmation Leave has been introduced at Suncorp to:</p> <ul style="list-style-type: none"> <li>• Alleviate some of the biggest practical barriers to affirming one's gender identity;</li> <li>• Provide flexibility and confidentiality;</li> <li>• Recognise that people undergoing gender affirmation are not 'sick' or 'ill' by providing a more appropriate leave entitlement than personal leave;</li> <li>• Provide employees with more paid leave to assist with an affirmation process which may take several weeks or months, which their existing annual and flexible leave entitlements may not cover; and</li> <li>• Send an important message of inclusion to all employees, where all our people can feel safe to be themselves in the workplace.</li> </ul>
What are the eligibility requirements to access Gender Affirmation Leave for employees in Australia?	<ul style="list-style-type: none"> <li>• To be eligible for Gender Affirmation Leave, you must have successfully completed your probation period.</li> <li>• Please refer below for eligibility requirements for maximum term/fixed term and Casual employees.</li> </ul> <p>Permanent full-time</p> <ul style="list-style-type: none"> <li>• Gender Affirmation Leave of 6 weeks at full pay or 12 weeks at half pay (inclusive of public holidays i.e., your period of gender affirmation leave will not be extended by any public holidays that fall during that period).</li> </ul> <p>Permanent part-time employees</p> <ul style="list-style-type: none"> <li>• Your entitlement is based on the full time entitlement of 6 weeks at full pay or 12 weeks at half pay (inclusive of public holidays i.e., your period of gender affirmation leave will not be extended by any public holidays that fall during that period), but is pro-rated using the average number of ordinary hours worked in the six months immediately prior to starting leave.</li> </ul>

	<p>Maximum term and fixed term employees</p> <ul style="list-style-type: none"> <li>Maximum term and fixed term employees are not eligible to receive Paid and Unpaid Gender Affirmation Leave.</li> </ul> <p>Casual employees</p> <ul style="list-style-type: none"> <li>Casual employees who have been engaged by the Group on a regular and systematic basis for at least 12 months, and who have a reasonable expectation of continuing with the Group on a regular and systematic basis, will be eligible to receive unpaid gender affirmation leave.</li> </ul>
How can I take Gender Affirmation leave?	<p>Paid leave</p> <ul style="list-style-type: none"> <li>An employee can utilise the six weeks of paid leave entitlement and access up to twelve months of unpaid leave.</li> <li>Gender Affirmation Leave can be utilised flexibly in consecutive weekly blocks, single day absences or on an hourly basis, as agreed between an employee and their leader.</li> <li>You may take annual and/or long service leave with Gender Affirmation Leave.</li> </ul> <p>Unpaid leave</p> <ul style="list-style-type: none"> <li>An employee can utilise up to 12 months of unpaid leave, including the six weeks of paid leave entitlement.</li> <li>You won't be paid for any public holiday that falls during a period of unpaid leave.</li> </ul>
Continuous Service	Unpaid Gender Affirmation leave will not break a period of continuous service, but it will not count towards service.
Supporting Documentation	<ul style="list-style-type: none"> <li>Employees may be required to provide supporting documentation evidencing their attendance at relevant appointments.</li> <li>Note: Gender affirmation is different for each individual and the evidence to support a request for leave may not be the same in each circumstance.</li> </ul>
How do I apply for Gender Affirmation Leave (Australia)?	<p>For Gender Affirmation Leave applications in Australia:</p> <ul style="list-style-type: none"> <li>Speak with your Leader about your intention to apply for leave (providing at least 4 weeks' notice where possible).</li> <li>Your Leader will then log a case with People Connect to have your leave requested processed.</li> <li>You will be provided with an Acknowledgement Letter (confirming your entitlement to Gender Affirmation Leave), and then be required to complete a manual leave form each time you wish to use the leave</li> </ul>

	<p>Suncorp's <a href="#">Gender Affirmation Support Plan</a> can assist initial conversations between a Leader and an Employee and should be read in conjunction with <a href="#">Suncorp's intranet guidance</a> to promote a positive and inclusive experience for all. Note this plan is a guide only and is to be tailored for individual circumstances.</p> <p>Please also refer to:</p> <ul style="list-style-type: none"> <li>• <a href="#">Gender diversity and supporting transgender employees (sharepoint.com)</a></li> <li>• <a href="#">Gender Diversity Awareness module in OLS</a></li> </ul>
Key Terms – Gender Affirmation Leave	<p><b>Gender Diversity</b></p> <p>Gender diversity is an umbrella term which includes people outside the binary of male and female, such as those with a trans history or experience, those who identify as non-binary, agender, gender fluid or any other gender diverse identity.</p> <p>Understanding gender diversity is important so we can appropriately support our customers and colleagues.</p> <p><b>Gender Affirmation</b></p> <p>Describes the process a person may take to socially and/or physically transition to a gender identity that is different from their gender or sex assigned at birth. Gender affirmation may also involve changes to the way someone expresses their gender. They may start wearing their hair differently, or wear clothes that allow them to feel aligned on the outside and inside.</p> <p><b>Paid Gender Affirmation Leave</b></p> <p>Refers to the six weeks' paid Gender Affirmation Leave to be offered to eligible Suncorp employees which can be utilised flexibly in consecutive weekly blocks, single day absences or on an hourly basis, as agreed between an employee and their leader.</p> <p><b>Unpaid Gender Affirmation Leave</b></p> <p>An employee can utilise up to 12 months of unpaid leave, including the six weeks of paid leave entitlement.</p>

For more information please refer to Suncorp's recent announcement below.  
<https://suncorpgroup.sharepoint.com/sites/News/SitePages/Gender-Affirmation-Leave.aspx>



## Gender Affirmation Leave to be introduced at Suncorp

[suncorpgroup.sharepoint.com](https://suncorpgroup.sharepoint.com)

It's double the celebrations for #WorldPride at Suncorp this week, as Gender Affirmation Leave is to be introduced for Suncorp employees, alleviating some of the biggest practical barriers to employees affirming their gender identity. At Suncorp, we...

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## ^ For employees

Suncorp understands that every person's gender affirmation will be unique to them. It is important to us that you feel that you are adequately supported at work. We understand that what you need will be led and informed by you. With this in mind, we have provided you with some useful resources that you can adapt to suit your own personal circumstances.

## Support Available

### Internal support

[People Connect AU](#): is your first point of contact for support and advice related to people matters. They can provide advice on logistics (such as how to update your name) and support your leader around managing the change within your area. They can also connect you with the NZ People & Culture team and Amplify, the Suncorp employee resource group (ERG) for LGBTQI+ employees and their allies.

Suncorp's **Employee Assistance Program (EAP)** provides confidential counselling and wellbeing coaching services for our employees. A clinician with experience working with LGBTIQ+ communities can be provided on request. For further information, contact: [Employee Assistance Program AU](#)

Employees in New Zealand can also reach out the **NZ People & Culture team (via People Connect)** or an **Amplify Committee Member** directly. See the [Gender Affirmation \(NZ\)\\_page](#) for more detail



## Choose your key internal support people

An important step of your journey can include nominating a few trusted internal people to be your own key support team. To feel supported and comfortable throughout, it's important you share a level of trust with the people you choose.

People to consider involving as part of your key internal support team:

- your Leader
- an Amplify Champion
- a colleague whom you trust and who is willing to support you.

You may wish to involve different people at different stages of the process. If you choose to confide in a colleague first, you may wish to consider when/if to have another conversation with your Leader. Your Leader's involvement will allow behaviours and expectations to be role modelled to your team.

## Preparing for an initial conversation with your leader

The following may be useful to consider before engaging with your Leader or key internal support team:

- What role you would like your support team to play?
- How would you like to communicate your affirmed gender to your colleagues and other stakeholders?
- How would you like to deal with uncomfortable scenarios (e.g. referring to you in the wrong gender (**misgendering**), people making mistakes, calling you by your previous name (**deadnaming**)?
- What information do you want your support team to keep confidential and what information are you comfortable for them to disclose to others?
- Do you work with external stakeholders, customers or partners?
- Are there any important dates and actions to consider including medical appointments, legal name change, changes to payroll information, licenses, qualifications? These may not be things you know for an initial conversation but will be good to identify as your leader supports you through your journey
- If you are taking leave, what you might want to consider for your return to work? Our Safety & Wellbeing team can assist if required.

Reading through the [Gender Affirmation Support Plan](#) can be a useful exercise to identify what to consider; however, it is not necessary to have the answers to every question. Your support team are there to help you during the development and implementation of your plan.

## During the conversation

Some areas to consider during your gender affirmation include:

- Developing a list of people within Suncorp, and external parties, you would like support from or to work with, or contact, during your gender affirmation.
- The date when your gender affirmation will take effect (ie when you change your gender markers, name and pronouns, and change aspects of your physical appearance).
- Your preferred name and which pronouns you would like to use, e.g. he/him; she/her; they/them.
- What system updates should be made to the employee's record, ie email address, intranet details, security pass. Ensure that all name changes and photographs are updated in advance of the gender affirmation effective date.
- What to consider when communicating your affirmed gender with your colleagues and external parties.
- Important dates and actions to consider during your gender affirmation including medical appointments, legal name change, changes to payroll information, licenses, qualifications.
- Determine dates of any leave that may be needed for pre-scheduled medical appointments or procedures (if required).
- If you are taking leave, what you might want to consider for your return to work. Our Return to Work team is available to support you where required.

## During gender affirmation

### Updating my details

If you intend to change your name, the gender marker associated with your profile or your title there may be a requirement for IT systems, physical signage and your security pass to be updated.

The process to have these changes made, and the timeframe in which changes will be reflected can vary. See below for a list of systems, evidence requirements and indication of who can actions these:

Personal Details	Process details	Evidence Required	Actioned By
Title	<p>Changes can be made at any time without evidence through the People Intranet to an alternative title of either Mrs / Ms / Miss / Mr.</p> <p><b>Note:</b> A review is underway to update P&amp;C forms and IT systems to include non-binary classifications.</p> <p>Complete the change employee name form to <a href="#">update your prefix</a>.</p>	No	You
Preferred name	<p>A preferred first name is a name that you commonly use that is different from your legal given name. Your preferred name can be changed at any time <b>without evidence</b>.</p> <p>Submit a change employee name form to <a href="#">update your preferred name</a>.</p>	No	You
Legal name	<p>In most cases across the Suncorp you will be given the option to use a preferred name. However, there will be some records that will require a legal name change to be updated (e.g. the legal name in your OPS profile and the name listed on your payslip). Your 'legal given name' can be amended once you have changed your name via the appropriate legal channels.</p> <p>Submit a <a href="#">change employee name form</a> to change your legal name, and provide the required evidence.</p>	Yes	You
Gender	<p>Your gender marker can be amended, including if you identify as non-binary, on your personal record.</p> <p>Update this information in <a href="#">Our People Space</a>.</p>	No	You
Email	<p>Provided your preferred name has been updated in OPS and the Group Directory, your email name and format will not be updated. Submit a <a href="#">system access request</a> to update your email address details. <i>Note: your preferred name must be updated in OPS before your email can be updated.</i></p>	No	You
Intranet Profile	<p>Your intranet profile displays information about you and your role.</p> <p>Update information on <a href="#">Delve, Suncorp Group Directory and Organisational Chart</a>. Update your profile photo on <a href="#">@me</a> and in <a href="#">Microsoft 365</a>.</p>	No	You

Buildings Access Security Pass	If a new security pass is required images will also be updated. You can update your photo numerous times, as desired. The process of updating your pass will be dependent on your location. Visit the <a href="#">Buildings and Vehicles</a> site for information or email <a href="mailto:buildingaccess@suncorp.com.au">buildingaccess@suncorp.com.au</a> .	No	
Other accounts	To update your information in any non-People & Culture systems, log a <a href="#">System Access Request</a> and select the applicable applications.	No	
FCM Travel	Email <a href="mailto:Suncorp@fcmtravel.com.au">Suncorp@fcmtravel.com.au</a> to have your profile updated, or login into the <a href="#">FCM Portal</a> and then click on 'Profile' followed by 'Personal' to change your name for future travel bookings.  <i>Note: if you are travelling as a Suncorp employee internationally, we recommend you check the Smart Traveller guidance provided by the Australian Government.</i>	No	
Corporate Credit Cards	Corporate Credit Card name changes require confirmation that a name has been changed in OPS. Email confirmation of this to <a href="mailto:expense@suncorp.com.au">expense@suncorp.com.au</a> to have the name on your credit card updated.	Yes	
Suncorp Brighter Futures	Email <a href="mailto:super@suncorp.com.au">super@suncorp.com.au</a> to have your name changed. If you are with a Superfund other than Suncorp, you will need to contact that fund directly.		
Frontline Systems	Depending on your role, there may be additional systems which will require name updates. Discuss with your leader what other systems may required updating.		

## Gender Affirmation Leave

You may require leave or some flexibility for important steps during this time, such as legal or medical appointments, counselling and support services, or other related purposes.

Under the Gender Affirmation Leave entitlement, eligible Suncorp employees will be entitled to six weeks of paid Gender Affirmation Leave and up to 12 of months



unpaid Gender Affirmation Leave, allowing employees to have the time and financial support required to engage in the steps they need to affirm their gender.

For Gender Affirmation Leave applications:

- Speak with your Leader about your intention to apply for leave (providing at least 4 weeks' notice where possible).
- Your Leader will then log a case with People Connect to have your leave requested processed.

As with any period of leave, it's expected that timing etc will be discussed and agreed with your Leader.

## Facilities

All employees at Suncorp can use the facilities that best aligns with their gender and we know that this can change. Our people are supported to use non-gendered accessible bathrooms if neither male nor female aligns with their gender or if they feel more comfortable in doing so.

All Gender bathrooms are available at 80 Ann Street Brisbane, 10 Shelley Street Sydney and 530 Collins Street Melbourne.

## Appearance and dress

The same professional standards of dress and appearance apply to all employees in our workplace, regardless of gender. Trans and gender diverse employees should dress in a manner (or select uniforms) that best reflects who they are. People Connect can help you with any questions you may have on Suncorp's [dress code](#).

If you are in a customer facing-role and need further information, go to the [Suncorp Apparel](#) sharepoint page. For further information, the following resources are available:

- [LookBook](#) – for guidance on how to style the range
- [SizingGuide](#) – help on how to take accurate body measurements

## Experiencing and reporting unacceptable behaviour

You are entitled to a workplace free from unacceptable or unlawful behaviour, including harassment, bullying and discrimination based on sexual orientation,

gender identity or intersex status. We are committed to creating a safe, inclusive, and respectful environment for all members of our community.

Examples of unacceptable and/or unlawful behaviour in relation to your gender identity may include (but are not limited to):

- deliberately disclosing your sexual orientation, gender identity or intersex status (with intent to 'out') without your permission
- deliberately using incorrect names or pronouns (such as 'he' instead of 'she') with no intention to learn or do better
- being denied training or promotion opportunities because of your gender identity or
- changing the nature of your job, such as taking you away from customer service duties because of your gender identity
- ridiculing or ignoring you because of your gender identity

If you feel as though you have been the subject of bullying, harassment or discrimination immediate help and support is available to you via the following avenues:

- You can speak to your **Leader or Leader Once Removed** to informally or formally report the conduct
- You can contact the **Employee Council** for confidential advice and support from a Workplace Relations Advisor to help you consider your options, which could include helping you to informally deal with the matter, or to make a formal complaint, phone 1800 467 632 or email [ec@suncorp.com.au](mailto:ec@suncorp.com.au)
- If you need confidential health or wellbeing support or counselling, you can contact our **Employee Assistance Program (EAP)** provider directly on 1800 808 374
- You can lodge a safety issue in SafetyCentre; or
- Raise the conduct via [Suncorp's Whistleblower Service](#).

We value diversity and inclusion at Suncorp and will not tolerate discrimination based on gender identity. These expectations are outlined in:

- Our [Code of Conduct](#)
  - The [Diversity & Inclusion Policy](#)
  - The [Anti-Discrimination and Harassment Standard](#)
  - The [Anti-Bullying Standard](#)
-

## Diverse Voices - LGBTQIA+ Peer Support

[www.diversevoices.org.au](http://www.diversevoices.org.au)

Diverse Voices Works alongside QLife who provides Australia-wide anonymous, LGBTQIA+ peer support and referral services for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.

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### ^ For leaders

Refer to [Supporting transgender employees \(for leaders\) page](#) for guidance on how to support an employee who is affirming their gender.

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### ^ Being an ally

An ally is someone who does not identify as LGBTIQ+ who shows up and speaks up. In this case, it means you are there for trans and non-binary employees and actively support LGBTIQ+ inclusion.

- If you see something, say something. No-one should feel disrespected and sometimes it can be your voice that changes attitudes.
- Encourage others to learn and use the correct pronouns. It's ok to make a mistake, correct it and move on. Being mindful not to make a big deal out of it. Consider adding your pronouns to your email signature or any name tags you wear at work.
- Someone who is on this journey, may experiment with different ways to present as they find out what works for them. Be patient, kind and respectful
- Facilities are there to be used, but can sometimes be difficult or daunting to navigate. If you can be there as a buddy, feel free to accompany someone, with their permission.
- Remember to listen with an open mind. Everyone is the expert on their own lives and one of the most important roles of an ally is to hear that experience and offer support.

It is important to remember that being an ally is not something that you can just say once, it is a continual and active journey.

In accordance with our existing policies, you should maintain an appropriate level of confidentiality and privacy in relation to all employee matters. Information should only be disclosed to those who need to know, are involved in the process, or have the consent of the person who is affirming their gender.

For more information and links to resources, visit

- [Amplify](#)
  - [Transhub](#)
  - [Diversity & Inclusion](#)
- 

## Support resources

### Internal support

If you are supporting an employee who is affirming their gender, the following support options are available:

- Gender Affirmation Leave [Frequently Asked Questions](#)
- [Log an online enquiry](#) to raise a case.
- Contact the Employee Assistance Program:
  - [Australia: Employee Assistance Program](#) (EAP)
- Contact the [Employee Council \(EC\)](#).
- Contact an [Amplify Committee Member](#) for peer support for staff and leaders.
- Complete [Awareness Training](#) (Amplify).
- Read the [Amplify page](#) and related resources.
- Read the [Gender Affirmation Support Plan](#).
- Visit the [Manager Support Program](#) (MSP) page.

### External support (AU)

- <https://qlife.org.au/contact-us>
- <http://www.switchboard.org.au/>
- <https://diversevoices.org.au/>
- <https://www.twenty10.org.au/>



- <https://www.lgbtihealth.org.au/>



## Military service leave (AUS)

### Make a request

- [Request military service leave](#)
- [Change or cancel leave](#)
- [Leaders - submit leave for an employee](#)
- [Leaders - submit and approve leave requests for delegates](#)

### On this page you'll find:

- What is military service leave?
- Who is eligible for military service leave?
- Taking military service leave
- How is military leave different to emergency response leave?
- Apply for leave
- Related links



This page is for employees in  
Australia

## What is military service leave?

Military service leave is up to 10 days of paid leave, for each year of employment (based on your anniversary date with Suncorp), which enables you to meet obligations for voluntary military service such as training.

Military service leave is a benefit provided by Suncorp outside the Suncorp Group Enterprise Agreement. It isn't a legislated entitlement.

You can't accrue military leave from year to year and it's not payable on termination of your employment.

## Who is eligible for military service leave?

Permanent and long-term casual employees who are involved in the Australian Defence Force Reserves (ADFR).

If you don't meet the above requirements for paid military leave, you may still be eligible to receive leave without pay. Contact [People Connect](#) for further information.

## Taking military service leave

You should advise your leader as soon as you receive notification of a requirement to attend military service. In most circumstances, you should provide at least four weeks' notice. A shorter notice period may be acceptable at leader discretion.

Your leader will consider your request and approve at their discretion after considering operational and business requirements.

Payment for military service leave will be based on your ordinary hours at your base pay or fixed salary rate (as relevant) for the period of leave taken.

You may take paid military service leave as full, part or consecutive days.

If you wish to take more than 10 days of paid military service leave, you may apply for additional leave without pay.

If you require leave for more than three months, raise your request with your leader who will determine the most appropriate leave type available.

## How is military service leave different to emergency response leave?

Military service leave enables eligible employees who are involved with the ADFR to meet their military obligations (such as military training)

When deployed in response to an emergency or natural disaster as part of your military duties, you may be eligible to take [emergency response leave](#). An emergency is a situation declared by the Commonwealth or a State or Territory, or that poses an immediate risk to health, life, property or environment.

However, you cannot take military leave and emergency response leave at the same time.

## Apply for leave

Submit a request via [@me](#):

- Absence Type 'other paid leave', Absence Reason 'Military Service Leave'

## Related links

- [Leave types](#)
- [Suncorp Group Enterprise Agreement](#)



# Volunteer leave

## Make a request [↗](#)

- [Request volunteer leave](#)
- [Change or cancel leave](#)
- [Leaders - submit leave for an employee](#)
- [Leaders - submit and approve leave requests for delegates](#)

## On this page you'll find:

- [What is volunteer leave?](#)
- [Volunteer leave entitlement](#)
- [How can you volunteer?](#)
- [Safety and conduct](#)
- [Taking volunteer leave](#)
- [For leaders](#)

## What is volunteer leave?

Suncorp prospers when our communities prosper too. Which is why, through our Corporate Responsibility framework, Suncorp aims to build resilient people and communities. We back our people's passions and support their involvement in the community causes they care about. Suncorp encourages its employees to donate



their time and skills through volunteer leave. Volunteer leave is paid leave that enables eligible employees to volunteer for a charitable or community organisation and help make a difference.

**\*New Zealand-based employees:** For information on Jury Service and Voluntary Service or Training in New Zealand, read [this guideline](#).

## Volunteer leave entitlement

Provided you have more than three months' service and aren't a casual employee, you're entitled to one day of paid volunteer leave each financial year. This can be taken as a whole day or divided into hours across multiple days.

Payment for volunteer leave is based on your base pay or fixed salary for your ordinary hours during the period when leave is taken.

## How can you volunteer?

The [Collective Giving volunteer page](#) features some volunteer opportunities available through Suncorp's community partnerships and other registered charities. You are also welcome to volunteer for other not-for-profit organisations if they meet Suncorp's requirements (see below 'For leaders') – particularly those that are aligned to causes you are passionate about.

## Safety and conduct

It's important to remember that while volunteering in the community you are representing Suncorp and our usual expectations and policies apply. You're responsible for your safety and conduct while on volunteer leave and you must:

- Take reasonable care for your own safety and others.
- Comply with instructions to perform work safely.
- Use equipment correctly and report faults to the charitable and community organisation ('organisation').
- Promptly report any potential or actual safety issues to the organisation, your leader and in [SafetyCentre](#).
- Act in a manner that is consistent with our [Being@Suncorp Behaviours](#) and [Code of Conduct](#).

# Taking volunteer leave

**Step 1:** Choose a charity and make sure they meet Suncorp's requirements.

- Visit the [Volunteer SharePoint](#) to see current opportunities, or you can seek out your own (be sure to check which cause areas are eligible).
- The organisation must complete a [Volunteer Leave Charity Agreement](#).
- Seek approval from your leader - send them the completed Volunteer Leave Charity Agreement form together with the charity organisation's insurance details. Alternatively, if your volunteering activity has been arranged via the Community team ([community@suncorp.com.au](mailto:community@suncorp.com.au)), they can approve the form.
- You may also use your volunteer leave to donate blood to the Australian Red Cross Lifeblood service or the NZ Blood Service. For guidance on how to safely donate, please [click here](#) or [here if you are in New Zealand](#). You may be required to produce supporting evidence to your leader upon request.

**Step 2:** Plan ahead.

- You should provide at least 10 working days' notice to your leader.
- You are responsible for travel to and from the organisation where you are volunteering and any other associated costs (e.g. buying lunch) without reimbursement.
- Please be aware Suncorp does not cover fees requested by some organisations to host our employees.

**Step 3:** Complete the [Volunteer Leave Employee Declaration](#) and apply for leave.

- Once the volunteer opportunity has been discussed and agreed to by your leader, apply for volunteer leave.
- Australia:
  - Absence Reason: 'Other Paid Leave', Absence Type: 'Volunteer Leave'.
  - Complete the Volunteer Leave Employee Declaration and email it to your leader and People Connect at [peoplespacerequest@suncorp.com.au](mailto:peoplespacerequest@suncorp.com.au).
- New Zealand:
  - Select 'Volunteer Leave' in Direct Access.
  - Complete the Volunteer Leave Employee Declaration and email it to your leader and People Connect at [peopleconnect@suncorp.com.au](mailto:peopleconnect@suncorp.com.au).

## For leaders

- Ensure your employees have applied for volunteer leave on @me, and have completed and emailed the Volunteer Leave Employee Declaration to you and People Connect at (AU) [peoplespacerequest@suncorp.com.au](mailto:peoplespacerequest@suncorp.com.au) or (NZ) [peopleconnect@suncorp.com.au](mailto:peopleconnect@suncorp.com.au)
- Check that the organisation has completed a Volunteer Leave Charity Agreement. Ensure you review and provide your approval within the Agreement where indicated and send to (AU) [peoplespacerequest@suncorp.com.au](mailto:peoplespacerequest@suncorp.com.au) or (NZ) [peopleconnect@suncorp.com.au](mailto:peopleconnect@suncorp.com.au)
- Volunteer leave should not be approved for (see [Volunteer FAQs](#)):
  - Organisations that refuse or fail to complete and abide by the Volunteer Leave Charity Agreement
  - Activities involving persuading members of the community to adopt a particular religion
  - Political activities, including protests or rallies
  - Organisations involved in unlawful activities
  - Any activities that place employees at risk (Note: volunteering activities should be similar to ordinary, day-to-day Suncorp work, and not activities that represent undue stress or a heightened risk of injury/illness).
- If the completed Volunteer Leave Charity Agreement does not meet all of Suncorp's requirements and/or you are concerned about the risk profile of the volunteer activities, further assessment may be required prior to approval being granted. Contact [People Connect](#) for support if required.
- Ensure you have your employees' emergency contact details before they commence volunteer leave.

## Related links

- [Collective Giving](#)
- [Jury and Voluntary Service Leave Guideline \(NZ\)](#)
- [Volunteer leave charity agreement](#)
- [Volunteer leave employee declaration](#)