Welcome we will begin at 1.30pm

Mentimeter

Australian Government

Coal Mining Industry
(Long Service Leave Funding) Corporation

EMPLOYEE CONNECT

24 March 2025

COAL LSL

Acknowledgement of Country

We come together on the traditional country of the Gadigal people of the Eora Nation.

I would like to acknowledge the Traditional Owners and Custodians throughout Australia and their continuing connection to land, water and community.

I pay my respects to First Nations people, their Elders past, present and emerging; and recognise the diversity of First Nations people and community across Australia.

I would like to extend that respect to First Nations people present today.

How today will work

Key times

- Session starts **1:30pm**
- Short break **2:30pm**
- Session finishes **3:30pm**

What's involved

- Face-to-face and virtual attendees
- We'll be using Mentimeter – keep your phones handy
- We want to hear from you

This session is being recorded and will be available on our website at **coallsl.com.au**

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Session intent

Provide an opportunity to engage directly with our executives and senior leaders as well as connect with industry peers

- Update you on our regulatory progress since the Federal Court's decision on Hitachi's appeal
- Introduce you to the digital leave submission process, the benefits to employees and hear your thoughts as we approach go-live
- Workshop two of our Guidance Notes and seek your feedback to identify opportunities to make improvements.

Your presenters for today

Sharife Rahmani

Chief Regulatory Officer

Rodrigo Redante

Product Manager

Scott Woods

General Manager, Education and Engagement

External stakeholders

Legend	
ART	Administrative Review Tribunal
ACTU	Australian Council of Trade Unions
AIG	Australian Industry Group
AMWU	Australian Manufacturing Workers' Union
ANAO	Australian National Audit Office
APESMA	Professionals Australia (Union)
APSC	Australian Public Service Commission
CMIEG	Coal Mining Industry Employer Group
DTA	Digital Transformation Agency
DEWR	Department of Employment & Workplace Relations
ETU	Electrical Trades Union
FCA	Federal Court of Australia
HR	Human Resources
MCA	Minerals Council of Australia
MEU	Mining & Energy Union
NACC	National Anti-Corruption Commission
NSWMC	NSW Minerals Council
OAIC	Office of the Australian Information Commissioner
QRC	Queensland Resources Council

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Coal LSL v Hitachi Construction Machinery (Australia) Pty Ltd

Situation

Concerning whether Hitachi employees working on black coal mine sites, repairing and maintaining heavy equipment were eligible employees under the Coal LSL scheme.

Outcomes

- Federal Court found that four Hitachi employees were eligible employees
- Hitachi appealed the case to the Federal Court and it was dismissed on 16 December 2024
- Potential implications for some employers who continue to claim their employees are not eligible.

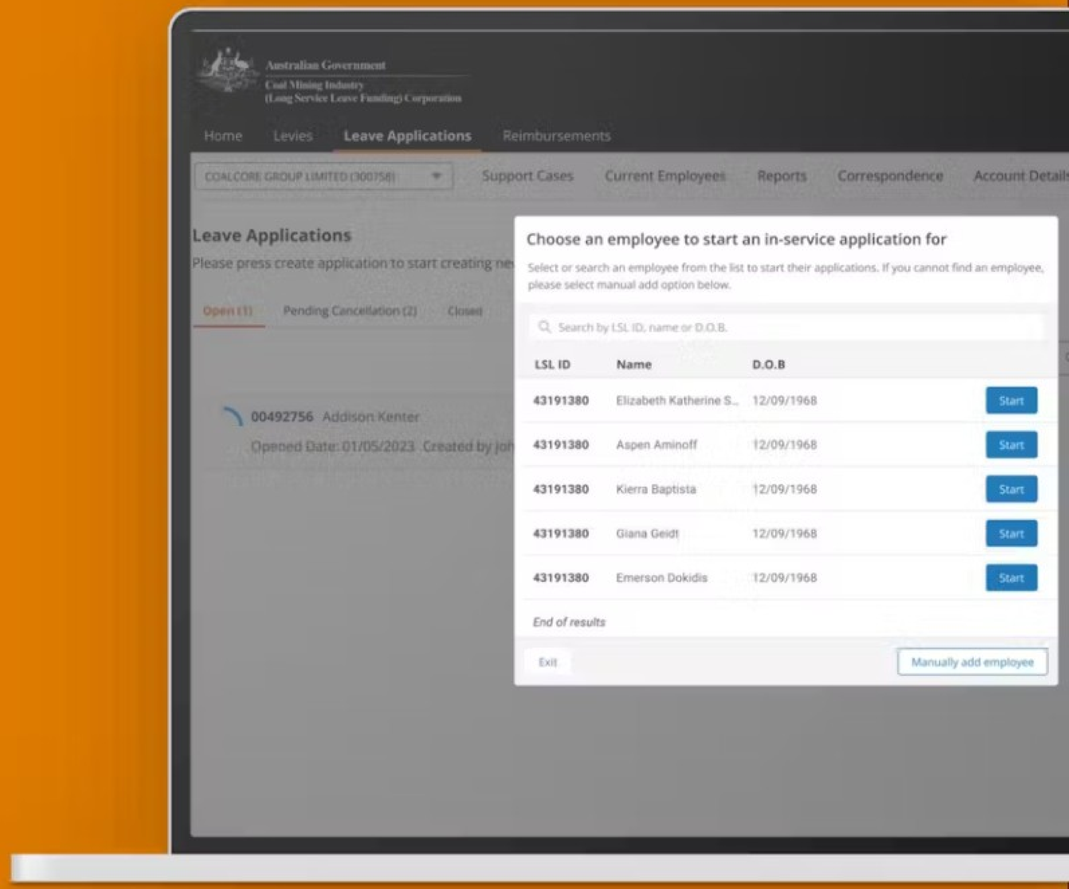
Coal LSL continues to undertake one-to-one engagements with employers to enhance their understanding of their obligations under the legislation

Digital leave submissions

Rodrigo Redante

Introducing digital leave submissions

- What is a digital leave submission?
- Understanding digital leave submissions
- How we have engaged to date
- What's new and what remains the same?
- Employee email notifications
- How we will keep you informed
- Time for Q&A



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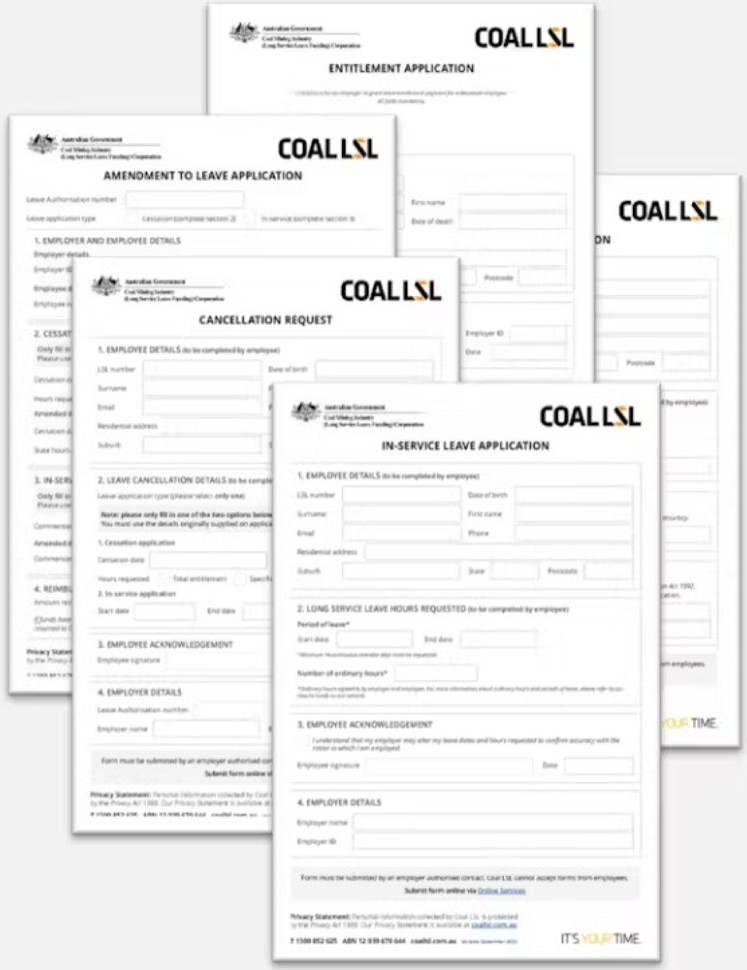
What is a digital leave submission?

The way employers submit leave applications to us is changing

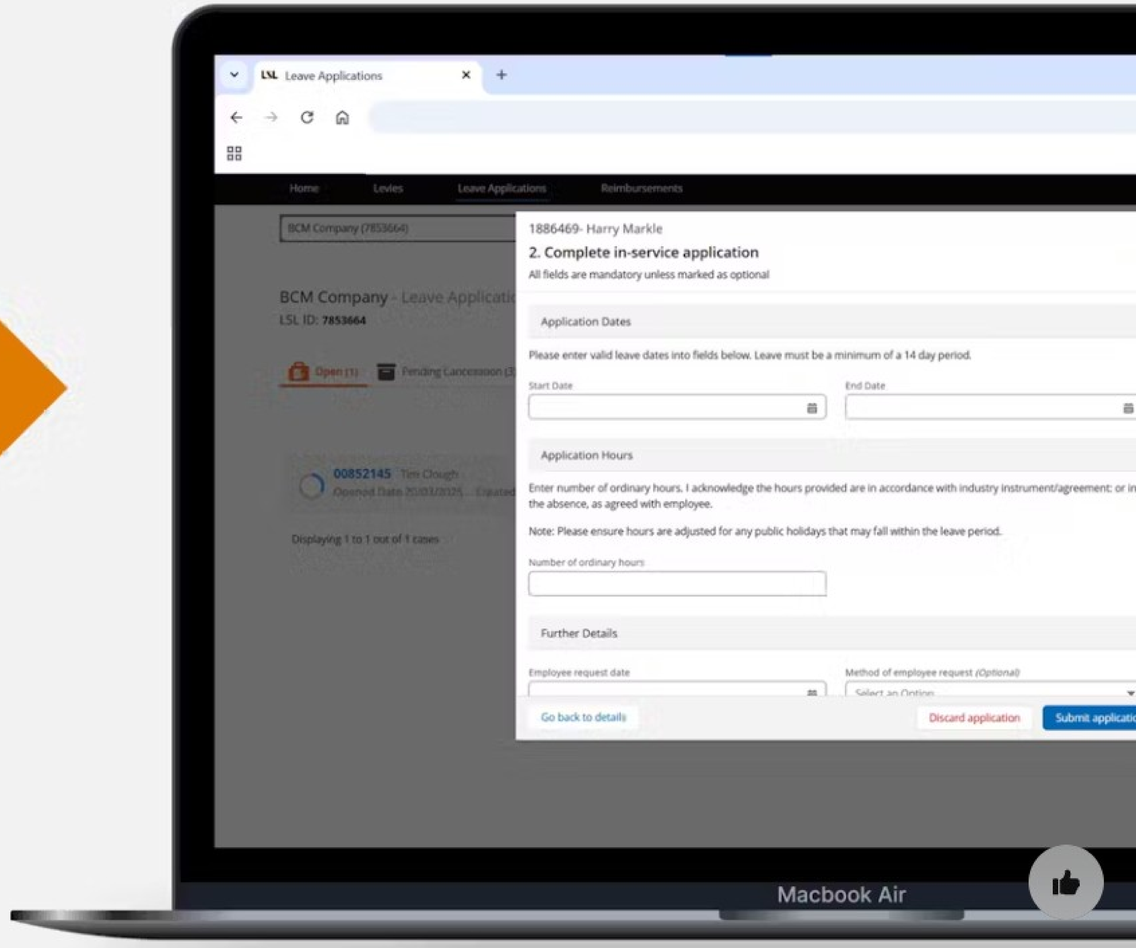


Paper form

Manual review and data entry

Low employee visibility

Poor user experience



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Understanding digital leave submissions

A digital leave submission is a **new secure digital capability** that removes the need for employers to provide Coal LSL with a copy of the written leave application **at the time** of submission.

It leverages communication with employees to **ensure accuracy of the leave application details**.

What to expect:

- Employees will receive email notifications from Coal LSL to help track their leave applications
- Employees will have visibility of details submitted by the employer
- Opportunity for employees to identify inconsistencies earlier in the process.

The legislative requirements and obligations for employers and employees are unchanged.

How have we engaged to date

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Research has played an important role in designing the new process.

Employees

- We interviewed 7 employees
- Review of employee notifications templates
- Positive feedback on notifications timings and details.

Employers

- We interviewed 6 employers:
  - various locations and sizes
  - 21-500+ employee count
- Usability testing sessions
- Positive SUS – System Usability Scale

The Research Process:

1-hour sessions via Teams video calls

Script guided discussion

Discovery tasks in Online Services

Notification Review

What's new?

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For Employees:

- Better communication; email notifications will be sent to keep them updated
- Visibility of leave details and opportunity to identify inconsistencies earlier in the process
- Better controls in place

For Employers:

- Simplified and more user-friendly process
- Better data validation
- More efficient processes will save time
- Greater visibility of applications
- Easy cancellation request process

What stays the same?

The legislative requirements and obligations for employers and employees are unchanged.

Employee email notifications

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Your email has been updated as part of this process

Your application has been received by Coal LSL

The outcome of your application

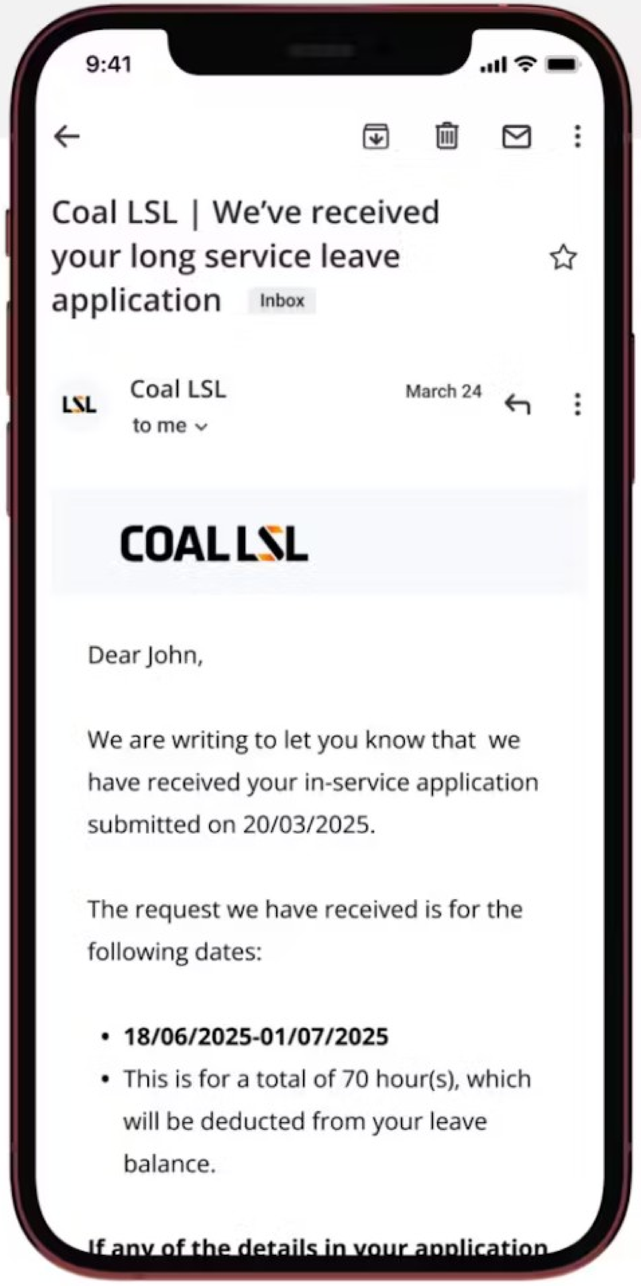
- Approved
- Declined
- Cancelled

On submission of application if **email is changed**

On **submission of application**

Up to 5 business days after submission*

*Cancellation can be at any time



How will we keep you informed

Employee newsletter - news articles will be published online and shared via our newsletter before, during and post go live

Employee Connect - to keep you informed and provide a forum for Q&A

Dedicated emails - to provide personalised details relevant to each stakeholder group

Online resources - a dedicated hub on the Coal LSL website that will include how to guides, instructional video, news stories and FAQ's

Post implementation support – including emails, feedback surveys and troubleshooting

Go live - end of June 2025

Time for Q&A

Any questions from what you have just heard?

Scan now to ask your question or join at menti.com and use code 1332 4099

Time for Q&A about about digital leave submissions

Do you have any additional questions?

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Break time

Guidance Notes workshop

Scott Woods

What are our Guidance Notes?

What they are?

- Coal LSL Guidance Notes aim to assist employees and employers to understand key aspects of Australia's black coal mining industry long service leave legislation.

How are they are used?

- Guidance Notes represent the opinion of Coal LSL; they are not intended as legal advice and are not determinative of legal rights or obligations.

Why are we reviewing our Guidance Notes?

- We want to ensure that our Guidance Notes are achieving their aim of assisting employers and employees to understand the Coal LSL scheme
- To make that evaluation, we're seeking feedback from the stakeholders that our Guidance Notes serve.

Workshopping our Guidance Notes

Today we will be workshopping **two** of our Guidance Notes and seeking your feedback to identify opportunities to make improvements.

This is an interactive workshop so **keep your phone handy** to have your say!

We will **collate your feedback** with feedback collected from other stakeholder groups throughout the review process.

Combined feedback will be used to improve the Guidance Notes and **optimise their value** for employers and employees.

Guidance Notes to be workshopped

1 Scheme coverage

Who is covered by Australia's black coal mining industry long service leave scheme.

This can be found online:
coallsl.com.au/guidance-notes/scheme-coverage

2 Accruing and accessing leave

How long service leave is accrued and how it should be taken and accessed under Australia's black coal mining industry long service leave scheme.

This can be found online:
coallsl.com.au/guidance-notes/leave-accrual

Guidance Notes represent the opinion of Coal LSL; they are not intended as legal advice and are not determinative of legal rights or obligations.

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Let's get workshopping

Remember this is an interactive workshop and we are after your feedback to identify opportunities so we can make improvements.

Scan now to have your say or join at menti.com and use code 1332 4099

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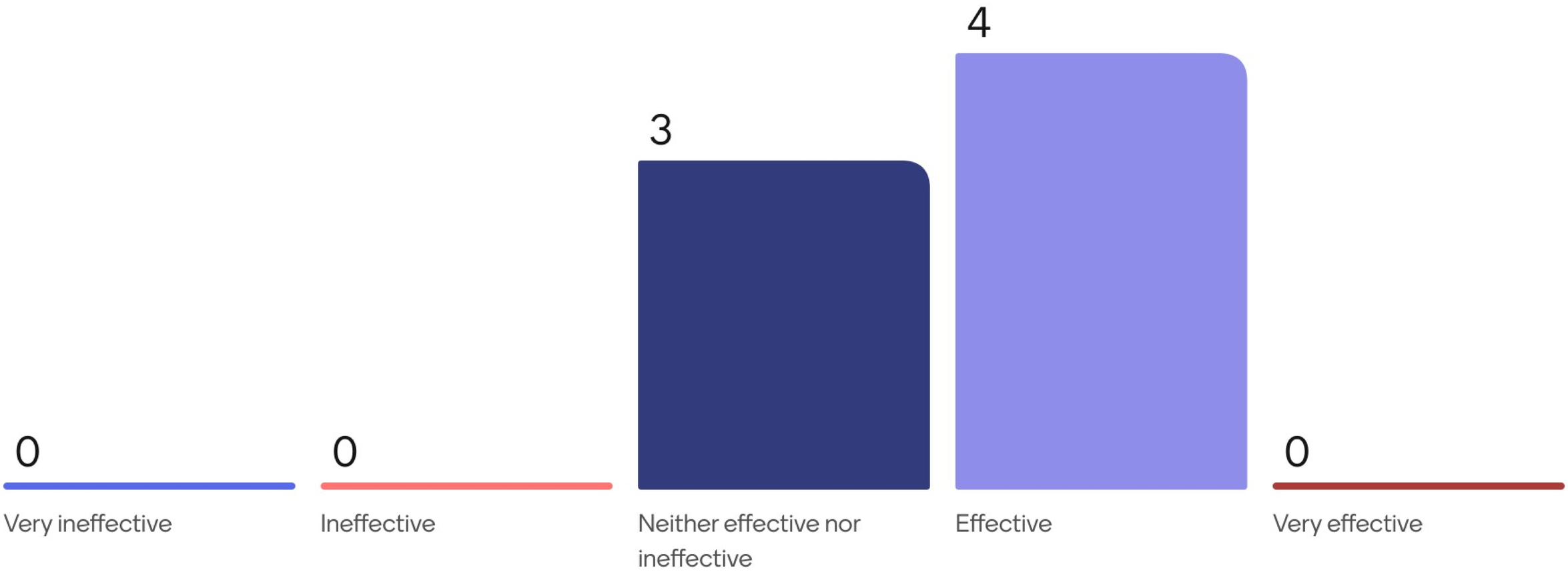
Q1: Scheme Coverage Guidance Note



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Q2: Do you receive any common questions or issues that are not answered in the **Scheme Coverage** Guidance Note?

An employer operates the coal mine and also the coal handling plant at a nearby power station. Operators get moved between the 2 locations. How do they accrue LSL?

1

Q3: Are there any parts of the **Scheme Coverage** Guidance Note that you believe would benefit from additional information or clarification?

Beginning of guidance note - from perspective of member reading this, about system employers. This definition is a barrier.

Possibility of using flow charts, to simplify information

1

Q4: Are there any parts of the **Scheme Coverage** Guidance Note that you believe would benefit from worked examples or case studies?

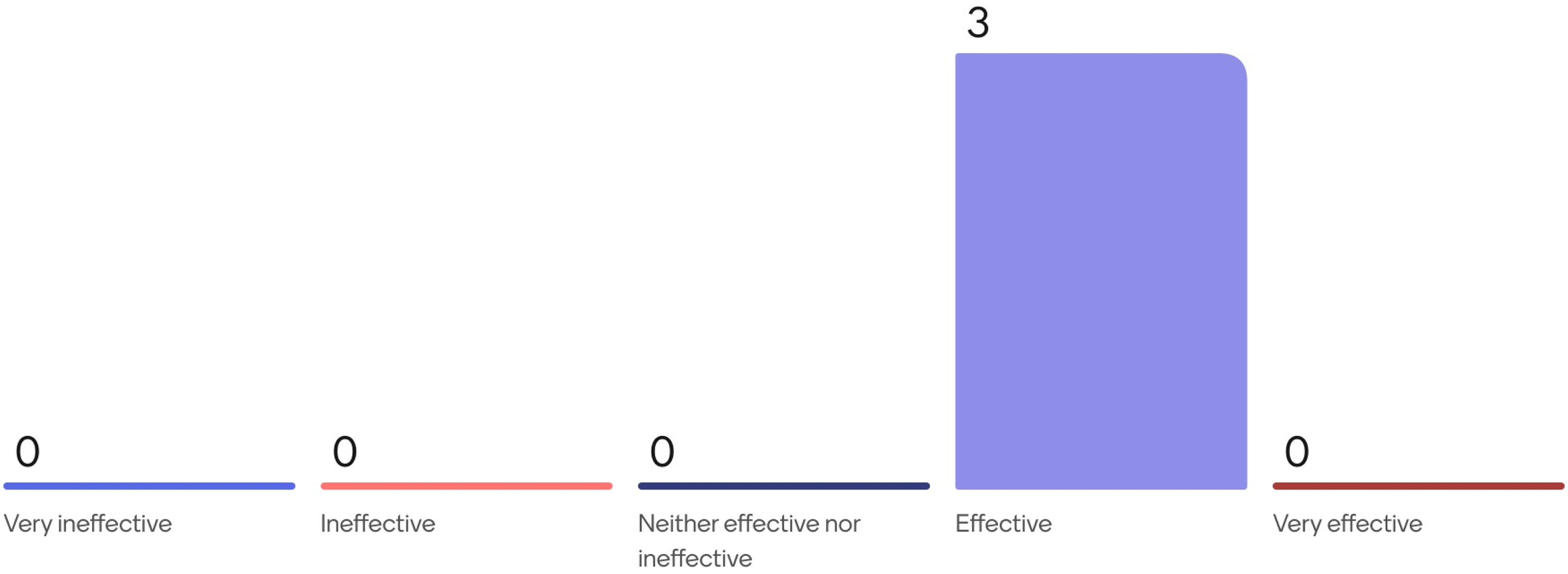
Rehab

1

Q5: Are there any parts of the **Scheme Coverage** Guidance Note that you believe should be removed?

Do you have any **additional feedback** that you would like to share regarding the **Scheme Coverage** Guidance Note?

Q1: Accruing and Accessing Leave Guidance Note



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Q2: Do you receive any common questions or issues that are not answered in the **Accruing and Accessing Leave** Guidance Note?

Varied rosters make it complicated

Education piece for this information

1

Q3: Are there any parts of the **Accruing and Accessing Leave** Guidance Note you believe would benefit from additional information or clarification?

Emergency service personnel - mine site security

1

Q4: Are there any parts of the **Accruing and Accessing Leave** Guidance Note that you believe would benefit from worked examples or case studies?

Q5: Are there any parts of the **Accruing and Accessing Leave** Guidance Note that you believe should be removed?

Do you have any **additional feedback** that you would like to share regarding the **Accruing and Accessing Leave** Guidance Note?

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Your feedback is important to us

We want to hear from you. **Scan below and tell us** what we do well and how we could improve.

Or join the survey at **bit.ly/m/employee-connect**

Key contacts

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