



Hamilton Island

Parents Pack

2024



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INTRODUCTION

Overview of The Parents Pack



Welcome to Hamilton Island's Parent's Pack, designed to provide essential information and support for our valued employees raising families. We understand the importance of balancing work and family life and our goal is to assist you through this process. This Parent's Pack serves as your go-to resource, outlining the various entitlements, benefits, resources, and support systems available to you as a parent of the Hamilton Island community.

Your Employment and Entitlements

Parental Leave

We want to make sure all employees understand their entitlements around Parental Leave. Our Parental Leave Policy aligns with the Fair Work Act (2009) and details the entitlements available to eligible employees. We are committed to meeting all legal requirements and providing the support you need during this important time.

You can find the full policy on [UKG Talk](#) or request a copy from your manager or [Human Resources Business Partner](#). If you have any questions, please feel free to reach out to your [Human Resources Business Partner](#) for assistance.

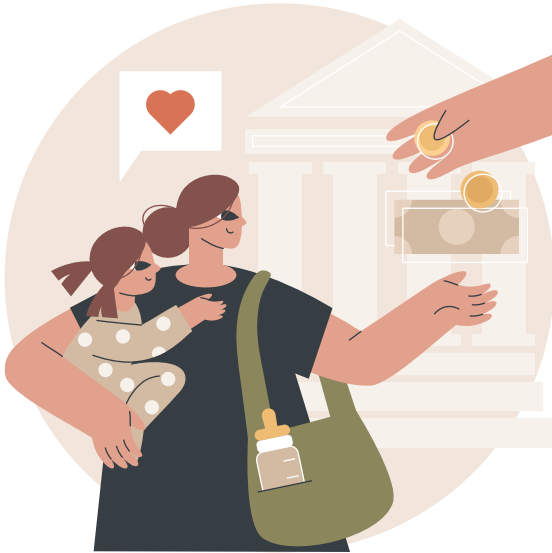


Parental Leave Pay

Hamilton Island is committed to supporting our employees during significant life events, like welcoming a new family member. That's why we offer eligible permanent employees paid time off through our Parental Leave Policy following the birth or adoption of a child.

For detailed eligibility criteria please refer to our Parental Leave Policy.

PARENTAL LEAVE



Paid Parental Leave through Services Australia

Parental Leave Pay is available for eligible individuals caring for their newborn or adopted child. Parental Leave Pay is managed through Services Australia and not Hamilton Island, and timely submission of documents is key to a smooth application process. If you have any concerns or questions, we recommend that you review the [Services Australia website](#) or reach out to Services Australia for assistance.

Keeping in Touch Days

Keeping in touch days help you stay connected with the workplace while caring for a baby or newly adopted child.

You can use these days for meetings, training, or work to refresh your skills and ease your return.

You are entitled to 10 keeping in touch days during unpaid parental leave, which can be taken in part days, single days, or blocks. To use these days, contact your manager or [Human Resources Business Partner](#) for assistance.

For more details, visit the [Services Australia website](#).



RETURNING TO WORK

Managing Work-Life Balance with a Family



We aim to support families in achieving a healthy work-life balance. In addition to outlining the steps for returning to work after Parental Leave, we want to share some additional tips to help you succeed at work while spending valuable time with your family.

At least four weeks before your Parental Leave ends, you should confirm your return-to-work date in writing with your manager. This will help ensure a smooth transition for you. Rest assured, if you have taken Parental Leave, you have the right to return to your previous position, as long as it is available. If the original role no longer exists, you are entitled to a similar role.

For more information or support, feel free to reach out to your [Human Resources Business Partner](#).

RETURNING TO WORK

Flexible Working Arrangement

If you have been employed with Hamilton Island for a year or more and are a parent or responsible for a school-aged child, you can request flexible work arrangements. This includes changing your work hours, adjusting start and finish times, altering work patterns, or working from home.

To request flexible arrangements, put your request in writing to your manager, clearly outlining the changes you need and the reasons for them. This helps us understand your needs and find the best solution.

For more information, please contact your [Human Resources Business Partner](#). We are here to help you achieve a better work-life balance.



Personal Leave

Personal leave, or "sick leave," offers flexibility for unforeseen circumstances affecting you or your family. For more details, refer to the Leave Entitlements Policy on [UKG Talk](#).

Pregnancy Support: Use personal leave for medical appointments, illness, or pregnancy-related issues to prioritize your health and well-being during pregnancy.

Family Care: Personal leave can also serve as carer's leave, allowing you to care for a family member facing illness, injury, or an unexpected emergency.

Please note that personal leave cannot be used concurrently with Parental Leave to ensure a clear distinction between different types of leave.



Support

Helpful Leave Options

Flexible Parental Leave and Personal Leave are valuable leave entitlements that can help you manage your work-life responsibilities effectively. These leave options may assist you in attending necessary medical appointments and ensure you have the flexibility to care for yourself and your family. For more information around your entitlements, contact your Human Resources Business Partner.

Employee Assistance Program

Parenting is rewarding but can be challenging. To support you, we offer access to the Employee Assistance Program (EAP) through Whitsunday Counselling and Support.

The EAP can provide valuable support and guidance for parenting challenges. You are not alone, and we are here to help. To arrange support, contact Whitsunday Counselling & Support and mention you are an HIE employee. Your first four sessions will be billed directly to us.

Additional Resources



Check out the following links based on your location for some additional valuable support services: [Queensland](#), [New South Wales](#), [Victoria](#), [Western Australia](#), [South Australia](#), [Tasmania](#), [Northern Territory](#) and [Australian Capital Territory](#).

Important Information for Families

Buggy Permit

We understand that families on Hamilton Island need a convenient way to get around. If you are considering purchasing a buggy, please note that a Buggy Permit is required before buying and owning one. These permits are limited and granted at Hamilton Island Enterprises's discretion. To apply for a Buggy Permit, please contact [Island Security](#) for assistance with the application process.

Resident Identification

Children under 4 on Hamilton Island do not need a Resident ID card. However, once they turn 4, they will need one, and Cruise Whitsundays will start charging a fare for ferry tickets. To avoid any inconvenience, we recommend getting a Resident ID card for your child before they turn 4.

To obtain a Resident ID card, contact our team at [Island Security](#) for assistance.



Healthcare Services



On Island Healthcare

The Hamilton Island medical clinic, managed by Atticus Health, offers a range of healthcare services. You can find more information and their contact details on the [Atticus Health webpage](#).

For specific needs, especially during pregnancy or while raising a family, you might consider mainland healthcare providers in areas such as Airlie Beach, Cannonvale, Mackay and Townsville.

Local Hospitals

Hamilton Island does not have a hospital on the island itself. For emergencies or hospital services, residents must travel to the mainland. In addition to the 1-hour ferry time below are the average travel times to the nearest hospitals:

Proserpine Hospital: 25 minutes by car or 40 minutes by bus from Airlie Beach

Mackay Base Hospital: 2 hours by car or 2.5 hours by bus from Airlie Beach

Townsville University Hospital: 3.5 hours by car or 5 hours by bus from Airlie Beach

Emergency Transportation

CQ Rescue offers essential emergency helicopter services to Hamilton Island, providing rapid medical transport and advanced care for critical situations. As a non-profit organization, they do not charge for their services. However, we recommend donating to support their vital work. To make a one-time donation, visit their [website](#), or to donate directly from your pay, email payroll@hamiltonisland.com.au.



Childcare and Education



Hamilton Island Kindy

Hamilton Island Kindy provides quality childcare for children aged six weeks to five years, ensuring their well-being and growth. Open Monday to Friday, 8:15 am to 5:00 pm (excluding Public Holidays).

To secure a spot, complete the [Hamilton Island Kindy Enquiry Form](#) on the [Hamilton Island Child Care Services website](#) and send it to our [Island Kindy Director](#). Space is limited, so act quickly.



Hamilton Island State School

[Hamilton Island State School](#) offers high-quality education for students from Prep to Year 6. For detailed information and guidance on enrolling your children in Hamilton Island State School, we encourage you to reach out directly to the school or visit their [website](#). They will provide you with all the necessary details to ensure a smooth and informed enrollment process for your child's education.



Babysitting

For convenient babysitting options, our [Hamilton Island Babysitting webpage](#) is at your service. Easily access a list of reliable babysitters on the island, complete with their contact details, to ensure a smooth and worry-free experience for you and your little ones.

Please keep in mind that engaging a babysitter establishes a private arrangement between you and the babysitter.

Accommodation



Staff Accommodation

Some positions require full-time residence on Hamilton Island. If this applies to your role, staff accommodation will be provided.

If you are allocated to a sole-use or larger unit, you are able to have a child live in your unit with you until they are 12 months of age. After 12 months of age, eligible employees are able to stay in one-bedroom staff accommodation units (subject to availability) with their child.

For eligibility details, please contact [Staff Accommodation](#).



Private Accommodation

We understand that Staff Accommodation might not be ideal for everyone. You can explore private accommodation on the island by contacting Hamilton Island Real Estate.



Commuting

If your position allows, you may also consider living on the mainland and commuting, if that is more convenient for you.



Salary Sacrificing

For employees living on the island or commuting, we offer a housing benefit through a novated lease, allowing you to salary sacrifice your rent for more manageable living expenses.

For assistance and to explore the best housing solution for you and your family, please contact your [Human Resources Business Partner](#).

Family Friendly Activities



Family Friendly Attractions

Embark on a journey of fun at various family-friendly attractions scattered across the island. Whether it's a round of bowling, thrilling go-kart races, encounters at the Wildlife Park, quad bike adventures, or a round of mini-golf, there is something for everyone to enjoy. Make Sure you check the Benefits Policy on [UKG Talk](#) for discounts available to you.

Take a Tour

Hamilton Island presents an extensive array of family-friendly tours, ranging from captivating day trips to Reefworld on the Great Barrier Reef to exploring the renowned Whitehaven Beach. For more information on booking the most suitable tours for your family, visit the [Hamilton Island webpage](#).



Enjoy Watersports

Dive into the aquatic wonders around Hamilton Island with a variety of child-friendly watersports. From windsurfing to sea kayaking and snorkeling, there's an abundance of ways for your family to make a splash. Make Sure you check the Benefits Policy on [UKG Talk](#) for discounts available to you.

Bougainvillea Pool Access

Hamilton Island families can enjoy both the Staff Pool and Bougainvillea Pool, as noted in the Staff Accommodation Compendium. We aim to enhance your comfort and happiness by providing these facilities. Relax and spend quality time with your family at the Bougainvillea Pool.



For more information on things to do, visit the [Hamilton Island Activities webpage](#).

More to Consider on Island



Kid Friendly Restaurants

Hamilton Island offers diverse dining options, including family-friendly choices. Some restaurants have age restrictions, so check the [Hamilton Island Dining and Bookings webpage](#) to find the perfect spot for a memorable family meal. Make Sure you check the Benefits Policy on [UKG Talk](#) for discounts available to you.

Parent's Group and Organised Activities

From art classes to sporting activities, Hamilton Island regularly hosts a whole selection of activities and games, suitable for all ages. The Fun Crew also host a monthly Parent's Group, creating an opportunity for island families to come together.

For a detailed overview of the current activities and events, simply visit [What's On Guide](#).

Family Portraits

The Hamilton Island Photography team offers professional and affordable portrait sessions for couples, families, and groups. HIE employees get a 20% discount on all packages. Visit the [Hamilton Island Photography webpage](#) to view pricing and book online. Mention you're an HIE staff member in the comments for the discount.

The team will confirm availability and provide details, including tide schedules, for beautiful photos.



Employee Discount

Show your HIE Staff ID for discounts on select activities:

- 50% off normal retail price for all non-motorised activities, including golf and equipment hire
- 25% off normal retail price for all motorised activities, animal encounters, photos at Hamilton Island Wildlife Park, and Island Bowling (lane hire and drinks)
- Free entry to Hamilton Island Wildlife Park

For more information, view the Benefits Policy on [UKG Talk](#).

USEFUL CONTACTS

Human Resources Business Partners

Location: Administration Back Office, Resort Centre

Phone: 0447 756 457

Email: employeerelations@hamiltonisland.com.au

Hours: Monday – Friday: 8:30am – 4:30pm

Staff Accommodation

Location: Mango Tree Corner

Phone: 07 4946 8113

Email: SaAdmin@hamiltonisland.com.au

Hours: Monday – Friday: 8:30am – 4:30pm

Hamilton Island Kindy

Location: Melaleuca Drive

Phone: (07) 4948 9371

Email: islandkindydirector@hamiltonisland.com.au

Hours: Monday – Friday: 8:15am – 5:00pm

Hamilton Island State School

Location: Great Northern Highway

Phone: 0436 611 736

Email: principal@hamiltonislandss.eq.edu.au OR
STAFFHISS@hamiltonislandss.eq.edu.au

Hours: Monday – Thursday 8:30am – 1:30pm

Website: <https://hamiltonislandss.eq.edu.au/>

Island Security

Location: Mango Tree Corner

Phone: (07) 4946 8118

Email: islandsecurity@hamiltonisland.com.au

Hours: Monday – Friday: 8:30am – 4:30pm

Whitsunday Counselling & Support

Location: Cannonvale, Hamilton Island (once fortnightly)

Phone: (07) 4946 999

Email: admin@whitsundaycs.com.au

Hours: Monday – Friday: 9:00am – 5:00pm

Website: <https://www.whitsundaycs.com.au/>

Thank you