Welcome and Introductions
# Agenda

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<th>Topic</th>
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<td>Welcome and Introductions</td>
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<td>HR Service Catalogue: What is it and why are we doing it?</td>
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HR Service Catalogue: What is it and why are we doing it?
But first ....

Have you heard of the HR Service Catalogue?
Have you looked at it or used it?
Any feedback?
What is the HR Service Catalogue?

A web-based “directory” that helps sites to find HR Related services that they need

Specifically developed for sites
Provides sites and service providers with:
- Client responsibilities
- Services provided
- Links to relevant information
- Contact information

HR Service Catalogue
What does it cover?

Covers all HR related topics that employees at sites may need to access. This includes services provided by:

<table>
<thead>
<tr>
<th>✓ HR Client Services</th>
<th>✓ HR Service, Preschools and Schools</th>
<th>✓ Performance and Incapacity</th>
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<tbody>
<tr>
<td>✓ HR Systems, Data and Reporting</td>
<td>✓ Recruitment and Compliance</td>
<td>✓ Health and Safety Services</td>
</tr>
<tr>
<td>✓ Industrial relations (including Ethical Conduct)</td>
<td>✓ Workforce Development</td>
<td>✓ Legal Services</td>
</tr>
<tr>
<td>✓ Incident Management</td>
<td>✓ Shared Services SA</td>
<td></td>
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</tbody>
</table>

It does not include HR related services for DECD Corporate or Families SA at this stage.
Functionality, limitations and features

- Currently, services are linked to the information available. It varies in quality and availability.
- Back button: does not always return you to the previous page
- Feedback “service”: You can direct people to if they have a view or want a change
- Search function on the front page of the Service Catalogue searches ONLY catalogue information, returning fewer links and making it easier for you to identify what you need to locate.
HR Service Catalogue: A team effort

1. Sites: Communicated need for something to help them find what they needed and who to contact

2. Managers*: Identified the services their teams provide

3. Sites: Grouped, categorised and reworded services

4. Managers*: Refined services

5. Managers: Agreed on which teams would be responsible for what

6. Sites: Tested the HR Service Catalogue

7. Managers and Directors: Confirmed content was correct and reflected team responsibilities

*Managers, and individuals identified by managers, from across HRWD, Shared Services SA, Legal Services, Incident Management Division, other areas in DECD that provide HR related services
Location

Go to the HR Home page http://www.decd.sa.gov.au/hr – the link is located:

• Quickdocs (left hand side)
• Service Catalogue tab across the top of the HR Page

Or bookmark:

http://www.decd.sa.gov.au/hr/pages/service/
HR Service Catalogue: How can it help you?
Objectives of HR Service Catalogue

• Acts as a directory - helps you and sites to know who provides which HR related services
• Convenience/Improved Service: Makes it easier for you and for site staff to “self-serve” when time is of the essence and when it suits you
How it can help you ...

- The service catalogue is available with links to information 24x7
- You can direct staff to use it as a first port of call prior to asking you for help
- No need to wait on hold
- Links you to the information you might need
- Can reach the right team, the first time
- Over time, will allow us to reduce call volumes, so you can get through more quickly with your more challenging questions
HR Service Catalogue: Rollout and Maintenance

Human Resources Service Catalogue for Sites

The service catalogue has been developed to help employees at schools and preschools to understand the range of HR services available.

It also provides service staff and partners with an understanding of what services are a priority for employees so that we can focus on the most important areas.

Support Services

For Human Resources to best support you, it is vital to establish and enforce a point of contact for each service. We have also focused on making it easier for you to access self-serve channels. We ask that you use the self-serve channels where possible, and, where needed, to communicate with us.

This will help to ensure that you receive prompt and timely responses to your queries and issues when you need support. It will also allow us to prioritize our efforts.

Please assist us to provide support and improve our overall service by reporting all issues and requests through the support channels as appropriate.

Service hours

Monday to Friday, excluding public holidays, during regular business hours.

Search the HR Service Catalogue

Enter a keyword to search.

Quick reference guide

- HR Service Desk
- Pay and Leave Support
- Other

First point of contact for general information and services, spanning a wide range of areas. Includes processing of specific allowances of statements of service, deployment of PRTs, relocation queries, HR systems support, point of contact for providing feedback, and other.
Timing of Rollout

The Service Catalogue is available now.

Key Communications Dates:

- Released: Thursday, 9 October
- Released: Friday, 10 October
- Posted: Final Week in October
Feedback

Send any feedback (Service Catalogue or any HR related feedback) to: DECD.hrclientservices@sa.gov.au

Feedback received will be reviewed, and, where appropriate, changes will be implemented
Maintenance

Monthly maintenance of:

• Retiring old services
• Adding new services
• Maintaining or improving relevant information and links

This process will be streamlined through HR Client Services to ensure information is continuously improved
Feedback and Maintenance

• Prior to rollout of the HR Service Catalogue, most staff addressing HR related queries attended information sessions so that they were aware of the Service Catalogue and its contents.
• This includes Shared Services SA
• Feedback received that will be updated shortly includes:
  – Additional words to improve searchability (for example, “workcover” for worker’s compensation claims)
  – Adding VSP systems support together with vacancies and appointments (including VSP)

Please take a look at the catalogue when you are back at your site and send any feedback to: DECD.hrclientservices@sa.gov.au
HR Service Catalogue: What is in it?

Human Resources Service Catalogue for Sites

The service catalogue has been developed to help employees at schools and preschools to understand the range of HR services available.

It also provides service staff and partners with an understanding of what services are a priority for employees so that we can focus on those.

Support Services

For Human Resources to best support you, it is vital to establish and enforce a point of contact for each service. We have also focused on making it easier for you to access self-serve channels. We ask that you use the self-serve channels where possible, and, where needed, to contact us.

This will help to ensure that you receive prompt and timely responses to your queries and issues when you need support. It will also allow us to identify them as a priority.

Please assist us to provide support and improve our overall service by reporting all issues and requests through the support channels as needed.

Service hours

Monday to Friday, excluding public holidays, during regular business hours.

Search the HR Service Catalogue

Enter a keyword to search.

Quick reference guide

- HR Service Desk
- Pay and Leave Support
- Support and services related to you and your household

First points of contact for general information and services, spanning a wide range of areas. Includes processing of specific services, deployment of PRTs, relocation queries, HR systems support; point of contact for providing feedback.
Brief Category Description, Client Responsibilities

11 Categories

40 Sub-categories

~120 Services
(in alphabetical order within each sub-category)
• Category description expected to contain hyperlinks to sub-categories
• Client responsibilities:
  – Consistent across multiple categories:
    Your responsibilities:
    Before contacting HR, please review the documentation below or, if you require further clarification, speak with your site leader or delegate.
11 Categories

HR Service Desk
Pay and Leave Support
Recruitment, Selection and Compliance
Workforce Planning
Performance
Misconduct and Investigations

Grievance and Complaints
Legal Services
Work, Health and Safety
Industrial Relations/Employment Conditions
Professional Development and Training

Legend
- HR Client Services
- Shared Services SA
- HR Systems, Data and Reporting/HR Systems & Workforce Information
- Industrial Relations (incl. Ethical Conduct)
- Health and Safety Services
- Performance and Incapacity
- Recruitment and Compliance
- Workforce Development
- Legal Services
- Other
- Incident Management
- HR Services, Preschools and Schools
### 40 Sub-categories

<table>
<thead>
<tr>
<th>Category</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR Service Desk</td>
<td>Vacancy (VSP) online support, DECDjobs, Site online processing, Appointment Details, PRTs/TRTs/Supplementation, Statements of Service and Transfers, Relocations, HR Forms and Circulars, Improvements and Feedback</td>
</tr>
<tr>
<td>Recruitment, Selection and Compliance</td>
<td>Vacancies and Appointments (including VSP), and Employment and Reclassification</td>
</tr>
<tr>
<td>Workforce Planning</td>
<td>Advice on staffing models, workforce planning reports</td>
</tr>
<tr>
<td>Performance</td>
<td>Performance Development, Standards and Assessment, Recognition, Unsatisfactory Performance, Incapacity, Employee Assistance Program</td>
</tr>
<tr>
<td>40 Sub-categories</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>-----------------------------------------------------------------</td>
</tr>
<tr>
<td>Misconduct and Investigations</td>
<td>Misconduct and Investigations</td>
</tr>
<tr>
<td>Grievance and Complaints</td>
<td>Grievance and Complaints</td>
</tr>
<tr>
<td>Legal Services</td>
<td>Legal Services</td>
</tr>
<tr>
<td>Work, Health and Safety</td>
<td>Employee Assistance Program, Safety and Well-being, Injuries, Work, Health and Safety Online Systems Support</td>
</tr>
<tr>
<td>Industrial Relations/Employment Conditions</td>
<td>Industrial Relations/Employment Conditions</td>
</tr>
<tr>
<td>Professional Development and Training</td>
<td>induction professional development and learning, leadership development, scholarships</td>
</tr>
</tbody>
</table>
~120 Services are contained within the Service Catalogue

Services are organised in alphabetical order
Pay and leave support services are broken into 4 areas:

- Policy/Advice
- Approvals
- Submission
- Payment/Pay Issues

Sites are asked to make pay queries to the team receiving their forms in the first instance
Exploring the HR Service Catalogue

HR Service Catalogue

Human Resources Service Catalogue for Sites

The service catalogue has been developed to help employees at schools and preschools to understand the range of HR services available.

It also provides service staff and partners with an understanding of what services are a priority for employees so that we can focus on the important areas.

Support Services

For Human Resources to best support you, it is vital to establish and enforce a point of contact for each service. We have also focused on making it easier for you to access self-serve channels. We ask that you use the self-serve channels where possible, and, where needed, to contact the appropriate support centre identified as a priority.

Please assist us to provide support and improve our overall service by reporting all issues and requests through the support channels as appropriate.

Service hours

Monday to Friday, excluding public holidays, during regular business hours.

Search the HR Service Catalogue

Enter a keyword to search.

Quick reference guide

- HR Service Desk
- Pay and Leave Support

First points of contact for general information and services, spanning a wide range of areas. Includes processing of specific allowances, statements of service, deployment of PRTs, relocation queries, HR systems support, point of contact for providing feedback, support for staff dealing with pay and leave issues.
Human Resources Service Catalogue for Sites

The service catalogue has been developed to help employees at schools and preschools to understand the range of HR services available to sites and where to access them quickly and easily. It also provides service staff and partners with an understanding of what services are a priority for employees so that we can focus on the right things for you.

Support Services

For Human Resources to best support you, it is vital to establish and enforce a point of contact for each service. We have also focused heavily on delivering the information that you need to use self-serve channels. We ask that you use the self-serve channels where possible, and, where needed, to contact the listed point of contact.

This will help to ensure that you receive prompt and timely responses to your queries and issues when you need support. It will also allow us to focus on those areas that representatives are identified as a priority.

Please assist us to provide support and improve our overall service by reporting all issues and requests through the support channels as detailed in this Service Catalogue.

Service hours

Monday to Friday, excluding public holidays, during regular business hours.

Search the HR Service Catalogue

Enter a keyword to search.

Only searches Service Catalogue

Quick reference guide

Brief description of each category
**Claims, allowances and deductions**

Before contacting HR, please review the documentation below or, if you require further clarification, speak with your site leader or delegate.

<table>
<thead>
<tr>
<th>Service</th>
<th>Relevant links</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Relief Teaching</td>
<td><a href="#">VL705 Emergency Relief Teacher</a></td>
<td>HR Services, Preschools and Schools Email: <a href="mailto:DECD.HR@sa.gov.au">DECD.HR@sa.gov.au</a> Phone: (08) 8226 1355</td>
</tr>
<tr>
<td>Policy/Advice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approvals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Submission</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment/Pay Issues</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First Aid Allowance</td>
<td><a href="#">VL613 Application for First Aid allowance</a></td>
<td>HR Services, Preschools and Schools Email: <a href="mailto:DECD.HR@sa.gov.au">DECD.HR@sa.gov.au</a> Phone: (08) 8226 1355</td>
</tr>
<tr>
<td>Policy/Advice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approvals</td>
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<td></td>
</tr>
<tr>
<td>Submission</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment/Pay Issues</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hourly Paid Instructor (HPI)</td>
<td><a href="#">HPI general employment instructions</a></td>
<td>HR Services, Preschools and Schools Email: <a href="mailto:DECD.HR@sa.gov.au">DECD.HR@sa.gov.au</a> Phone: (08) 8226 1355</td>
</tr>
<tr>
<td>Policy/Advice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approval to employ</td>
<td><a href="#">HPI Guide to Levels</a></td>
<td></td>
</tr>
<tr>
<td>Level 1 and 2</td>
<td><a href="#">VL182 Application for appointment as an Hourly Paid Instructor</a></td>
<td></td>
</tr>
<tr>
<td>Level 3 instructors without appropriate qualifications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Principal should liaise with relevant committees for approval of any new hourly paid instructors employment (PAC, Governing Council)</td>
<td></td>
<td></td>
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</tbody>
</table>
Questions?
THANK YOU