Employment Hero Daily Use Guide

April 2024

What is Employment Hero?

Employment Hero is the system that Seasons Living uses for payroll and human resource processes.

Key Features of Employment Hero

- User friendly interface: An intuitive and user-friendly interface, making it easy for everyone to navigate.
- Comprehensive Payroll Management: Automated payroll processes, ensuring accuracy and timely payments, including digital leave forms.
- Efficient Human Resource Management: From onboarding to performance management, Employment Hero simplifies human resource tasks, allowing us to focus more on our people and less on administrative burdens.
- Employee Self-Service: Empowers our employees with the ability to access and manage their own information, request time off, and view important documents through the self-service portal and via a mobile phone app.
- Compliance and Security: Employment Hero is designed with robust security features to safeguard sensitive information and helps us stay compliant with the latest regulations regarding important personal data.

Onboarding Process for New Employees

Setting up your Employment Hero profile can be completed in a few simple tasks.

The steps in this article will show you how to complete your Employment Hero profile and onboard to the HR platform. Onboarding process for a new employee

In short, you will need to complete the following steps:

Step 1: Set your password via the invitation email you will receive

Step 2: Sign your employment contract

Step 3: Enter your personal details such as date of birth, address and mobile number

Step 4: Enter your tax file number details

Step 5: Set your work eligibility if you are a NZ or Australian citizen/resident or passport details if not

Step 6: Set up your superannuation, you can add your own or select Seasons default fund

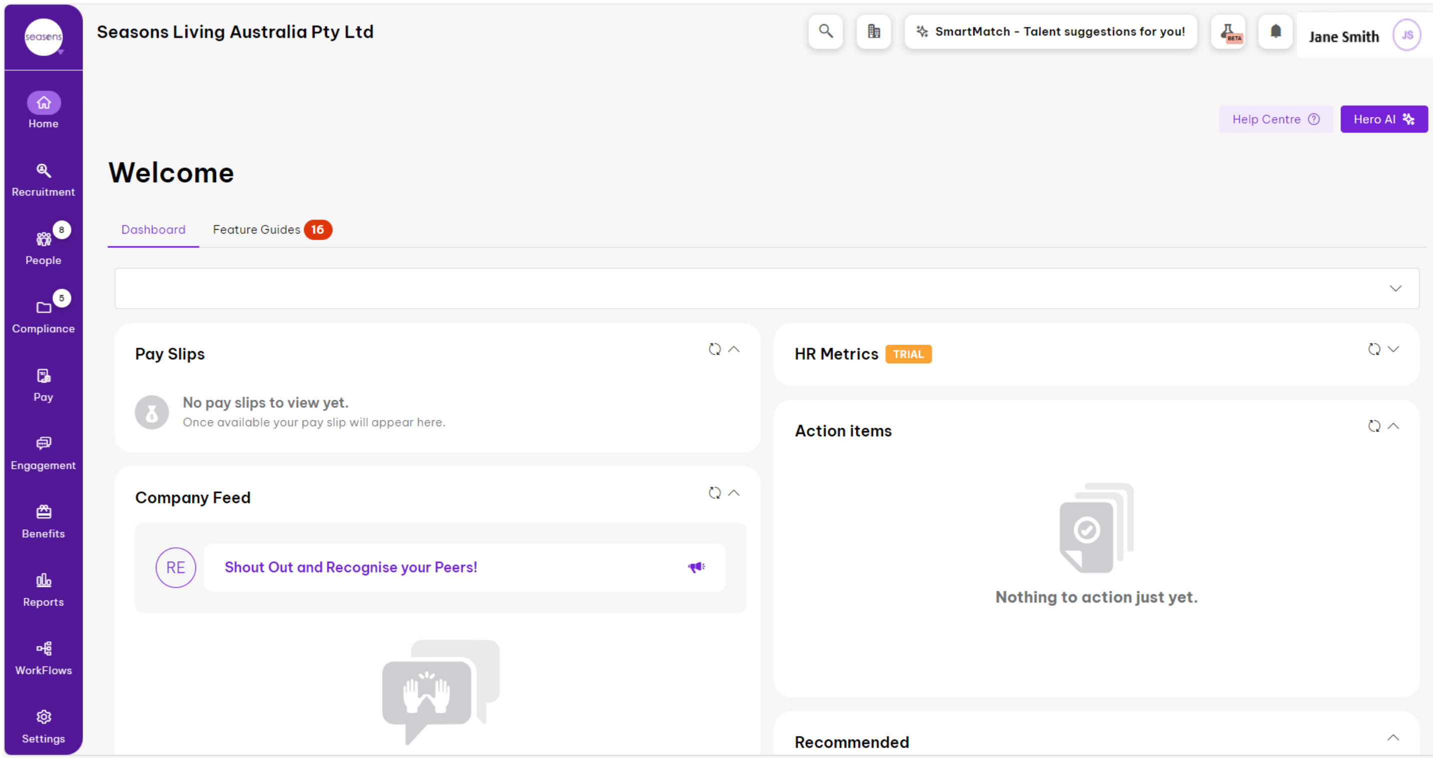
Step 7: Upload required certifications like a Police Check, COVID Vaccination or relevant training

Step 8: Disclose medical conditions, pre-existing injury's, illness or allergies.

The Dashboard

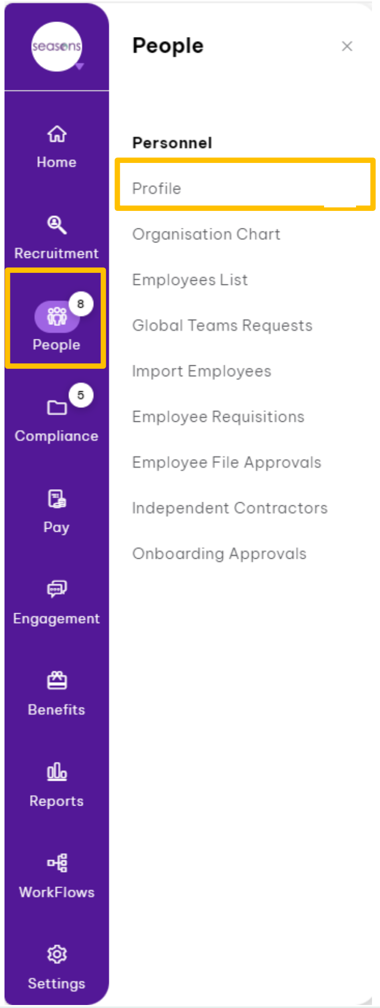
Once you've been onboarded, the dashboard is where you'll land every time you sign on to Employment Hero using a desktop device. Here you'll find the Company Feed which is where you'll find important announcements from managers and system admins, your payslips and any items waiting to be actioned.

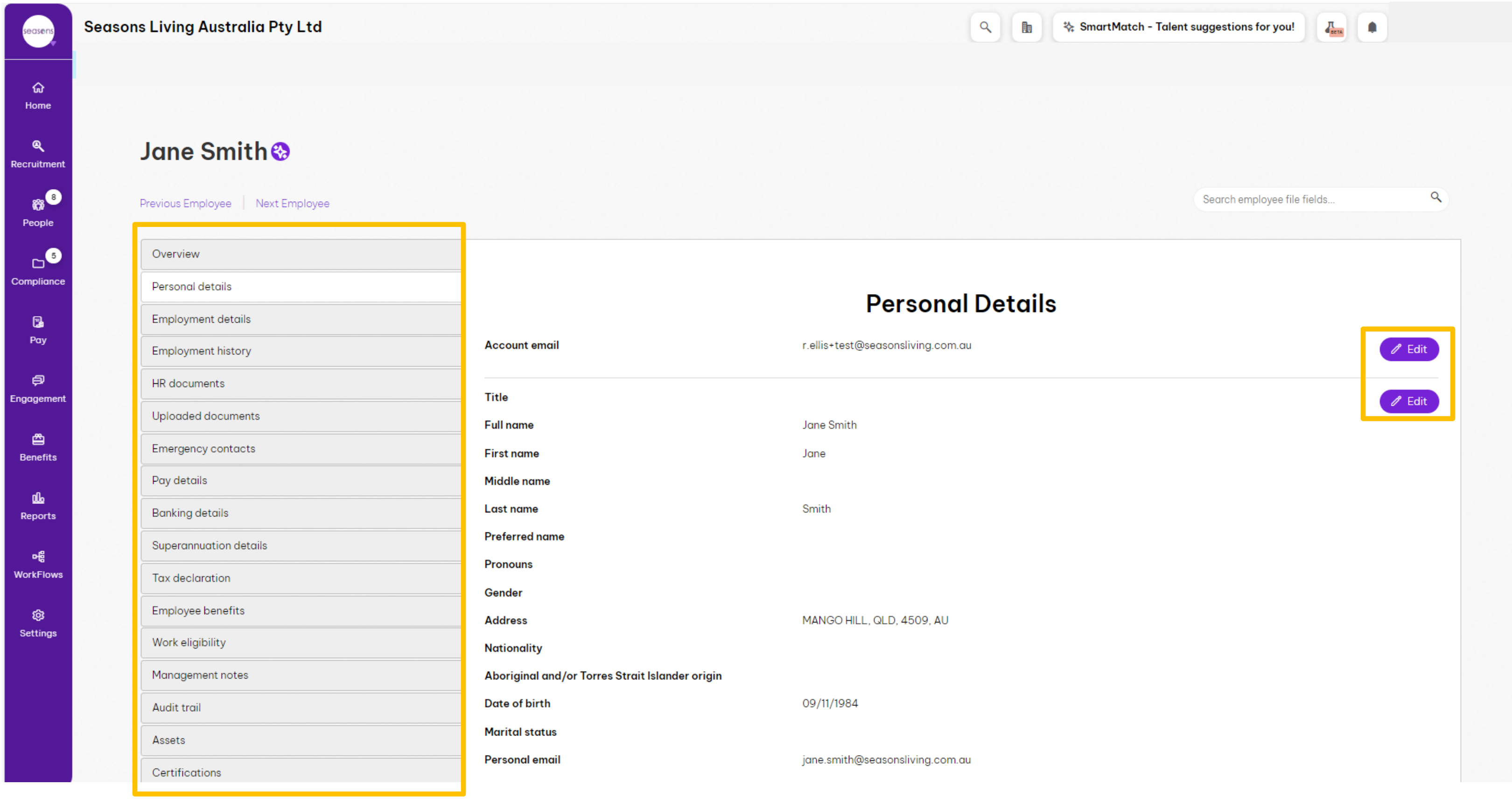
On the left-hand side of the screen is our main menu. This is where you'll find everything else that relates to your employment.



Profile

Under the Profile tab you'll find your employee file. Note that at the top of your employee file is a search bar. You can use this to find specific fields in your employee file, like bank details, super fund or emergency contact.





Profile

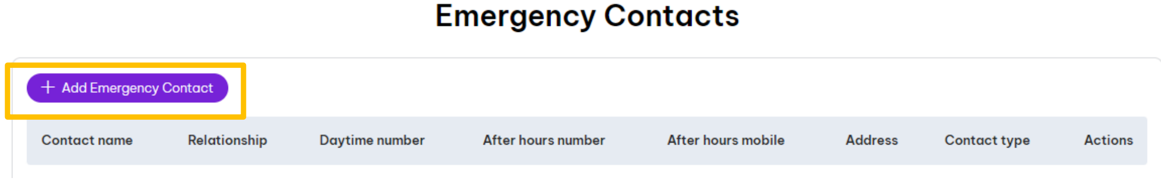
It's your responsibility to ensure the following are accurate:

Personal details

Update via Edit button.

Emergency contacts

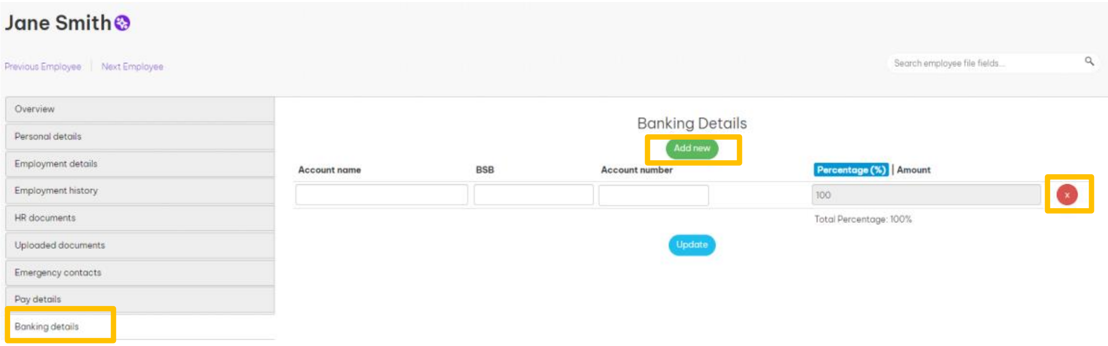
Update via Actions drop-down menu,
then click Update or Edit, or click Add button.



Banking details

Employment Hero allows you to divert your pay into multiple bank accounts. If you do choose to split your pay into two or more bank accounts, you can choose to split the total pay using either a percentage of the pay (i.e. 50% in one account, 25% in another and remainder in another account), or using specific amounts ($1000 in one account, $500 in another and the remainder in another account).

You can edit account information directly into the account name, BSB and account number fields, but make sure you click Update to save your changes. You can also delete accounts by clicking the red X.



Profile

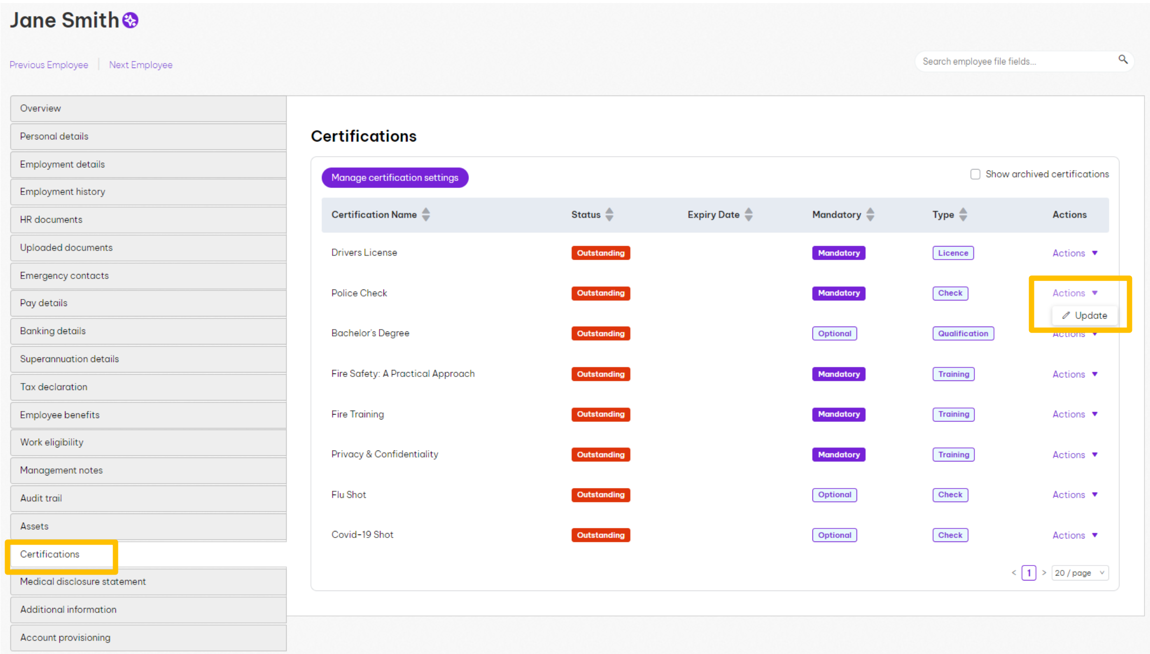
Superannuation details, Tax declaration and Work eligibility

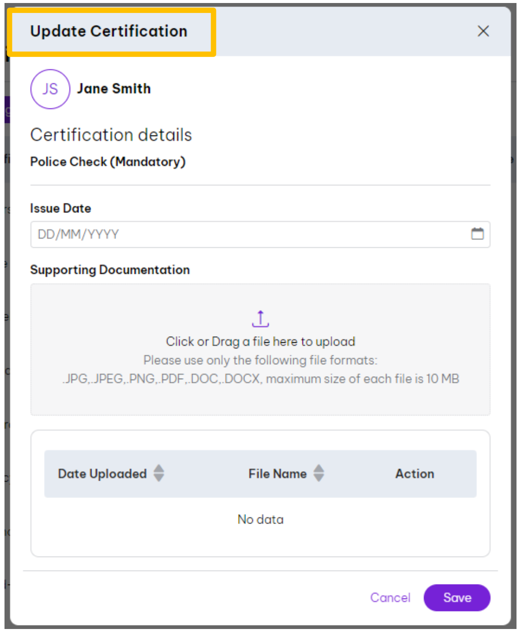
Update via Edit buttons.

Certifications

Your required certifications, licenses, checks and qualifications are display here. You can see what type of certification it is, the name of the certification, the expiry date and status (required, expired, active or in review).

Under the Actions column, you can view or edit existing certifications that are active or in review. For certifications that are either expired or still required, you will be able to upload these.





Profile

The following tabs provide additional useful information, easily accessible in one place.

Employment History

Summary of your employment history with Seasons.

HR Documents

Includes any letters or documents issued by the People and Culture Team.

Pay Details

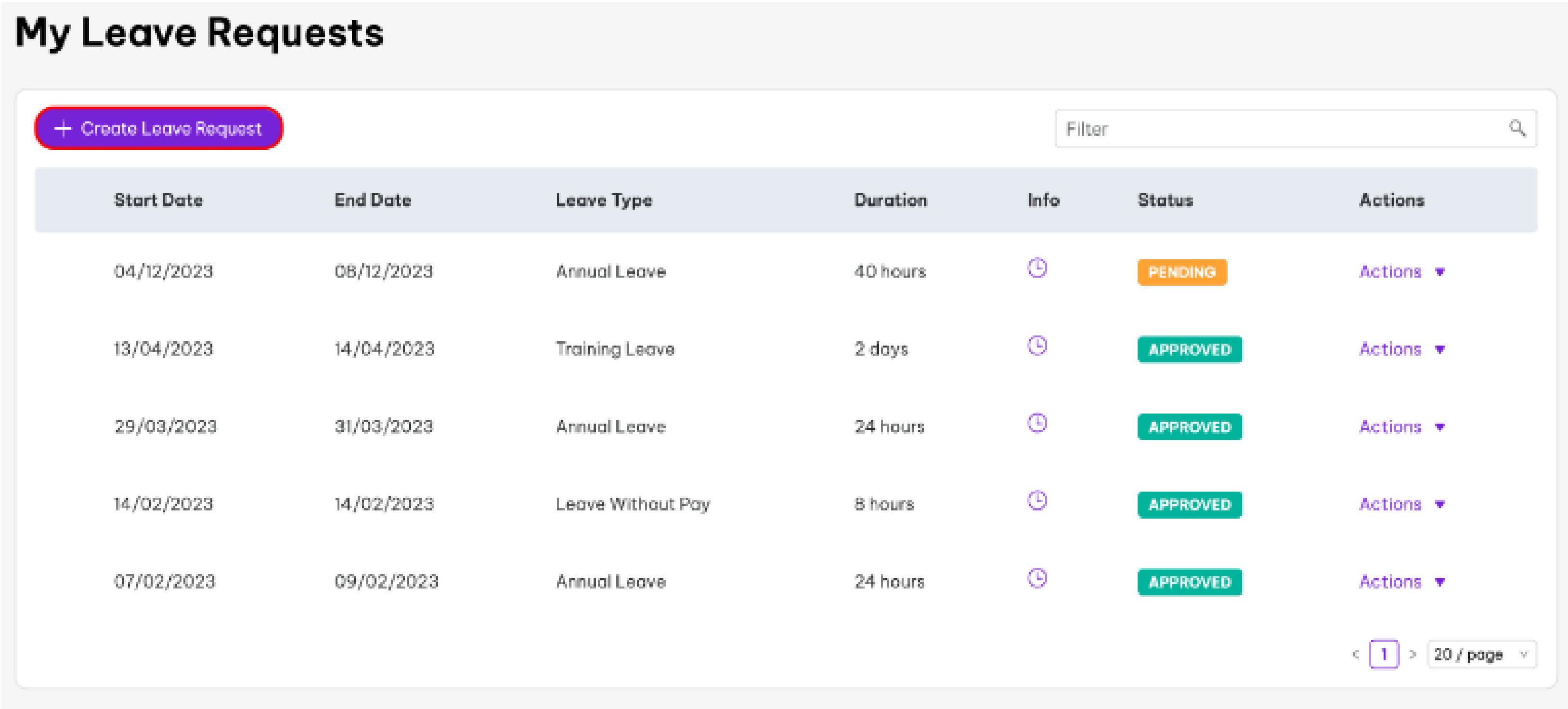
Details of your pay rate, work hours and day of next pay run.

Leave Management

Under the Leave tab, you can click either Request Leave or My Leave.

My Leave is a summary of all leave requests, including both rejected and approved leave requests, as well as pending leave requests and leave requests for future dates.

For past leave requests, clicking on View Details will summarise that leave request: leave type, start and end dates and total hours requested.

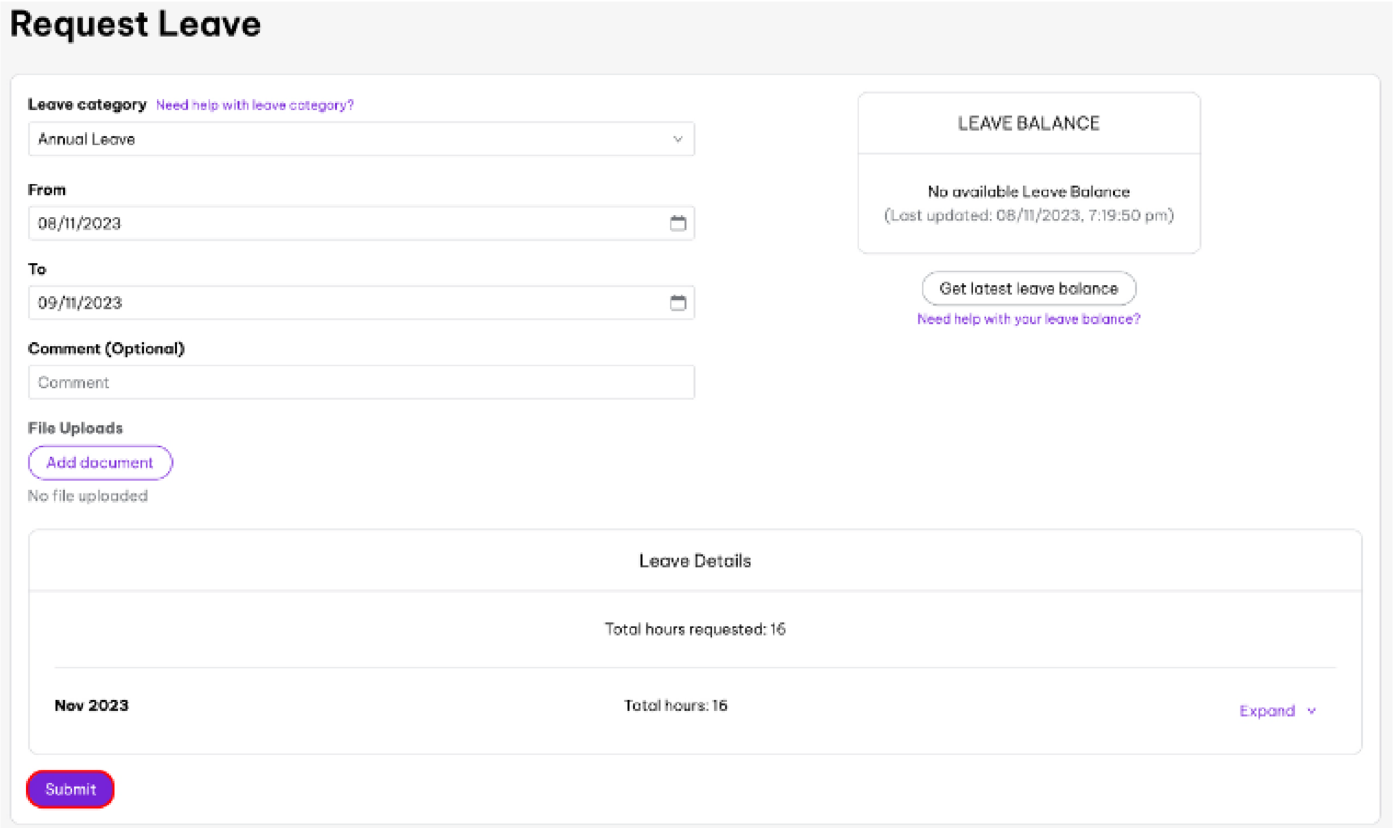


Leave Management

How can I request leave?

On your desktop device, click on the Request Leave tab. Select the leave category, the start and end dates of your leave and add a comment if necessary. If documentation is required (i.e. a doctor's certificate for personal/carer's leave), upload it here. Click Submit

On a mobile device, click on the + icon, then Leave Request. Follow the same instructions as above. To upload a document, either take a photo of the document or share it from your photo library.



seasons

Leave Management

How will I know when my leave has been approved?

As soon as you request your leave, your manager will receive an email and push notification to notify them. When your leave is approved or rejected, you'll receive an email and push notification with the status of your leave, and any additional comments.

What if I need to edit or delete my leave?

You can edit or delete leave under the My Leave tab. Click on the Action button and make the required changes.

How do I know how much leave I have?

Your leave balance is displayed under Leave > My Leave in the main menu.

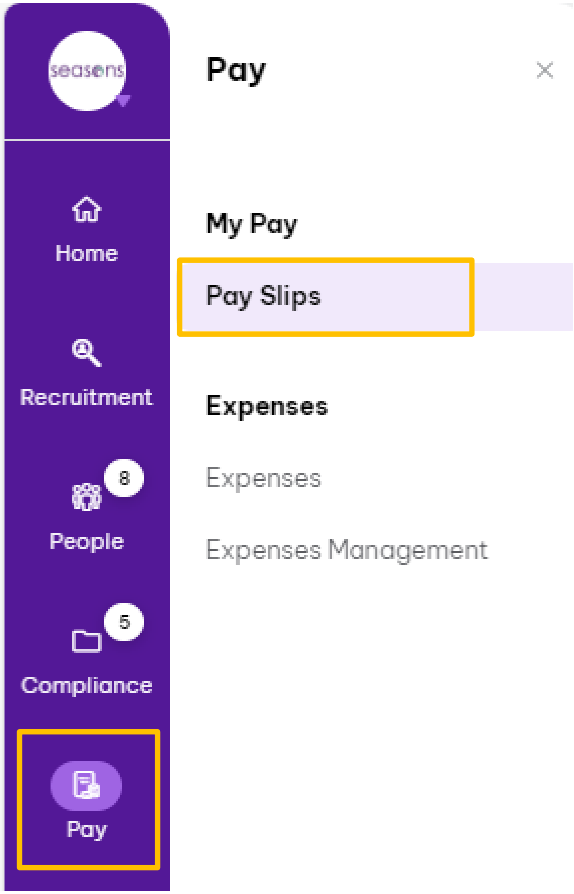
What about long service leave?

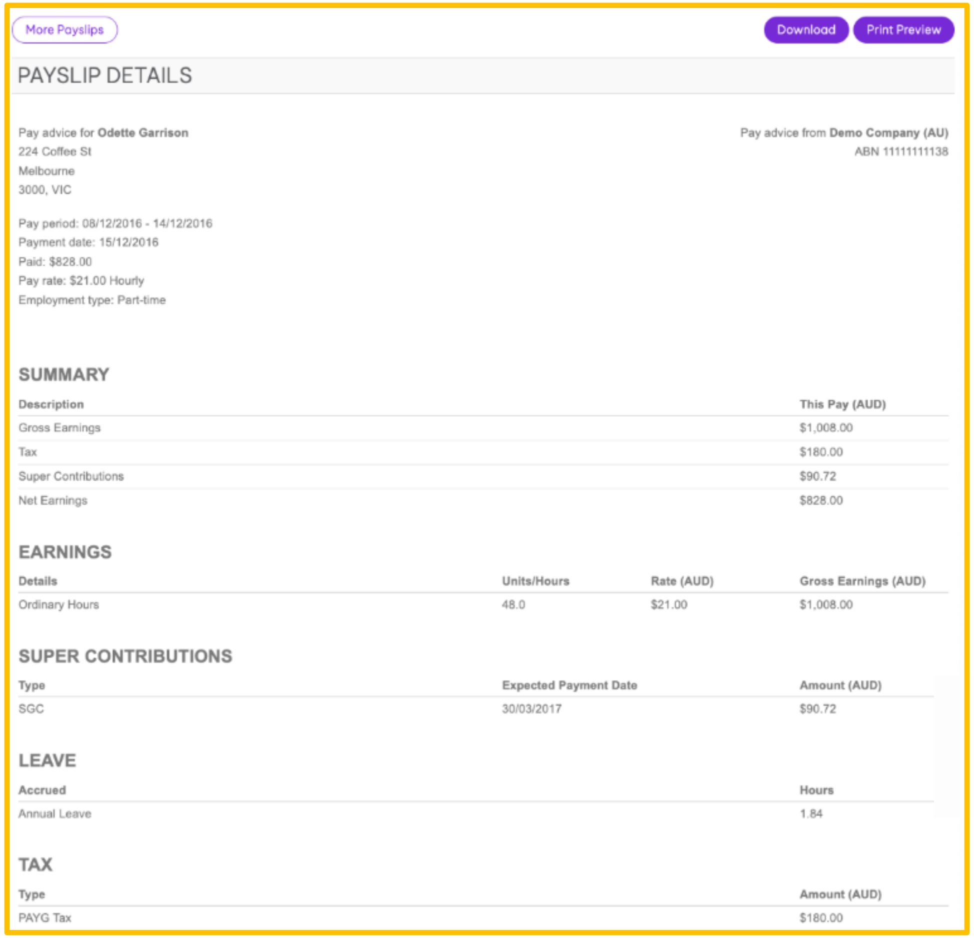
Long service leave is decided by state and territory legislation. Once you reach the date that you are entitled to long service leave, you will begin accruing this and will be able to request long service leave using Employment Hero.

Pay Slips

Your Pay Slips will be stored under the Pay Slips tab. Click on the relevant pay period to see individual pay slips and a summary of the pay slip, as well as a breakdown of your earnings, deductions, year-to-date earnings, super contributions, payment details and leave.

You can also print or download these pay slips.





More Payslips | Download | Print Preview

PAYSLIP DETAILS

Pay advice for **Odette Garrison**
224 Coffee St
Melbourne
3000, VIC

Pay advice from **Demo Company (AU)**
ABN 11111111138

Pay period: 08/12/2016 - 14/12/2016
Payment date: 15/12/2016
Paid: $828.00
Pay rate: $21.00 Hourly
Employment type: Part-time

SUMMARY

Description	This Pay (AUD)
Gross Earnings	$1,008.00
Tax	$180.00
Super Contributions	$90.72
Net Earnings	$828.00

EARNINGS

Details	Units/Hours	Rate (AUD)	Gross Earnings (AUD)
Ordinary Hours	48.0	$21.00	$1,008.00

SUPER CONTRIBUTIONS

Type	Expected Payment Date	Amount (AUD)
SGC	30/03/2017	$90.72

LEAVE

Accrued	Hours
Annual Leave	1.84

TAX

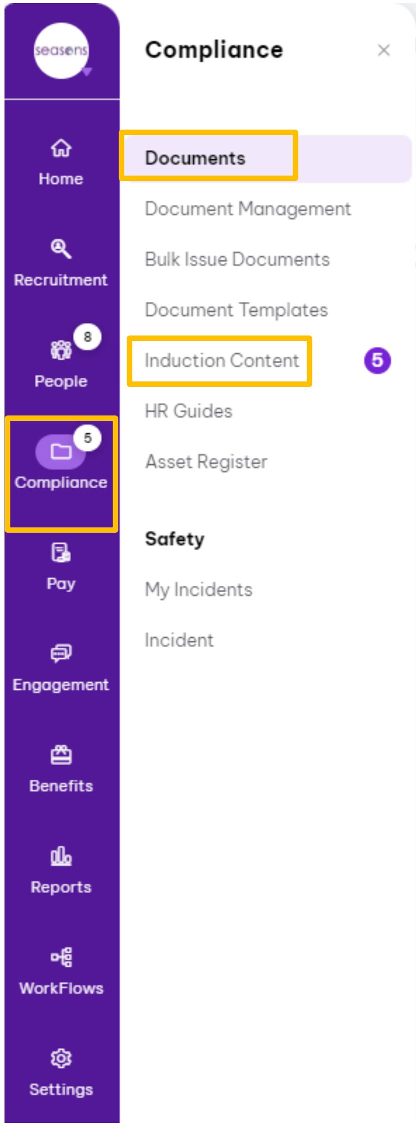
Type	Amount (AUD)
PAYG Tax	$180.00

Compliance Files

Under the compliance tab, you'll find My Documents and Induction.

Didn't I just do this...? Yes! If you've come here straight from onboarding, you're already up-to-date with your policies and induction content. If you ever need to review them, this is where you'll find them. On top of that, if new policies or induction content are added you'll receive an email notification, as well as a reminder once a week if the policy or induction content requires your acknowledgement.

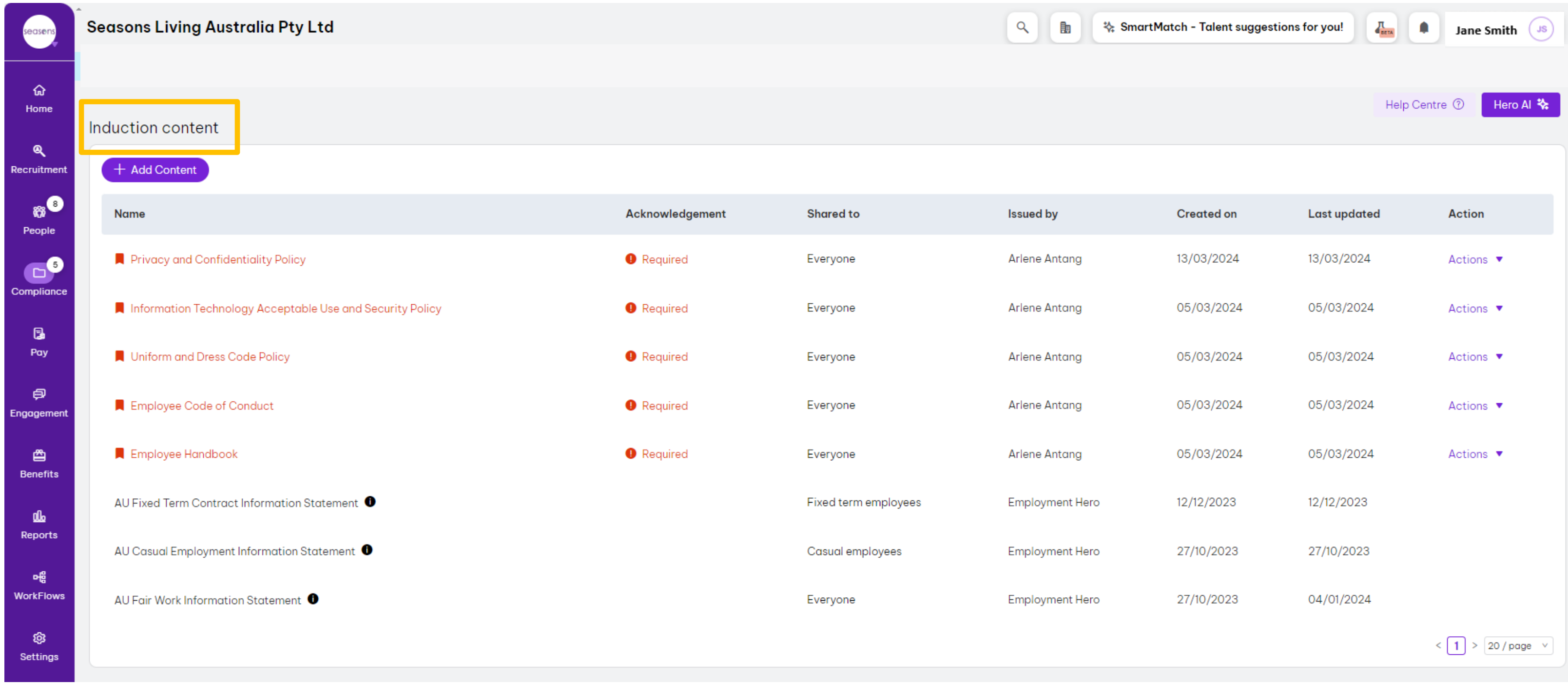
My Documents is where you'll find your employment contracts, or any other documents that are specific to you. These can only be viewed, not edited or deleted.



Compliance Files

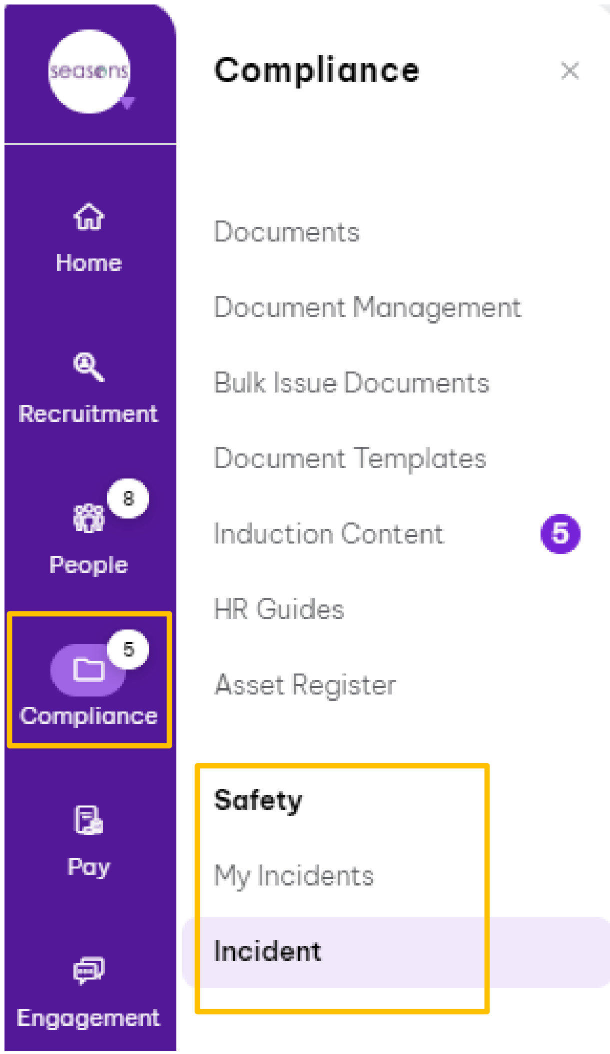
The Induction tab is where you'll find your induction content. Clicking on the name of the content will allow you to download the file. You'll also see what type of file the induction content is, who issued it, when it was created and last updated and the date you acknowledged it (where required). If your acknowledgement is still pending, the content will appear in red text and under the Acknowledgement column, you will see an icon with Required.

If you have content that requires your acknowledgement, a badge will appear in the main menu, telling you how many items you have outstanding.



Safety

Under Compliance - Safety you will find two tabs: My Incidents and Incident (for reporting incidents).

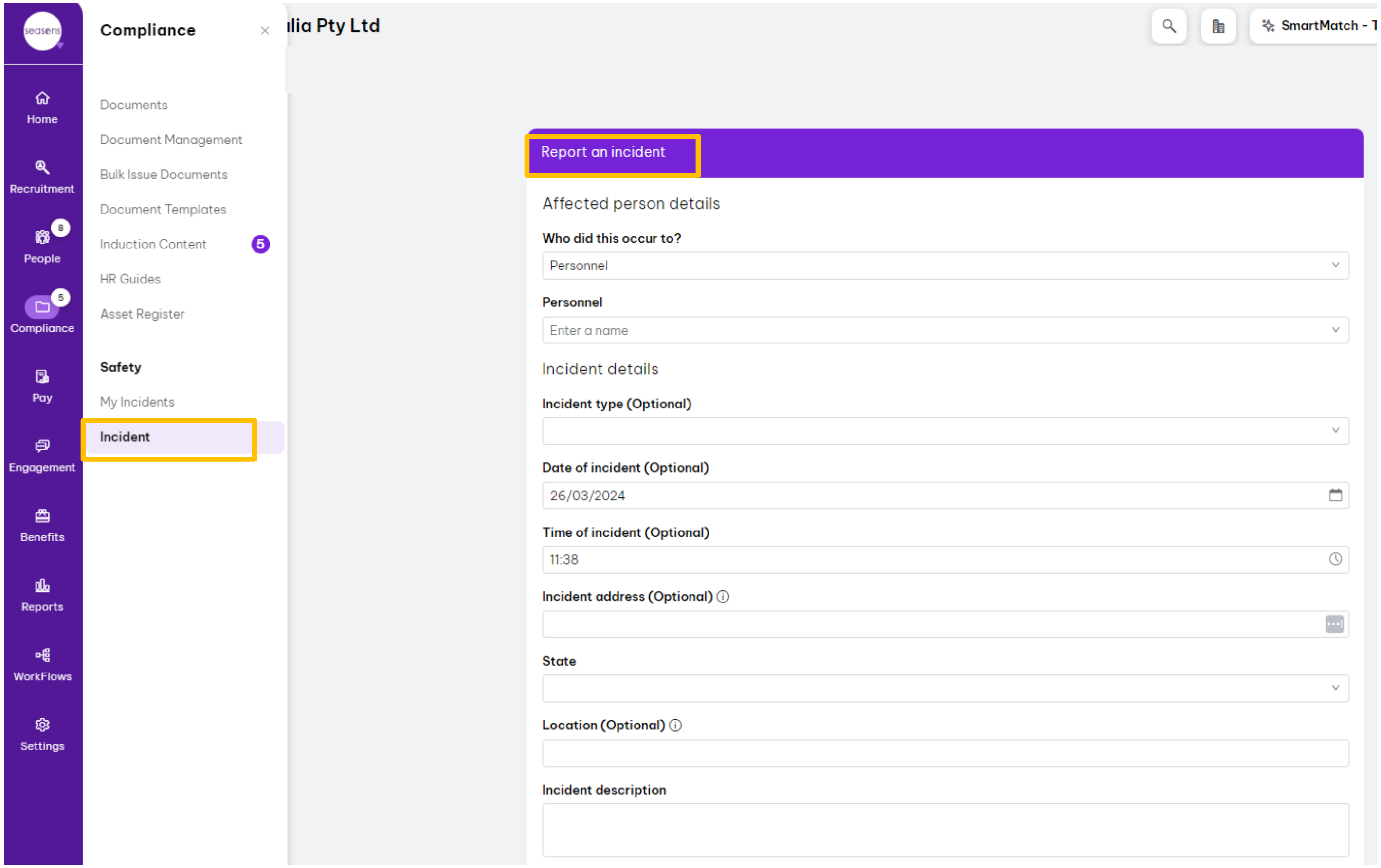


My Incidents will show incidents that you have either submitted yourself, or been affected by. You will see a summary of who submitted the incident, who was affected, the type of incident, when and where the incident occurred, the status of the incident, who it was last edited by and the date of the most recent edit.

The status of the incident will reflect either Pending or Reviewed; Pending indicates that the incident is still being investigated and Reviewed indicates that the incident has been investigated and steps taken to prevent it from happening again.

Safety

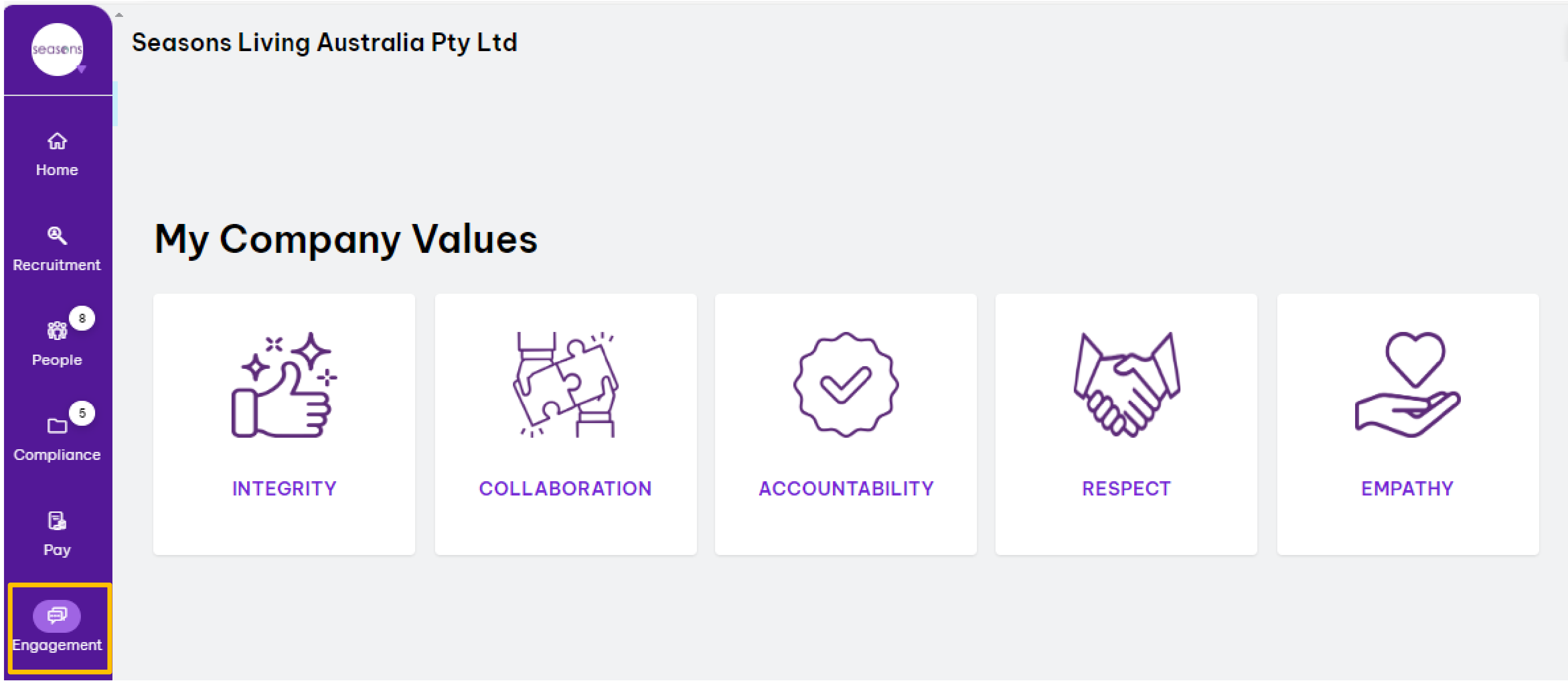
Incidents can be reported using the Report Incident function on either your desktop or mobile device. Submitting an Incident Report is very straightforward. Provide as many details as possible (including photos) and remember that comprehensive incident reporting is not for assigning blame - it's done to avoid the incident happening again in future and keeping you and your colleagues safe.



Company Values

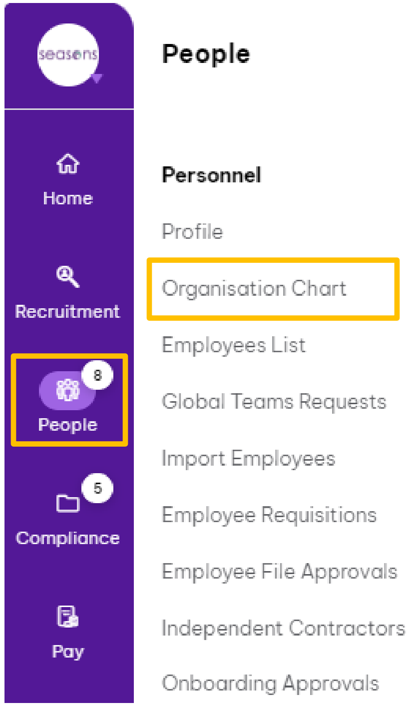
Seasons values form an important part of our brand, identity and culture and can be viewed under the Engagement tab.

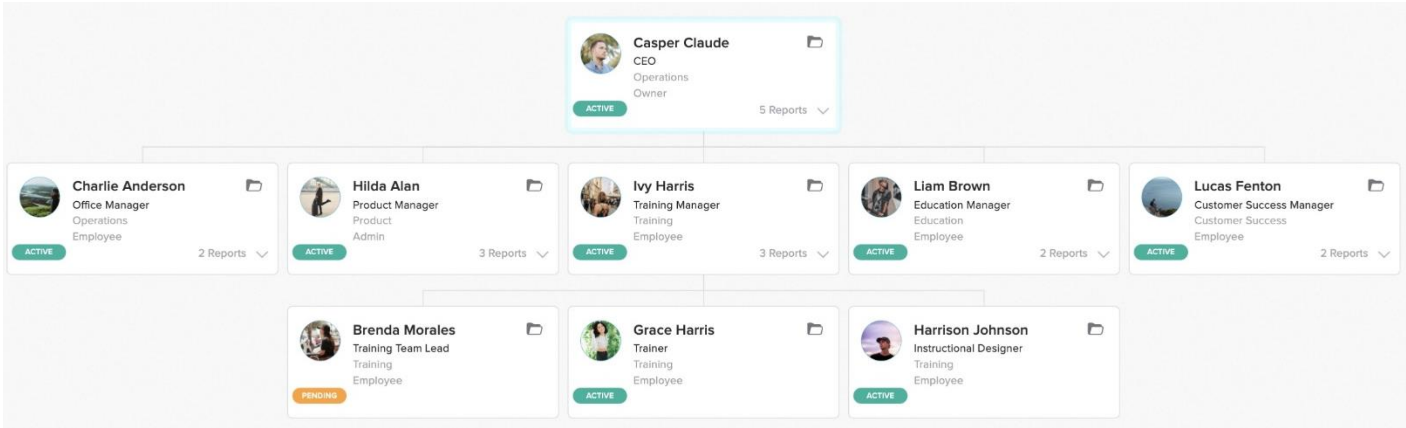
As an employee, company values should shape the work you do. If the next step in a project or task is unclear, return to Seasons values to help guide you.



Organisation Chart & Staff Directory

Available only on desktop devices the Organisation Chart outlines Seasons internal structure. Designed as a top-down tree map, the Organisation Chart will show direct reports and team structure.



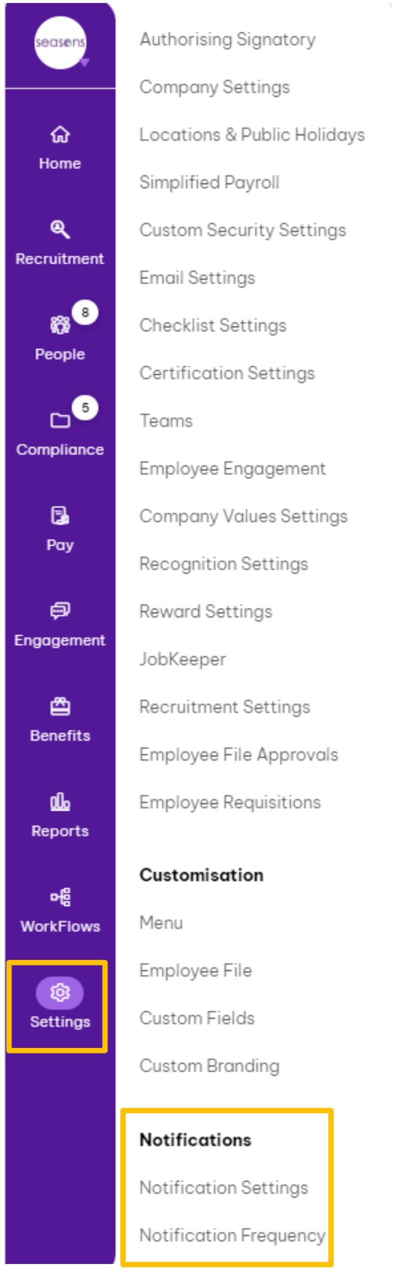


On mobile using your Android or iOS device, you can search the Staff Directory for your coworkers details. Simply type in their name and you'll find their email, position title, team structure and email. The email icon will open a new email to that contact and the team structure will allow you to click through to their manager and direct reports.

Email Notifications

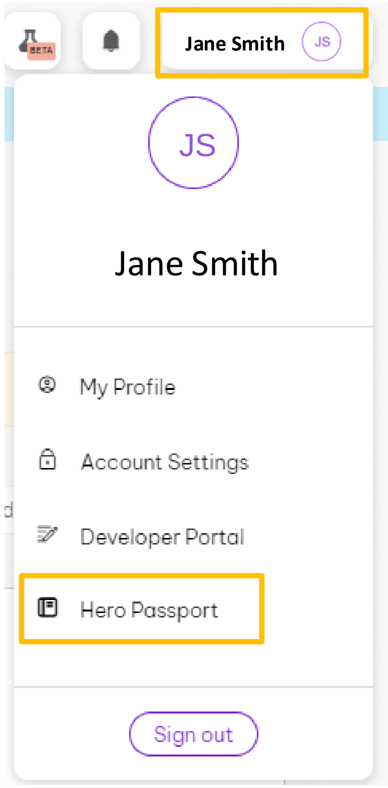
You can control both the type of email notifications that you receive and the frequency that you receive them under the Notifications tab.

- Notification Settings allow you to toggle off and on which email notifications you would like to receive from Employment Hero
- Notification Frequency allows you to set how often you receive email notifications (daily or weekly) and at what time of day you'd like to receive them (on the hour).



Hero Passport

If you part ways with your employer, your account will no longer exist in its current form. Instead, all of the data you still need to access, like payslips and past invoices, will be transferred to your Hero Passport. To access your Hero Passport, you need to use the same email address and password as your Employment Hero account. This is why it's really important that you use your personal email - if you cannot recall these details, you will no longer have access to your former work email's inbox, and you will not be able to access your Hero Passport.



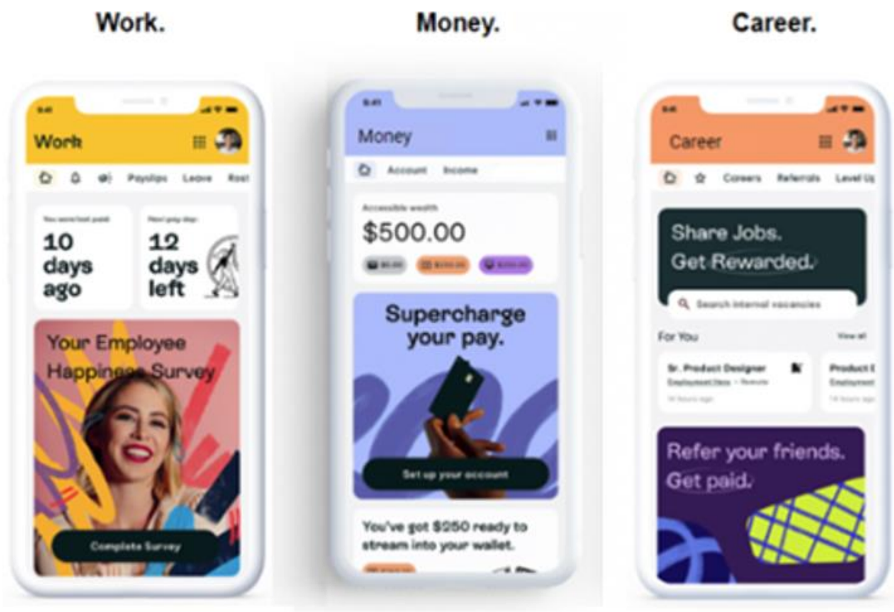
Download the App – Swag by Employment Hero

If you choose to, you can download the Employment Hero app, called Swag.

Available on both Android and iOS devices, Employment Hero's mobile app, Swag, will keep you connected 24/7. Submit leave requests, review policies or induction content on the go, connect with colleagues through Employee Directory and stay up-to-date with company announcements as they roll in.

Download on the App Store

GET IT ON Google Play



Swag by Employment Hero

Swag consists of 4 sections: Work, Money, Benefits and Career.

The 'Work' section is where employees will need to navigate to for any work-related actions, including:

- Applying for leave
- Adding an expense claim
- Accessing and downloading pay slips
- Looking at timesheets and rosters.

From the home screen, you can also add shortcuts for your most used features.

To find out more about the App, watch the helpful video tutorial on Navigating Swag.