



# 2026 Employee Value Proposition



# YHA AWARDS

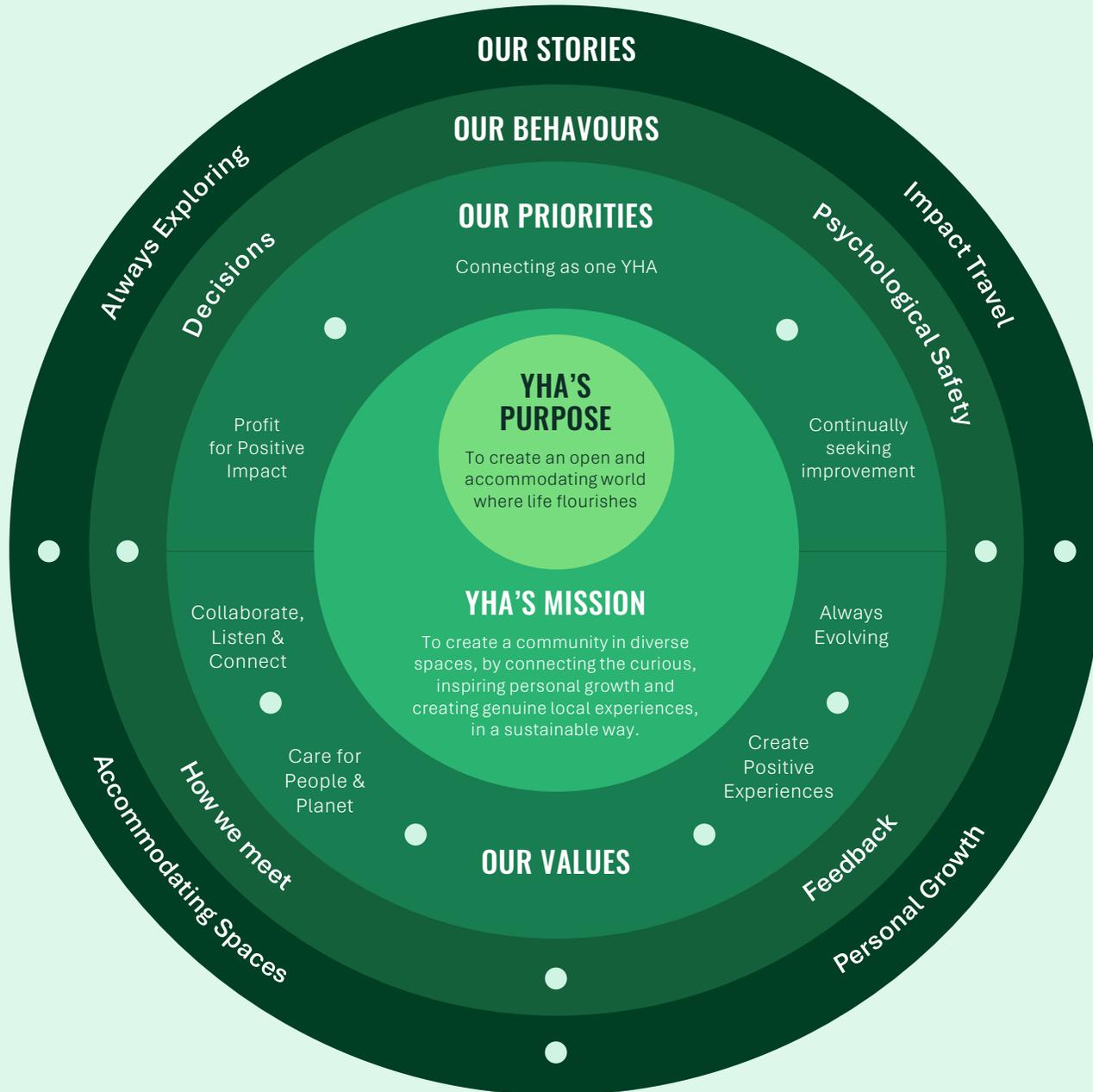
All of us at YHA take feedback and ongoing improvement very seriously.

Great Place To Work is an internationally recognised employee survey used by YHA and many of our competitors to gain insights to what our people want, how they feel about being part of the YHA team and provide suggestions on how we can make YHA an even better place to work.

YHA engaged GPTW in 2024 to measure our trust index and we scored 77% which has confirmed that we are a great place to work.

Be part of our journey and provide your feedback to help make us even better.





# OUR ECOSYSTEM

This is best described as how we see ourselves at YHA, what's important to us and what we believe is important to our members. We are many things, and it is important to us to capture this and share the messages with our people.

To learn more about who we are and what's important to us, check out our [integrated report here](#) and come along to one of our CEO Chats to learn more about how we look after our people and ensure the ultimate guest experience.

# OUR VALUES

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## COLLABORATE, LISTEN & CONNECT

We listen first and speak respectfully, creating psychological safety so ideas and people connect to solve problems together.



## CARE FOR PEOPLE & PLANET

We make safe, sustainable choices that include and uplift all of our people, communities and the natural places we're part of.



## CREATE POSITIVE EXPERIENCES

We make it easy, safe and welcoming for guests and team members, resolving issues constructively and leaving people feeling valued.



## ALWAYS EVOLVING

We improve how we work, small steps and bold ideas, balancing innovation with safety, risk awareness and good governance.



**YHA+**

**REWARDS**

**WELLBEING**

**COMMUNICATION**

**SOCIAL RESPONSIBILITY**

**OPPORTUNITY**

**FLEXIBILITY**



# At YHA we are passionate about our people.

This document will evolve as we continue to evolve as an organisation and develop new connections and identify additional ways to improve our offering to members of the YHA team. (\* - benefits for team members with more than 6 months service)

## WELLBEING

### Your Health & Wellness Matter

**We believe that a healthy and happy employee is a productive one.**

Our wellbeing initiatives are designed to support your physical, mental, and emotional health, ensuring you can perform at your best while feeling valued and cared for.

## SOCIAL RESPONSIBILITY

### Commitment to Social Responsibility

**We are committed to making a positive impact on society and the environment.**

By supporting ethical business practices and social responsibility, we ensure that our employees are part of a company that cares about the world beyond profits.

## FLEXIBILITY

### Work Your Way

**Life is dynamic, and we recognise that work should be adaptable.**

Our flexible policies empower you to find the right balance between your professional and personal life, ensuring you can thrive in both.

## OPPORTUNITY

### Your Growth Matters

**We invest in your future.**

Whether you want to develop new skills, explore career pathways, or receive recognition for your hard work, we provide opportunities for continuous learning and career advancement.

## COMMUNICATION

### Your Voice Matters

**Open and transparent communication is key to a thriving workplace.**

We ensure that every employee has a voice, and we actively listen to feedback to create a culture of continuous improvement and innovation.

## REWARDS

### Exclusive Benefits

**We want to reward your hard work with financial perks and exclusive benefits.**

From travel accommodations to referral incentives, we ensure that you enjoy meaningful savings while being part of our team.

# WELLBEING

## Your Health & Wellness Matter



**Hydration Station** – Stay refreshed at work - we provide our people with cold electrolyte drinks and ice blocks to help them handle the heat. This is beneficial for all of our team members to ensure they remain hydrated during hotter times of the year.

**Fluvax** – Free flu vaccinations to ensure that our people enjoy optimal health throughout the year.

**Wellbeing Days\*** – Additional leave for self-care. We care about our people and encourage them to look after themselves, this is the way we can actively support your self-care.

**Volunteer Leave\*** – Give back to the community. Community is so important at YHA and we encourage our team members to give their time to charities that are aligned to YHA.

**One Foot Forward** – Mental health initiatives. Mental health awareness and support is dear to our hearts, we come together and show our support as a community and to raise awareness and funds for research every year.

**Financial Wellbeing** – We recognising how financial wellbeing contributes to our overall wellbeing. Through access to live sessions, resources and expert support, we help our team build financial confidence at every stage of life.

# WELLBEING

## Your Health & Wellness Matter



**Harmony Day** – Celebrating diversity. Harmony Week is an annual celebration of Australia’s cultural diversity and the benefits it brings to the Australian community.

**Thredbo Team Trip** – Team bonding and fun. Coming together and having fun are two of our values at YHA. We reserve our Thredbo property in the peak of the ski season for our people to enjoy the property and surrounds and largely subsidise this every year.

**Taboo Period Products** – sanitary products are provided at all YHA employee locations for use by our team members that require them.

**EAP (Employee Assistance Program)** – Mental health support through Assure is a great way to seek support for you and your family. Free to all YHA employees and their families for mental health support and for our managers for additional people leadership support.

**Women’s Health Leave** – dedicated time off for those experiencing health conditions that may impact their wellbeing and ability to work, such as menstruation, menopause, endometriosis, or fertility treatment. This initiative reflects our commitment to inclusion, reducing stigma, and supporting diverse health needs.

# SOCIAL RESPONSIBILITY

## Our Commitment



**RAP (Reconciliation Action Plan)** – Supporting Indigenous communities through education, awareness and getting involved in internally run programs and activities. YHA is passionate about our RAP, currently working on the Innovate RAP, let us know if you are interested to get involved.

**B Corp Certification** – Our commitment to sustainability and ethical business practices is in the process of being validated whilst undergoing the B Corporation accreditation process demonstrating YHA’s high standards of social and environmental performance, transparency and accountability.

**Acknowledgement of days of importance** - throughout the year there are many days in the calendar that we outwardly support, to increase awareness and show support:

**Harmony Day**

International Women’s Day

RUOK? Day

Mental Health Awareness Month

**Biggest Morning Tea**

**NAIDOC Week**

**Reconciliation Week**

**One Foot Forward**

# FLEXIBILITY

## Work your way



### **Cultural Leave\***

Honouring diverse backgrounds. We understand that everyone at YHA wants to celebrate some cultural or significant events more than others so we have developed a cultural leave policy to allow individuals to pick and choose when they take their leave to suit their beliefs rather than those of the Australian government.

### **Two-week roster cycle**

Structured yet adaptable scheduling. Providing your roster at least two weeks ahead of time enables you to plan your time away from work. Whether it a be a long weekend midweek or being available to attend a special event in your calendar, we are here to support you.

### **Availability Changes**

Flexible shifts to suit your lifestyle. At YHA we understand that you have responsibilities, and we want to ensure that all of our people have work/life balance.

### **Flexible & Remote Work Policy**

Hybrid work opportunities where it is possible. This includes working remotely and flexible rostering.

A woman with long blonde hair is looking upwards with a slight smile, her face illuminated by soft blue light. The background is filled with out-of-focus bokeh lights in shades of yellow, orange, and blue, creating a dreamy and hopeful atmosphere.

# OPPORTUNITY

## Your Growth Matters

**Training Pathways & Development** - Upskilling programs with registered training providers. We also provide online training opportunities and face to face training to meet the needs of our team and ensure we are kept up to date with requirements and innovative ideas.

**HI Connect** - International work experience. We send two employees on exchange each year and are committed to providing our people with the opportunity to develop and grow through travel experiences.

**Sponsorship** - Support for professional growth and development to meet sponsorship requirements and develop hard and soft skills.

**Reward & Recognition** - Celebrating achievements of individuals and teams who are consistent and high performing. There are a number of awards available to all members of the team celebrating all the things we value at YHA.

**CoLearn** - YHA's partnership with Torren's University allowing for flexible study pathway. Gain credentials that could contribute to the completion of further study and qualifications in future.

**Network Mobility** - Opportunities to work at different locations across our network to broaden skills and build operational capability. Gain hands-on experience in new environments, learn how different sites operate, and strengthen career pathways.

# COMMUNICATION

## Your Voice Matters



**CEO Chat** - Direct engagement with leadership. Every month our CEO connects with our people and shares business and strategic updates.

**Innovation Station** - Platform for employee ideas to be suggested with confidentiality and to ensure a continuous improvement mindset.

**Annual Team Survey** - Shape the future of our workplace through providing your feedback, see the results and be part of the action plan. We use Great Place to Work as our current partner in this area.

**Development Conversations** - Clear, consistent communication about your performance and growth. This includes probationary check-ins, regular one-on-one, and annual performance appraisals to support development, alignment, and career progression

**Team Communications** - Staying connected within your team. Daily team briefings and regular team meetings ensure information is shared, priorities are clear, and everyone has the opportunity to contribute and stay aligned.

# REWARDS

## Exclusive benefits



**FOC (Free of Charge) Accommodation** – Travel perks available to employees with more than 6 months of continuous service, saving \$100 to \$400 per night.

**Candidate Referral Program** – Earn rewards for introducing talent and enjoy \$150 at their 6 month probationary milestone.

**Flare Benefits** – There are numerous partners of Flare that offer all YHA employees a huge range of discounts including everything from Specsavers to gym memberships and discounts at Woolworths.

**YHA Food Discounts** – 25% team member discount on food items.

**YHA Beverage Discounts** – 50% team member discount for tea and coffee, 10% Explorer discount on alcoholic and non-alcoholic drinks.

**LastPass** – Up to 5 of your family members can securely store passwords on their personal own LastPass manager account.

**MS Office** – Install Microsoft Office on up to 5 PCs or Macs, 5 tablets, and 5 smartphones.

# REWARDS

## Exclusive benefits



**Smeg Product Range Discount** – As a YHA supplier we have negotiated a YHA team member discount on SMEG appliances of 40%.

**AH Beard Mattress Discount** – As a YHA supplier we have negotiated a team member discount for all employees.

**Origin Energy** – Great discounts available for team members on EV car subscriptions and discounts on energy use, internet connection, solar panels and home batteries.

**Family & Friends Rate** – All currently employed YHA team members can secure a 20% accommodation discount for family and friends with the exception of peak periods of trade such as ski season in Thredbo and NYE at most properties.

**International HI Discounts** – Securing discounts at other Hostelling international properties is not guaranteed but can be possible. We will assist you as best we can to arrange discounts through the network if you are traveling overseas.

**Torrens University** – Through our partnership, YHA team members receive 25% discount of all eligible qualifications.



**always exploring**

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**YHA.COM.AU**

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