



**empower**™

## **Empower-HR Solution Overview**

**Version 10**

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## **1. Empower Masterpay Pty Limited**

The critical nature of HR and Payroll processing demands the highest standard of accuracy and reliability, every payday. Empower Masterpay Pty Ltd (Empower) specialises in providing such a service for many organisations throughout Australia and New Zealand, with millions of payslips processed per annum.

A dedicated, highly specialised product development, support and consulting team provides:

- Account management
- Business analyst and consultancy services
- Procedural review and audit services
- Project management and implementation services
- Software development, client requested customisations, ongoing product enhancement and legislative changes
- Qualification, regression and acceptance testing
- Application support through a specialist Help Desk from 8.30am to 6.00pm EST on business days

The majority of staff has spent most of their working lives in the HR/Payroll sector - in user, management, consulting and development roles as well as having worked for alternate supplier organisations and customers. Our value-add is our in-depth knowledge of the requirements in the people management systems sector, gained from our own experience and through our relationships with client organisations who represent virtually every industry sector.

Dedicated HR expertise is supplemented by technical, operations, systems management resources from the Technical Services team, who are responsible for the management of our Software as a Service outsourcing business, including:

- Integration
- Systems management
- Facilities management
- Disaster recovery

Our success has been built on our commitment to deliver mission critical services to meet client pay day deadlines.

## **2. Empower-HR Software and Service Options**

A real-time solution, access to up-to-date information at all times enables a variety of deployment scenarios, including support of Australia-wide, multi-site clients with:

- Centralised HR and Payroll operations
- Centralised Payroll and decentralised HR operations
- Centralised HR and decentralised Payroll
- Decentralised HR and Payroll.



- Offshore, nation-wide, multi-site client access needs are easily accommodated.

## **2.1 Licence**

The software is installed on client owned and managed infrastructure. Empower provides a software support and upgrade service, including the shipment of enhancements and legislative changes.

## **2.2 Software as a Service (SaaS)**

Clients are provided with online access to our Empower-HR software for input, inquiry, processing and reporting purposes. The software resides on production, test and disaster recovery servers that are owned and managed by Empower.

## **2.3 Outsourced Payroll Office**

This is an option to outsource the payroll system administration function and is ideally suited to organisations:

- Requiring a comprehensive payroll solution without the administrative commitment
- Wishing to deploy staff onto other activities. The need for specialist in-house payroll staff is eliminated. Staff and management are freed to focus on more profitable activities
- Wanting to eliminate the need for backup payroll expertise to cover staff away sick or on holiday

Our Empower-HR Software as a Service option underpins this service.

# **3. Empower-HR Product History Information**

## **3.1 Background**

Empower-HR has been developed as an integrated Human Resources and Payroll solution, designed to handle payroll and HR processing of medium to large employee organisations, in both an in-house licensed or outsourced environment. Key solution design objectives include:

- Accommodating complex payroll and HR requirements without the need for large scale customisation
- Reducing administrative processing time
- Easily accommodating future workforce changes

Built with the intention of simplifying the Human Resources administrative function, Empower-HR software capability spans Payroll, Leave Management, Rostering and Forecasting, Time and Attendance, Occupational Health and Safety, Contract Management, Employee Profile, Organisation and Position Management, Event Management, Remuneration Management, Recruitment including e-Recruitment, Learning and Development, Performance Management and Career Planning

Not only does Empower-HR enable an organisation to reduce the administrative time, effort and cost of looking after staff, it also provides rich real-time information for management. In addition to a range of standard reports, a flexible, easy to use graphical ad-hoc reporting tool and a manager dashboard module is available.



Employee and manager Self Service capability provides easy access via the Internet to selected information as well as a variety of workflow processes and libraries.

A regular software enhancement program is in place and includes the timely implementation of legislative changes. Whilst offering a high degree of functionality without the need for software modification, a quality software customisation service is available to accommodate client specific change requests. The application and security design of the system enables client customisations to be maintained within the one source. This then provides a tightly managed and supported upgrade path for both client and core system releases.

### 3.2 Proven Ability and Experience

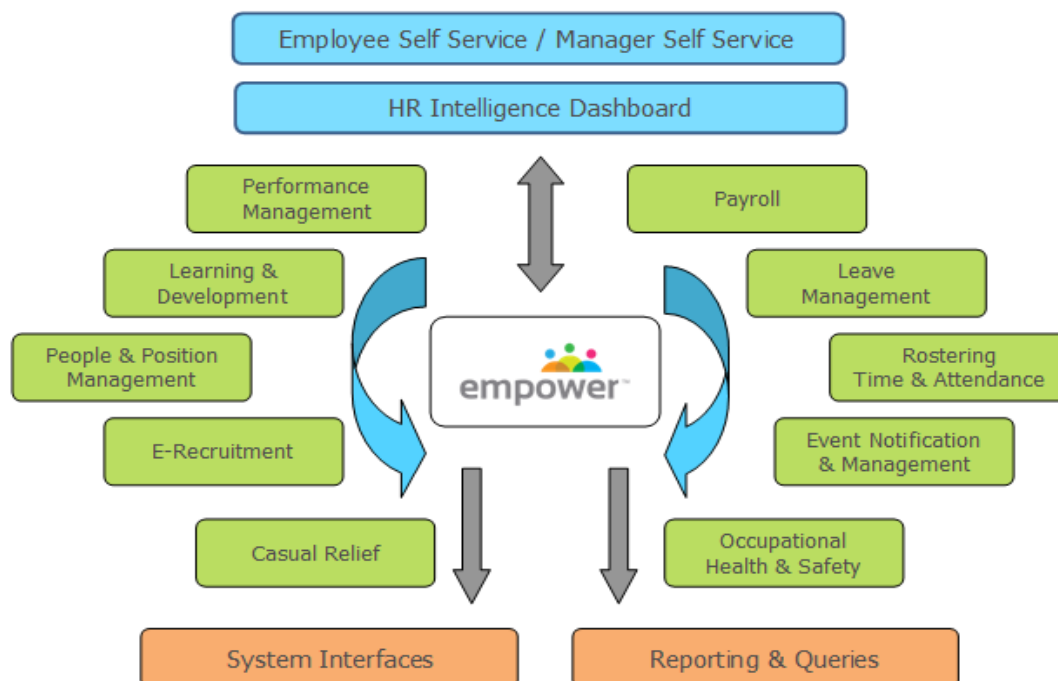
The critical nature of human resources and payroll processing demands the highest standard of accuracy and reliability, every payday. Our success has been built on our commitment to deliver mission critical services to all of our clients.

With clients representing virtually every industry sector, we understand the needs of the market very well and are committed long term to the Payroll/HR business.

## 4. Empower-HR Functionality

### 4.1 Solution Overview

Empower-HR is a fully integrated payroll & HR solution. A web based Self Service portal is provided for employees and managers. The solution is date driven, providing full historical information and future dated function capability. Empower-HR functionality supports the management of the complete employee lifecycle - from recruitment to termination.



## 4.2 File Structure

### Organisation

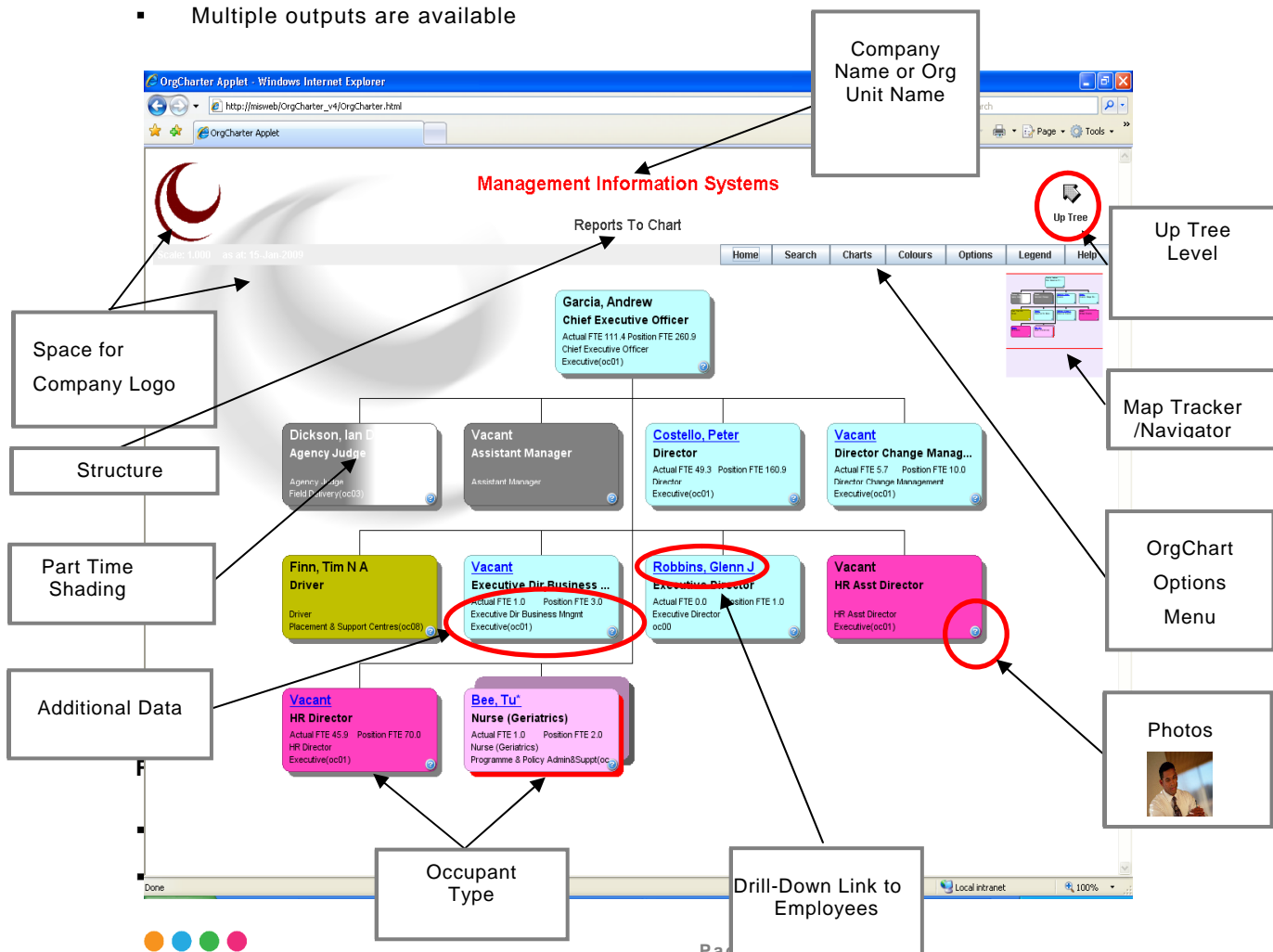
Advanced flexibility, including a comprehensive range of options, enables complex organisation structures and payrolls to be easily established.

- Supports the set up of multiple companies within the one payroll
- Establish up to six levels of organisation structure to reflect business unit relationships
- Organisation structure links to security control access to employees
- Organisation structure links to reporting filters
- Unlimited people and position reporting relationships structure
- Optional web based organisation charting tool

### Costing

Empower-HR provides flexibility across costing and General Ledger structures:

- Unlimited cost codes can be set up
- Unlimited GL cost accounts can be set up with appropriate mappings
- Cost codes can form part of the General Ledger account code costing
- Costings can be made up of multiple components, dependent on finance system requirements
- Multiple outputs are available



## 4.3 Roster and Forecast Management

### Functionality Summary

- Creation of labour budgets, roster, cost analysis and budget vs actual results
- Optimisation of work rosters to support your operations
- Plan employee attendances and absences
- Implementation of awards and EBAs
- Control access to your work premises
- Monitor employee needs and development to develop a skilled and utilised workforce
- Cost hours to functions and/or jobs
- Log the registration of and action in response to safety incidents

### Rosters

- Required manning levels for roles can be defined for 'seasons' including effective dates
- Monitor hours allocated to employees for nominated periods, enabling even allocation of work hours to employees
- Identifies 'rostering holes' and over allocation of resources
- Ensures appropriately skilled employees are allocated to roles
- Enables time and role availability constraints to be applied
- Supports auto-allocation of employees to roles within rosters
- Supports auto-costing splits across multiple roles
- Easy manual allocation options for the assigning of resources to roles and roles to resources
- Provides a simple view of employee unavailability, whether it be due to booked leave, previous role allocation, or availability constraints

### Forecasts

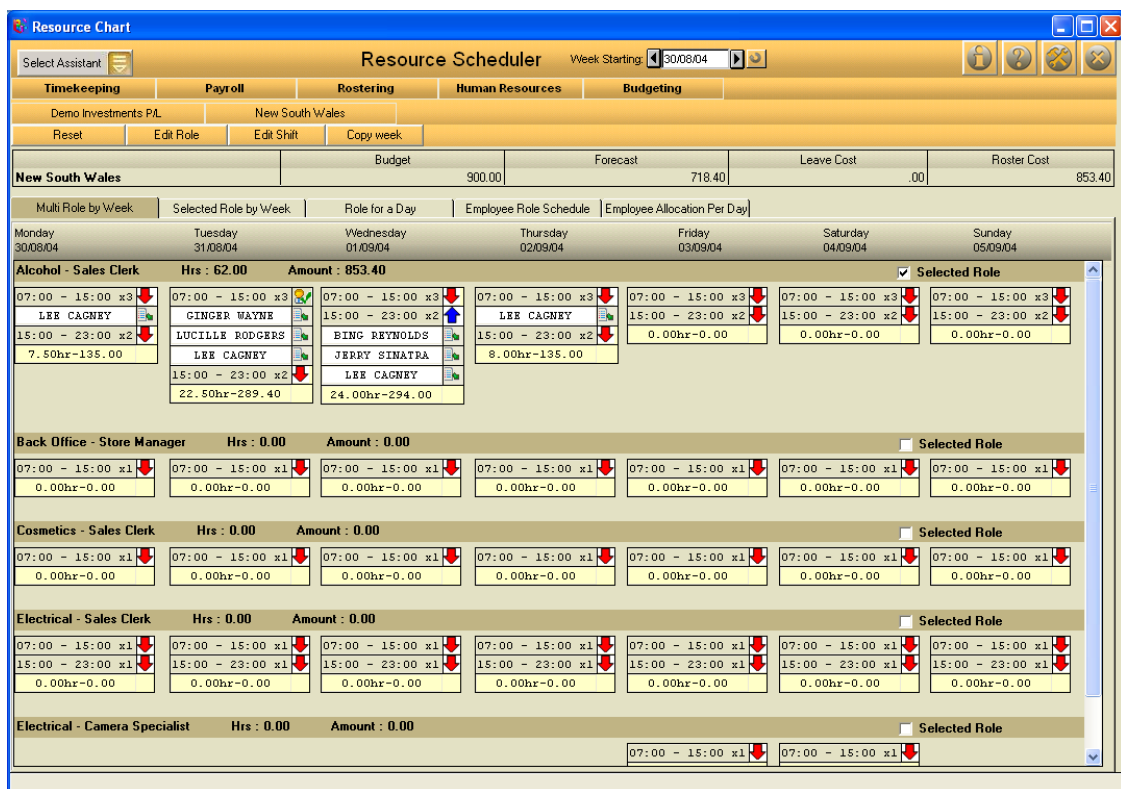
- Produce a costed roster (forecast) in hours and/or dollars
- Enter or import labour budgets (budget) for any period
- View budget vs. forecast comparison
- Submit a forecast for management approval
- View actual vs. forecast roster as the times are actually worked
- Enter or import key performance data such as sales, revenue or production units to measure forecast cost of labour against budgeted output
- View dollars and hours or just hours dependent on security profile
- Use actual pay rates sourced from payroll or cost rates entered/imported from finance systems

### Benefits

- Simplifies the process of staff planning in a multi-skilled environment



- Matches employees to your organisations work requirements - gets the right people in the right place at the right time
- Helps manage flexible working conditions
- Better utilisation of staff through matching resources to “rostering holes”
- Helps manage planned and unplanned absences
- Allows roster templates to be created to provide effective management during peak times
- Ensures the cost of a planned roster does not exceed the labour budget for the same period
- Monitors rostered labour costs as a percentage of budgeted output e.g. sales or production units
- Supports the proactive management of labour
- Allows managers to proactively control and manage overtime before it happens
- Provides supervisors and managers with the ability to monitor labour costs on a daily basis
- Confidently manage the business, knowing labour costs are controlled
- Uses actual award rules to calculate costs and guarantee 100% accuracy in roster cost calculations



## 4.4 Time and Attendance

### Functionality Summary

- Automated clock communication, so that information is available immediately to facilitate proactive management decision-making
- Effective date employee changes

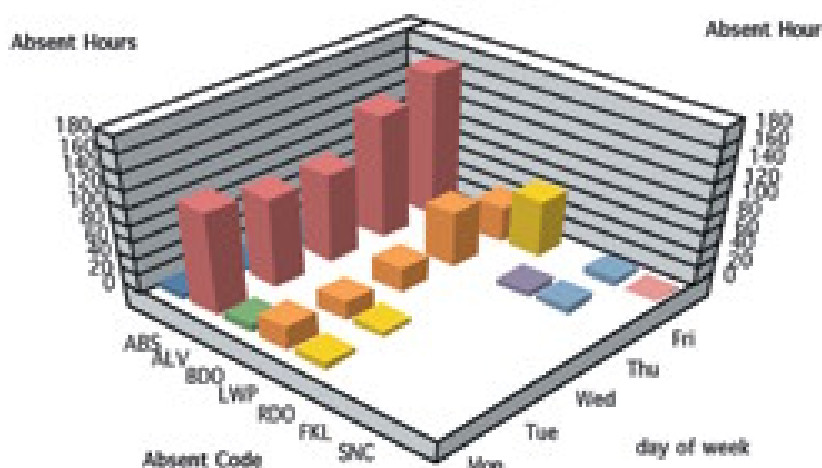


- Advanced planning tool supports the viewing and updating of crew and employee plans, including shift changes, employee swaps, pre-approved overtime, planned leave and manually entered times
- Powerful award interpreter enables complex Australian work conditions to be easily accommodated
- Advanced leave management enables advanced leave to be booked and includes the calculation of advance paid leave and return to work pays
- Historic pay adjustments enable:
  - Historic records to be referenced as the basis for pay adjustments
  - Reduce the manual processing demand on the payroll department without compromising accuracy of attendance records
- Advanced support for early finalisation of payrolls
- Automates the calculation of forecast payments when pays are processed early and supports the reconciliation of forecast (pre paid) and actual payments in the new pay period.
- Weekly view of employee entitlements
- Ability to review multiple days and accumulate period payments at one time.

## Benefits

- Improved management of staff
- Administrative time savings
- Timely and accurate management reports
- Guaranteed award interpreter eliminating manual calculations - 100% payroll accuracy
- Effective leave planning and improved absence management
- Reduce time and errors resulting from manual interpretation

## Absenteeism by Department



## 4.5 Payroll

### Functionality Summary

- As a fully date driven system:
  - Dated pay, allowance, deduction changes and entries take effect within the correct pay period automatically
  - Calculate at pre and post rates even if the effective date is mid payroll cycle i.e. pro-rata calculations are supported
- Calculation of retrospective pays (back pays) and taxation
- Transaction formulas, contract/award tables are all date stamped. Rates and formulas can be entered in advance with an effective date, and it is only when the date is reached that the new rates are applied e.g. birthday, service dependent allowances
- Leave entries can be entered for future dates and are calculated and paid in correct pay period
- Caters for weekly, fortnightly, bimonthly, monthly, four weekly and quarterly pays
- The employee pay screen records employee salary bands or wage classification, standard hours, full time equivalent (FTE) percentage and has an automatic increment facility
- Employees can be auto paid
- Data can be overridden, added, subtracted, amended and deleted by authorised staff
- Multiple pays can be entered as separate payslips
- Online timesheets for additional payments e.g. travel, overtime with workflow approval available
- Online time entry of start and finish times with workflow approval and award interpretation available
- Data can be uploaded via a spreadsheet
- Termination and redundancy calculations are available on line
- User defined limits and warning message reports can be produced for checking at each stage of the payroll and prior to final pay, report and payslip printing
- Comprehensive costing features enable an employee's pay to be apportioned or split across multiple cost centres (no maximum) on a percentage basis
- Default costing can be established and overridden if required, or if variable, entered each pay.
- Full audit trails are available

### Benefits

- Improved payroll accuracy with:
  - The flexibility to run the payroll as often as required
  - A range of reports available for checking prior to final reports and payslips being produced.
- Time savings with special, termination and manual pays calculated online
- Online pay calculations substantially reduce processing bottlenecks to meet pay day deadlines
- Reduction of manual calculations for retrospective pays (back pays)
- Access to up-to-date information.



- Reporting and inquiry flexibility with online access to employee transaction and costing history
- All Australian and NZ legislative reporting requirements are met
- Data entry significantly reduced with company and employee defaults

## Pay Advice

Smith, Sally

Pay Period 03 Jun 2010 to 16 Jun 2010			Paid 16 Jun 2010					
<b>Payments</b>	<b>Hours</b>	<b>Rate</b>	<b>Amount</b>					
Normal	76.0	0.00	1839.84					
<b>Allowances</b>	<b>Units</b>	<b>Rate</b>	<b>Amount</b>					
First Aid Allowance	0.0	0.00	15.00					
<b>Deductions and Tax</b>			<b>Amount</b>	<b>YTD</b>				
Medibank Private			100.00	2600.00				
Norwich Voluntary Empee Super			100.00	700.00				
Computer Generated Tax			338.00	7866.00				
<b>Benefits</b>			<b>Amount</b>	<b>YTD</b>				
Employer Contribution			166.94	4104.95				
<b>Title</b>	<b>Class/Level</b>	<b>Salary</b>	<b>Salary Package</b>	<b>Rate</b>	<b>Conditions</b>	<b>Work Group</b>		
Regional Store Manager	band 2	\$48000		\$0.00	Full Time	Retail Str		
<b>Super Fund</b>		<b>Fund Phone</b>		<b>Fund Member Number</b>				
Norwich Superannuation Fund				3244234				
<b>Leave</b>			<b>Amount</b>					
Ann Lve 20 days LL (7.6hr)			250.8 hours					
Be Your Best Day			7.6 hours					
SL 10D Accr 1st Yr/10D Grant			95.8 hours					
<b>Summary</b>		<b>This Pay</b>	<b>Year to Date</b>	<b>Disbursement</b>			<b>Reference</b>	<b>Amount</b>
Gross Pay		1854.84	45610.15	Commonwealth Bank of Australia			55353535	1166.84
Pre Tax Dedns		0.00	0.00	Westpac Banking Corporation			1234364	150.00
Gross Taxable		1854.84	45610.15					
Post Tax Dedns		200.00	3300.00					
Tax		338.00	7866.00					
Nett Pay		1316.84	34444.15					

Messages:

ABC Health  
ABN: 11111111111

## 4.6 Leave Management

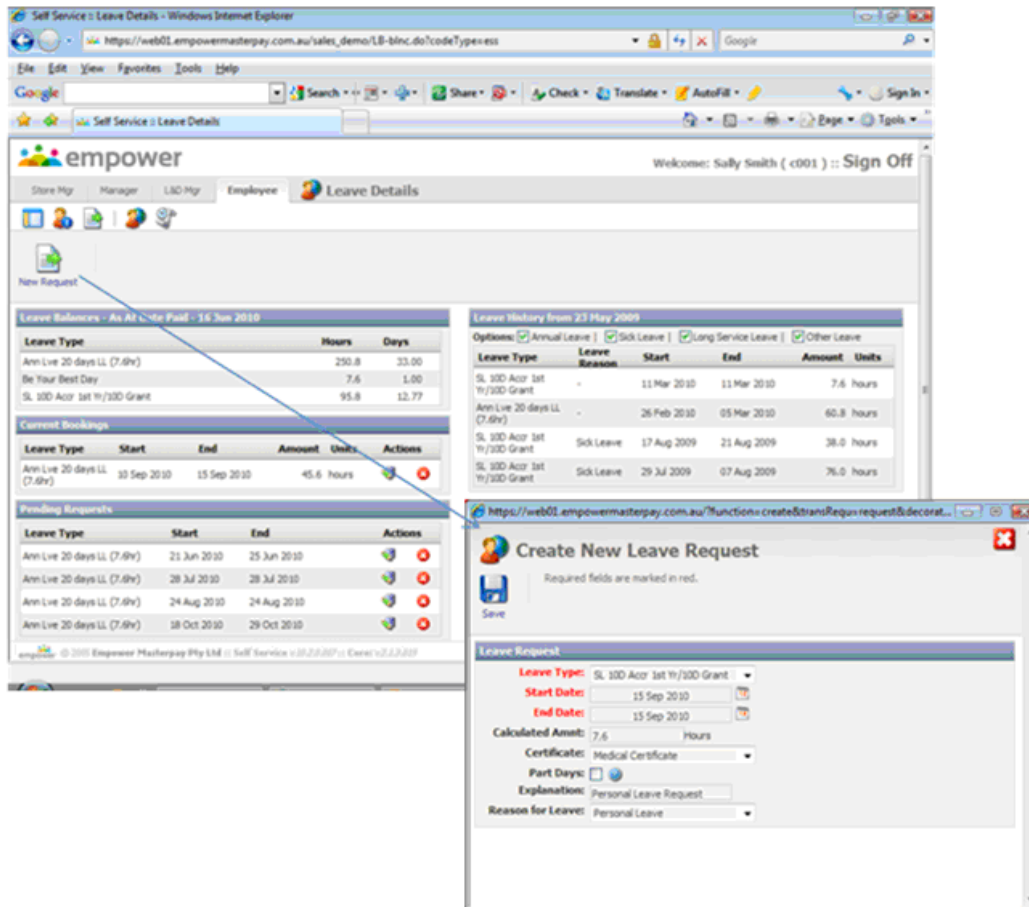
### Functionality Summary

- All leave to be monitored is user defined and includes:
  - Accrued leave e.g. annual leave
  - Lump sum leave e.g. long service, shift, statutory days, in lieu, sick
  - Non-accrued leave e.g. maternity/paternity, jury service, bereavement, leave without pay
- Annual leave can be calculated based on an alternate date to the employee anniversary date
- A number of options are available for the calculation and payment of annual leave
- Calculate leave liabilities for employees who work variable hours, days and weeks based on actual hours worked
- Online access for leave requests and approvals, pending leave requests and booked leave
- Employee online access to entitlements and leave taken histories
- Employees able to query projected leave balances online
- Online access to groups of employees leave absence charts which are printable and exportable
- Manager access to view staff leave liabilities with excessive balances highlighted for action
- Automate leave entitlement sequences e.g. an employee's leave entitlement increase from 8 days per annum in the first year, 10 days per annum in the second and subsequent years etc



## Benefits

- Reduced administration through automated leave features and the management of leave online
- Comprehensive reporting assists with the management and tracking of leave



## 4.7 Contract Management

### Functionality Summary

- Assists with the management of collective and individual employment agreements
- Enables changes (e.g. straight percentage increase, increase per transaction or a new value per transaction) to be entered against the salary band
- Salary bands can be established and linked to employees in their position
- A spreadsheet upload facility is available to upload changes automatically to payroll if calculated offline
- Pay changes entered in advance of their effective date are held over and actioned in the correct pay period
- Enables contract changes to be entered at individual employee level
- Options are available to extract data for further analysis utilising PC based reporting tools.

## Benefits

- Time savings during the negotiation phase



- Reduces change implementation administrative tasks and improves accuracy and consistency with bulk changes able to be implemented

## 4.8 Event Management

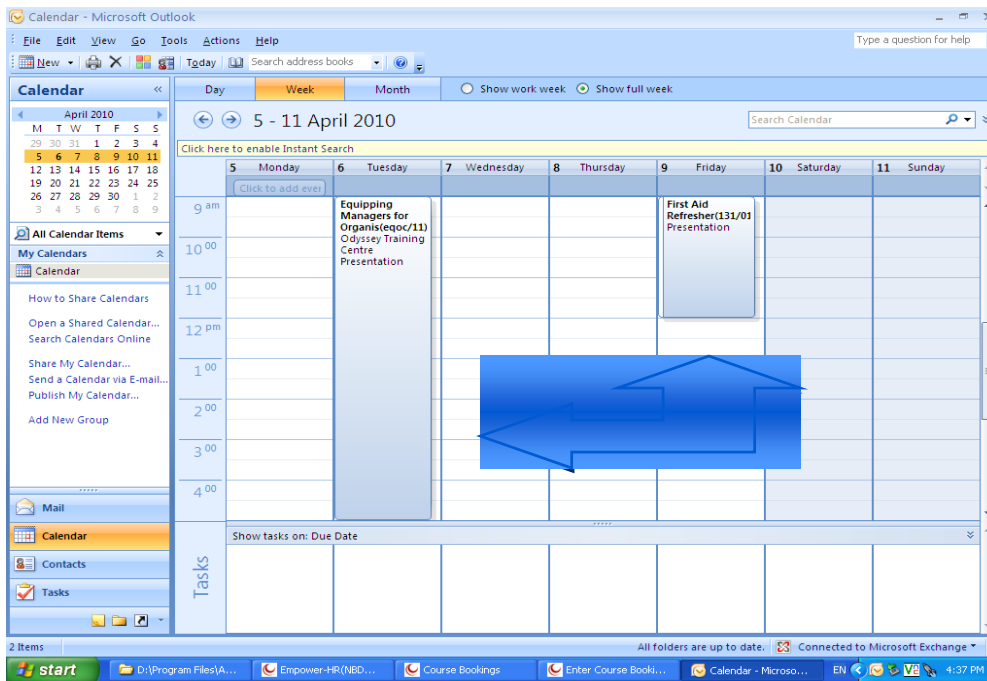
### Functionality Summary

Pro-active alert notification for key dates and events identifies when to alert, who to alert, escalation alert and how to alert. Events can be managed electronically across the whole lifecycle of an employee via email, Self Service and in some instances uploaded to an Outlook calendar e.g.

- New starters and terminations
- Induction
- Police and working with children checks
- Probation periods
- Contract and visa expiries
- Pay increments
- Skill, registration and licence expiries
- Training course bookings and completion
- Health & safety including hazards and incidents
- Company property

### Benefits

- Pro-actively manage multiple events at business unit level or globally
- Advance notification supports timely action of compliance related events



## 4.9 Employee Profile

### Functionality Summary

Complete employee profile information including:

- General employee details, for example name, preferred name, address, home / business / mobile phones, birth date
- Employee contact and relationship details e.g. next of kin, emergency contact, family etc
- Recording of optional data, for example ethnicity and nationality
- Provides a link to related employee electronic documentation stored on the client LAN/WAN and Intranet
- Photograph of the employee can be accessed from the employee's personal information screen
- Record the employee/position relationship (held in the position management module). An employee can occupy multiple positions with each occupancy recording different classifications, remuneration, issued items, leave accruals etc
- Disciplinary event management including any personal grievance details
- Management of issued items. On termination, an employee with outstanding issued items is highlighted for action prior to the final pay being calculated
- Employees can be linked to a company vehicle. Vehicle details can be linked to events notification for registration renewals
- Employee qualification details are recorded with date of attainment and any expiry highlighted for event notification
- Employee skills and competencies including dates and proficiency levels
- Skill and qualification profiles are linked to the Position Management, Job Groups, Training, Applicant Tracking to identify gaps and training requirements

- Ability to query employee skill and qualifications against position, job or user-defined requirements, returning a visual match
- Employee competency units required for the course of study vs. the number of units completed and the outcome
- Employee payroll related masterfile data such as tax, superannuation, banking, salary, benefits, allowance and deduction details
- Free format comment screens and user-defined tables cater for client specific employee data recording
- Important dates for review can be diarised for event notification alerting
- Equal Employment Opportunity / workforce planning information

## Benefits

- Peace of mind knowing that legislation is complied with
- Provide management with timely and up-to-date information to support the decision process
- Pro-active management of employee development

Employee History for Sally Smith

Salary History							
From	Up To	Position	Reason	Package	Salary	Rate	Class LV
01 Mar 2010		<a href="#">Regional Store Manager</a>	salary inc		48000.00	.00	band 2
01 Jul 2009	28 Feb 2010	<a href="#">Regional Store Manager</a>	Transfer		45001.00	.00	band2
01 Jan 2008	30 Jun 2009	<a href="#">Store Manager</a>	Relocate		30304.01	15.28	AO1 307 1

Position History						
From	Up To	Position	Reason	Cost Centre	Class	Temp
01 Mar 2010		<a href="#">Regional Store Manager</a>	salary inc	Split	band 2	n
01 Jul 2009	28 Feb 2010	<a href="#">Regional Store Manager</a>	Transfer	Split	band2	n
01 Jan 2008	30 Jun 2009	<a href="#">Store Manager</a>	Relocate	Operations	AO1 307	n

## 4.10 Casual Relief Staff

### Functionality Summary

Information on a pool of casual relief staff can be maintained and used to reduce the time taken to manage critical staffing needs arising from unexpected staff absence:

- Record contact details for the casual relief person as well as availability, skills and preferences
- Identify the last date worked

For vacancies:

- Create vacancies with dates and requirements

- Search and filter appropriately skilled casuals
- Advertise/broadcast vacancies to those casuals
- Casuals can self assign to a vacancy
- Managers can assign casual staff to vacancies
- Automatically calculate and pay based on hours worked

Includes functionality to:

- SMS/email casual staff notifications of available shifts with an option for the employee to respond via SMS accepting/declining & updating the system, sending out to next on list.
- Provide a list, prioritised by manager based on his/her own selection criteria, of that most suitable, available, preferred etc.
- Includes profiles on casual staff availability, location preferences and competencies which is updated and managed by the casuals themselves.
- Generates an electronic timesheet and costs/claim for payment.

## Benefits

- Reduce the time associated with organising large pools of irregular hours workers and casual staff
- Reduce the cost associated with locating and confirming shifts for appropriately skilled staff
- Reduce “down time” in locating a casual by using the bulk contact capability
- Streamline assignment and payment of casuals

The screenshot shows a web browser window displaying the 'empower' Self Service interface. The user is logged in as Sally Smith (c001). The main content area is titled 'Broadcast Message' and shows a 'Casual Relief Staff' vacancy. A table lists available staff members with their names, preferences, and escalation options. To the right, there are sections for 'Message Status', 'How should casual staff respond to this vacancy?', and 'Vacancy Summary (#285)'. The summary includes details like the vacancy dates (24 Nov 2009 - 24 Nov 2009), location (Bangor Warena Respite, Sydney), description (Home Visiting Companion), and contact information (Sam on 4408 4736).

Name	Preferences	Escalation
Baxter, John	★☆☆New	☐ ☐ ☐ ☐
Bishop, Frederick	★☆☆New	☐ ☐ ☐ ☐
Dasiano, Ana	★☆☆New	☐ ☐ ☐ ☐
Partington, Kate	★☆☆New	☐ ☐ ☐ ☐
Abbott, Fred C	★☆☆New	☐ ☐ ☐ ☐
Adams, Julie M	★☆☆New	☐ ☐ ☐ ☐
Barry, Juliette	★☆☆New	☐ ☐ ☐ ☐
Cassidy, Fiona	★☆☆New	☐ ☐ ☐ ☐
Castle, Debra	★☆☆New	☐ ☐ ☐ ☐
Caswell, Craig	★☆☆New	☐ ☐ ☐ ☐

## 4.11 Position Management

### Functionality Summary

Positions are defined within the organisation structure:

- Record generic position information such as location, FTE, job group, skills, pay rate, costing detail
- Provide multiple user-defined fields to capture additional information
- Record the budgeted FTE per position, linking to the actual FTE and number of incumbents per position
- Flexible position reporting-to structures enable organisational charts to be easily generated
- Employee skills and qualifications can be compared with position requirements to identify gaps and associated training requirements
- Online position inquiry for current and historic position structures
- Provides links to position related electronic documentation e.g. Position Description document, job advertisement etc stored on the client's LAN/WAN/Intranet/Internet.
- Turnover analysis reporting and headcount reports are easily generated
- Employees are attached to positions with an effective date, providing a full history of people in positions and reasons

### Benefits

- Time savings generating organisation charts.
- Improve productivity with position/employee gap and competency analysis reporting.
- Improved control of actual staff FTE versus budgeted position FTE.
- Simplifies employee setup as position details default

The screenshot shows a web browser window with the URL <https://web01.empowermasterpay.com.au/?function=details&position=000204&decorator=window>. The page title is "Position History :: Manager Region A Operations".

**Occupancy History**

From	Upto	Class	Employee	Reason
01 Jun 2009	12 Jun 2009	band 1	Baxter, John	high duty
01 Dec 2009	31 Dec 2009	band 1	Baxter, John	high duty
10 Jan 2000	31 Dec 2002	band1	Ashton, Wayne	New Start
01 Jan 2003	31 Jul 2008	band1	Ashton, Wayne	Relocate
01 Aug 2008	31 Dec 2008	band 1	Ashton, Wayne	salary inc
01 Jan 2009	30 Jun 2009	band 1	Ashton, Wayne	salary inc
01 Jul 2009	31 Dec 2009	band 1	Ashton, Wayne	salary inc
01 Jan 2010		band 1	Ashton, Wayne	salary inc
17 Mar 2005	30 Jun 2006	band1	Dasiano, Ana	New Start

**Position History**

From	Upto	Class	Location	Section	Cost Centre	Bass
01 Jul 1999	31 Dec 2002			Support Services	Prod Development SA	s
01 Jan 2003				Application Services	Prod Development SA	s

**Current Position Details**

**Position Title** Manager Region A Operations  
**Position Number** 000204  
**Classification** band1  
**Date Established** 01 Jul 1999  
**FTE** 100.0  
**Section** Application Services  
**Cost Centre** Prod Development SA  
**Position Type** Permanent  
**Employee Conditions** Full Time  
**Reports To** Manager Application Services  
**Pay Basis** f  
**Base Hours** 75.0

## 4.12 Remuneration Management

### Functionality Summary

- Provides for payment as a broadband salary or classification rate
- Classification rates can be automatically updated by dollar or percentage values with an effective date for wage increases
- Date effective salary increases can be entered and effected during the correct pay period
- Date effectiveness provides for automatic calculation of backpay including taxation
- Total salary can be recorded with salary sacrificed components itemised and recorded
- Online remuneration inquiries can be established with user-defined recording of salary components

### Benefits

- Reduce manually entered pay rate changes
- Reduce manual intervention for retrospective pay calculations
- Provides online views and history for managers

**Remuneration Enquiry**

Name	Position	Total Remuneration	Taxable Gross
Ashton, Wayne	Manager Region A Operations	183744.80	183744.80

**Remuneration : Ashton, Wayne**

**Position Details**

Position : Operations Manager  
Section : Application Services  
Location : South Australia  
Payroll : Future Corporation Fortnightly  
Type/Conditions : Permanent Full Time

**Remuneration - As at 31 May 2009**

Salary/Wage : 170000.00  
Super SGC : 13744.80 \*  
**Total Remuneration : 183744.80 \***  
**Taxable Gross : 170000.00**

\* Indicative

**Summary**      **Detail**

## 4.13 E-recruitment

### Functionality Summary

Manage the recruitment process online:

- Create a vacancy online

- Attach graphics job board – advertise with a date range externally to internet site/s
- Overview all vacancies online
- Search for vacancies by multiple filters and drill down on vacancy details
- Apply online and attach multiple files with application
- Applicants automatically uploaded into vacancy
- Define recruitment steps and manage recruitment online - step by step
- Send bulk email notifications at key recruitment steps
- Direct employment of applicant to an employee into payroll
- Record costs of advertising
- Record unsolicited applicants if required
- Maintain an applicant database for future reference
- Applicant processing supports the recording of multiple events to provide a history of steps for every applicant which can be viewed or reported upon, including current status
- Integration with the Organisation and Establishment modules ensures accurate and up-to-date use of position data, position skill requirements, occupants, classification levels, and status
- Recruitment links to HR support cross-matching of skills and competencies during the process

## Benefits

- Reduce the manual effort involved in managing the recruitment process by using online applicant searches, skills matches and auto generation of bulk emails
- Eliminate the need to manually load large volumes of data
- Easy access to a qualified pool of available resources, if retained, for future vacancies

The screenshot displays the 'empower' recruitment system interface. At the top, there is a navigation bar with tabs for 'Store Mgr', 'Manager', 'L&D Mgr', 'Employee', and 'Recruitment'. Below this is a search bar and a 'New Vacancy' button. The main content area is divided into two sections: 'Vacancies' and 'Search Filter'.

The 'Vacancies' section contains a table with the following columns: Title, Section, Manager, Vacancy, Next Step, and Candidates. The table lists various roles such as 'Registered Nurse Division 1', 'Assistant Store Manager Albert', and 'Store Assistant Queen Street'.

The 'Search Filter' section on the right includes dropdown menus for 'Section', 'Branch', 'Division', 'OrgLevel3', 'OrgLevel2', and 'OrgLevel1', along with a text input for 'Applicant Name' and a checkbox for 'Include Historical Vacancies'.

Title	Section	Manager	Vacancy	Next Step	Candidates
Registered Nurse Division 1 (000025 - 68)	Contract Management	Smith, Sally	02 Aug 2010	Shortlist	5
Assistant Store Manager Albert (sam2 - 67)	Albert St	Manager, Store04	21 Jul 2010	Shortlist	
Store Assistant Queen Street (sa01 - 66)	Queen St	Manager, Store03	21 Jul 2010	Reference Check	1 of 3
HR, Wellbeing & Safety Manager (000215 - 65)	Human Resources	Smith, Sally	19 May 2010	Preferred Candidates	1 of 3
Card Sales Assistant (c012 - 63)	A Retail Store	Smith, Sally	17 May 2010	Reference Check	2 of 4
ACFI Coordinator/Clinical Trai (000071 - 57)	ACT Consulting	Smith, Sally	01 Mar 2010	Job Offer	2 of 6
IT Support (s04 - 56)	Mitcham	Smith, Sally	16 Feb 2010	Shortlist	2 of 4
Finance Manager (PO1 - 55)	Finance	Smith, Sally	15 Feb 2010	Preferred Candidates	1 of 5
Regional Store Manager (c004 - 54)	A Retail Store	Smith, Sally	15 Feb 2010	Job Offer	2 of 3
Training Manager (000191 - 51)	Training Services	Smith, Sally	10 Feb 2010	Job Offer	2 of 8
Production Supervisor (s007 - 50)	Mitcham	Smith, Sally	01 Feb 2010	Preferred	3 of 6



## 4.14 Learning & Development

### Functionality Summary

- Learning and Development manages training courses including:
  - Sessions
  - Skill outcomes
  - Timetable scheduling to venue
  - Provider
  - Cost recording
- It also allows a simple recording of a skills and competency profile for people, positions and job groups for the proactive, online management of skills matching, skills expiry and gaps
- Integrates with career and succession planning, as well as health and safety management strategies

#### Employee Online:

- Ability for the employee to:
  - View and print their training and competency history
  - View their skills and recognised competency profile including training, qualification outcomes and licences held
  - Update qualifications and skills online with appropriate approval
  - Compare their own competencies with their current role, as well as the role they aspire to
  - Use the gap analysis to search for training course/s to fill a skills gap
  - View details of training course e.g. venue, provider, learning outcomes, sessions, dates, times, venues, objectives, delivery methods and target audience
  - Submit a training workflow request for approval and/or wait listing
  - Maintain a history of compliance training with dates
- Once a training course is booked, the employee is advised by email, placed into an Outlook calendar and a reminder emailed
- Expected training skill outcomes can be updated to the employee skill profile, facilitating the recording of attendance and proficiencies against learning outcomes.

#### Manager Online:

- Ability for the manager to:
  - View staff training history
  - View staff skills profiles
  - Update qualifications and skills online via workflow approval update requests
  - Search for skill and competency matches/gaps, comparing staff to position, job or competency profiles.
  - Use the search facility for probation review, performance appraisal, career planning, succession planning etc
  - Waitlist an employee onto a course on their behalf

- Once a training course is booked, the manager is advised by email
- A course manager can record attendance and skill outcomes
- Easily find and organise online pending licence renewals and refresher training
- Easy access to a graphical representation of skills, competencies and qualifications across the organisation structure

## Benefits

- Provide staff with the opportunity to self manage learning and development
- Decrease administrative time spent by utilising the bulk waitlist and bulk update capability
- Manage processes online
- Automated tools help verify mandatory safety training compliance
- Bulk booking capability helps to proactively manage training compliance

The screenshot shows the 'Expiring Skill and Competency' page in the Empower Self Service application. The page is viewed in a Windows Internet Explorer browser. The main content area features a table of expiring skills and competencies for several employees. The table has three columns: Employee, Skill/Competency, and Expiry Date. The data is as follows:

Employee	Skill/Competency	Expiry Date
Ashton, Wayne	Bullying and Harassment Awareness	10Nov10
Smith, Sally	Bullying and Harassment Awareness	11Nov10
Thomas, Margaret	Bullying and Harassment Awareness	11Nov10
Walker, Kelly	Bullying and Harassment Awareness	11Nov10
Williams, Brandt	Bullying and Harassment Awareness	01Mar11

On the left side of the page, there are search filters. Under 'Expiry Date Range', the start date is 27 Oct 2010 and the end date is 27 Mar 2011. Under 'Skills and Competencies', there are several checkboxes, with 'Bullying and Harassment Awareness' checked. Below the table, there is a 'Browse Employee Details' section with a dropdown menu set to 'All'.

## 4.15 Career and Workforce Planning, Succession Planning

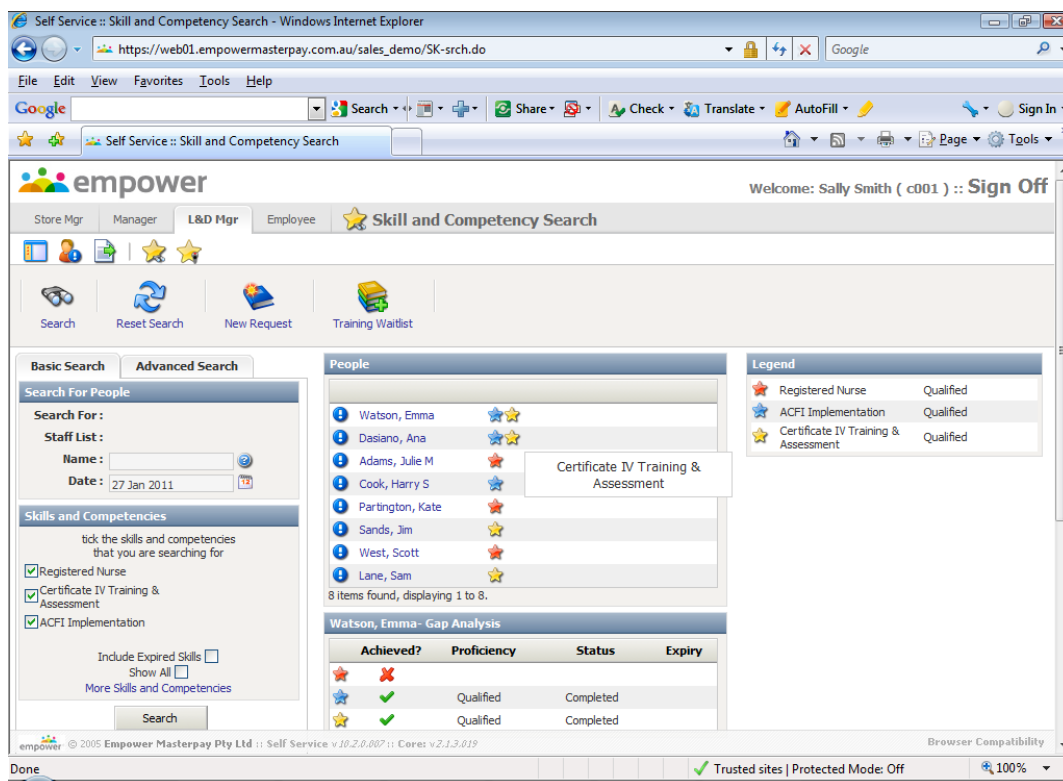
### Functionality Summary

- Record employee qualifications and skills with proficiencies, status and expiry dates
- Facility to identify employee skill matrix and plot against any position, job family or qualification profiles for career planning
- Graphical gap analysis tool provides areas of development to help identify employee training requirements for current and possible future positions

- Pictorial skills matching tool identifies full or partial matches for positions for workforce planning and project planning
- Supports succession planning for key positions with possible successors and their training needs identified for future planning

## Benefits

- Enables plans for the departure (expected and unexpected) of key personnel
- Assists with the management of employee career development and associated training plans



## 4.16 Performance Management

### Functionality Summary

- A web based performance management module allows an employee and their manager to conduct an interactive online performance appraisal and is designed for use in conjunction with Employee and Manager Self Service
- Provides an opportunity to standardise the performance review process across the company
- Plan, set and record performance appraisal targets, objectives, planned actions and achievements for a performance development period :
  - Allocation of key result areas and their measurement as standards and/or targets to be met
  - Record career aspirations and career development areas
  - Identify critical success factors for the organisation and individual teams
  - Monitor and review performance to identify areas for improvement, as well as development and training needs

- Appraisals can be either rated or provided with a progress status at the close of the review period
- Record alignment between employee behaviours and organisation values
- Provides an opportunity to update capabilities, record feedback and recognition
- Appraisals can be reviewed, updated and finalised at any time by the supporting employee and manager Self Service workflow process
- Online password sign-off via an electronic signature
- Easy online access to historical performance appraisal records

### Benefits

- Improves the process and provides an opportunity to standardise the management of performance reviews
- Easy access by both employee and manager to up-to-date performance related information

**Self Service :: Plan » - Microsoft Internet Explorer**

**Edit Appraisal**

Update    Add Action    Add Capability

**Appraisal Details**

**Name:** John Baxter    **Period Start:** 16 Aug 2006  
**Current Job:** SA System Analyst    **Period End:** 16 Aug 2007  
**Reports To:** Wayne Ashton    **Comments:**  
**Reports To Position:** A Manager Product Dev

**Actions / Achievements**

Corp' CSF	Pro' CSF	KRAs	% Weight	Measur'	Std	Target	Comments
Profit	Profit	Profit Inc	40.0	EBIT	40	20	John is to extend...
Cust Sat	Cust Sat	Cust Ret	40.0	% Ref Site	90	75	Campaign to contact...
Environ	Environ	Green Tech	20.0	Environmen	75		Develop the...

**Job Capability / Competency**

Job Cap'	Competency	Actions	By When	Comp Course
Leading Safety	Visibly Adopts and Promotes Safe...	John is to promote safety to the other...	01Nov06	
Leading Safety	Identifies and rectifies hazards...	John is sto organise housekeeping items...	Ongoing	
Leading Self	Organises own time and work	Time Management course to be scheduled...	asap	
Leading People	Establishes and maintains effective...	John is to extend his capabilities by...	01Mar07	
Leading People	Builds and maintains teams	John is to establish some group targets	30Jun07	

**Career Development**

## 4.17 Occupational Health & Safety

### Functionality Summary

OHS collects and manages health and safety information and Workers Compensation salary payments.

An online OHS hub is available to employees and managers to record hazards and incidents. This hub allows for managers to drill down to detail on hazards, incidents, lost time and no lost time injuries, preventative and palliative actions with email alert notifications of due actions.



## People Health

- People Information
- Health Programs and testing e.g. drug and alcohol tests and results
- OHS Representatives

## Hazards and Prevention

- Plant and Equipment
  - Plant and equipment preventative maintenance actions, scheduled and completed dates, comments and person responsible for managing
- Hazards
  - Employees can report hazards via Self Service
  - Automatic email alerts can be established
  - Ability to view hazards in a specific workplace
  - Comprehensive Hazards Register with drill down to review hazard controls detail and reminders
- Preventative Action
  - To mitigate risk and put in place control measures, actions can be scheduled and provide completed dates, comments and person responsible for actioning
  - Automatic email alerts can be set

## Incidents, Accidents and Claims

- Incidents, Accidents and Injuries
  - Employees can record Incidents and Injuries via Self Service
  - Managers can record accident and incident details, including people involved, roles, and property damage. Record incidents for both employees and non-employees
  - Record details of who investigated the incident, cause, status, actions etc
  - Record multiple corrective actions for an incident with the person responsible, target and completion dates, and priority settings recorded. Automatic email reminders can be set
  - Employee rehabilitation plans can be recorded
  - Palliative actions can be scheduled and provide completed dates, comments and person responsible for managing
  - Ability to record hazards contributing to an incident
  - Accident and incident register and OSH Service notification reporting is available. Comprehensive analysis reporting e.g. costing, body part and injury types
- Claims (Rehabilitation, Medical Certificates, Workers Compensation)
  - Workers compensation, percentage payments, make-up pays, split costings, medical payments and reconciliations are catered for

## Automated Events

- New hazard reported
- New hazard occurrence



- No hazard plan recorded
- Hazard review due
- Unfinished hazard review
- New incident reported
- Change to people in incident
- New injury, etc

## Benefits

- Provides a tool to proactively manage Health and Safety issues.
- Minimise risk in the workplace
- Facilitate recovery
- Identify and monitor costs incurred
- Keeps all relevant data within the one database

The screenshot shows the 'empower' web application interface. At the top, it says 'Welcome: Sally Smith ( c001 ) :: Sign Off'. The navigation bar includes 'Store Mgr', 'Manager', 'L&D Mgr', 'Employee', and 'Health and Safety'. Below this, there are icons for 'Search', 'New Incident', and 'New Hazard'. The main content area is divided into several sections:

- Search:** Includes filters for 'From' (01 Dec 2010), 'To' (03 Jan 2011), 'Section' (A Retail Store), 'Branch' (All), 'Division' (All), 'Org Level 3' (All), 'Org Level 2' (All), 'Org Level 1' (All), and 'Name'.
- Incidents and Injuries Managed This Period:** A summary table with columns: Incidents Managed, Injuries Managed, New Incidents, and New Injuries.
 

	Incidents Managed	Injuries Managed	New Incidents	New Injuries
No Lost Time (First Aid Only)	2	2	1	1
<b>Total</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>
- Hazards Managed This Period:** A summary table with columns: Hazards Managed.
 

	Hazards Managed
High Risk	2
Low Risk	2
<b>Total</b>	<b>4</b>
- Incidents and Injuries Managed This Period (Detailed):** A table listing individual incidents.
 

Occurred	Workplace	Hazard	Ref	Injury	Medical Condition
16 Dec 2010	Nth Adelaide Office	Manual Handling (Lifting)	190	✓	Many were injured
30 Nov 2010	Eastlands Store (Storeroom)		184	✓	
- Hazards Managed This Period (Detailed):** A list showing 'High Risk' and 'Low Risk' hazards.

## 4.18 Self Service

Empower-HR provides web based Self Service capability for employees and managers i.e. capacity to view and input employee information, proactive management of staff information and to conduct HR practices online.

### Functionality Summary

- Internet access provides employees with access to their own personal information and includes the ability to selectively update data e.g. address changes.



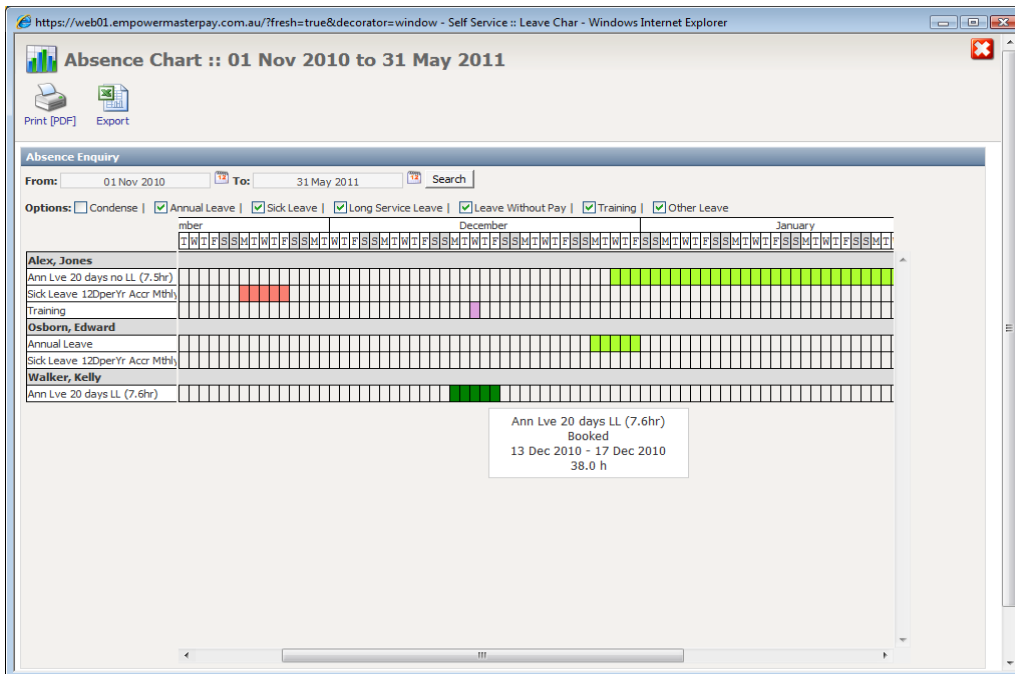
- Automation of various HR business processes and approvals using workflows.
- Event notification alerts
- Actions to do list
- Employee masterfile data
- Position and employment structure
- Leave balances and history by leave type
- Request leave with approval workflow
- Project leave balances as at any date
- Time recording including timesheet submission for approval
- Enter overtime requests for approval
- Enter expense and mileage claims for approval
- Payslip details for current and previous pay periods
- Net pay disbursement details
- Payment summary details for current and previous financial years
- Skill and qualification searches
- Position and job matching
- Position and job skills gap analysis
- View and update skills profiles
- Training history
- Request training course from online training calendar
- Reporting and recording of Health and Safety incidents/accidents and hazards
- Managers
  - View and action staff information, current and historical
  - View staff leave liabilities
  - View a leave calendar of booked and pending leave
  - Approve/reject leave requests
  - Manage compliance for expiries
  - Staff reports
  - Vacancies
  - Staff directory
  - Organisation charting
  - Performance reviews
  - Initiate online forms with workflow for a business process e.g. position requisition, notification of new employees, terminations etc.
  - Initiate online forms with workflow for an employee process e.g. employee change
  - update online forms with workflow
  - Management access to staff records as above including salary details etc



- An optional e-recruitment function is also available for applicants to submit an application online in response to advertised vacancies. Data, such as the application and CV, can be passed directly to Empower-HR to avoid any extra keying

## Benefits

- Reduce payslip stationery costs and associated disbursement cost
- Free pay office staff from day to day queries
- Reduce pay and HR staff data entry effort and reduce the risk of input error
- Streamline and manage business processes online using defined workflow rules



empower  
Welcome: Sally Smith (c001) :: Sign Off

Store Mgr | Manager | L&D Mgr | Employee | Staff

Reset Search | Leave Balances | Absence Chart | Job Cost Reports | Create Bulk Form | Remuneration | Training Waitlist

Name	Email	Position	Temporary	Section	Location
Alex, Jones	jacquie.wells@empower.com.au	Sales Assistant	No	A Retail Store	Bondi 004
Cunningham, Marisa D	mcunning@empower.com.au	Sales Assistant	No	A Retail Store	Bondi 004
Ellis, Jason	jacquie.wells@empower.com.au	Sales Assistant	No	A Retail Store	Bondi 004
Haysman, Clive J	chaysman@empower.com.au	Assistant Store Manager	No	A Retail Store	Chadstone
Hing, Chris		Sales Assistant	No	A Retail Store	Bondi 004
Osborn, Edward	qa8_0042@empower.com.au	Store Manager	No	A Retail Store	Bondi 004
Quade, Denise		Sales Assistant	No	A Retail Store	Bondi 004
Smith, Sally	presentation@empower.com.au	Regional Store Manager	No	A Retail Store	Bondi 004
Thomas, Margaret		Assistant Store Manager	No	A Retail Store	Chadstone
Turner, Jeremy N	jturner@empower.com.au	Sales Assistant	No	A Retail Store	Bondi 004

Current Selected Employee  
Employee: Alex, Jones (0071)  
Position: Sales Assistant

Search Filter

- Alex, Jones
- Staff Info
- Employment
- Additional Info
- Forms
- History
  - Employee History
  - Gross Earnings
  - Training History
  - History of Known Skill and Competency
- Leave Details
- Package Enquiry
- Work Times
- Lists



## 4.19 Online Forms with Workflow

### Functionality Summary

Empower-HR provides web based functionality via Self Service for managing information sharing via online forms with workflow approvals.

#### Forms

- Enable employee function driven forms
  - Probation
  - Appraisals
  - Remuneration recommendation advice
- Enable business process driven forms
  - Employee change requests
  - Position requisition
  - Authorities
- Provide flexible structure
- Allow user-defined data to be established
- Can upload system information into the form e.g. employee training history
- Types of fields available
  - Label
  - Advice note
  - Text
  - Pick list
  - Date calendar
  - Tick box
  - SQL Hooks
- Maintain full history of forms
- View pending forms
- Automatic version control for changed forms
- Action list for managers

#### Workflow

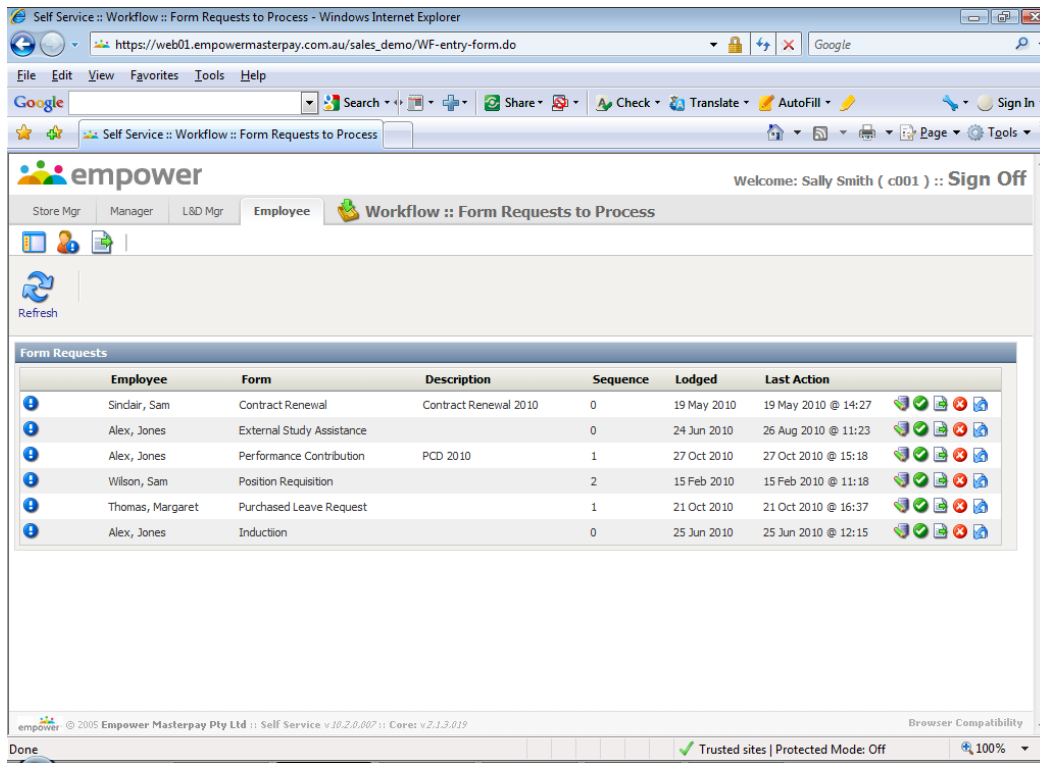
- Each form can have a unique workflow
- Access by employees, managers and others via structured workflows
- Workflow can be secured by organisation structure
- Workflow options
  - Forward and back



- To individuals and groups
- Email advice of new actions

## Benefits

- Provides structure to authorising approvals
- Easy access via Self Service
- Reduces paper based information sharing
- Increases time effectiveness



## 4.20 Standard Reporting

### Functionality Summary

Provides a range of standard embedded reports and an ad hoc query tool including pre-defined queries which can be exported to Excel. Reports can be grouped and scheduled to run automatically and include:

- Payroll calculations
- Payroll journals
- Payroll reconciliation
- Superannuation
- Deductions and allowances
- Audits
- Employee personal data including demographic and EEO information

- Training information
- Health and safety
- Position information

### Benefits

- Easy access to critical information
- Reduced time spent creating and running reports
- Reports can be run on an ad hoc basis or scheduled

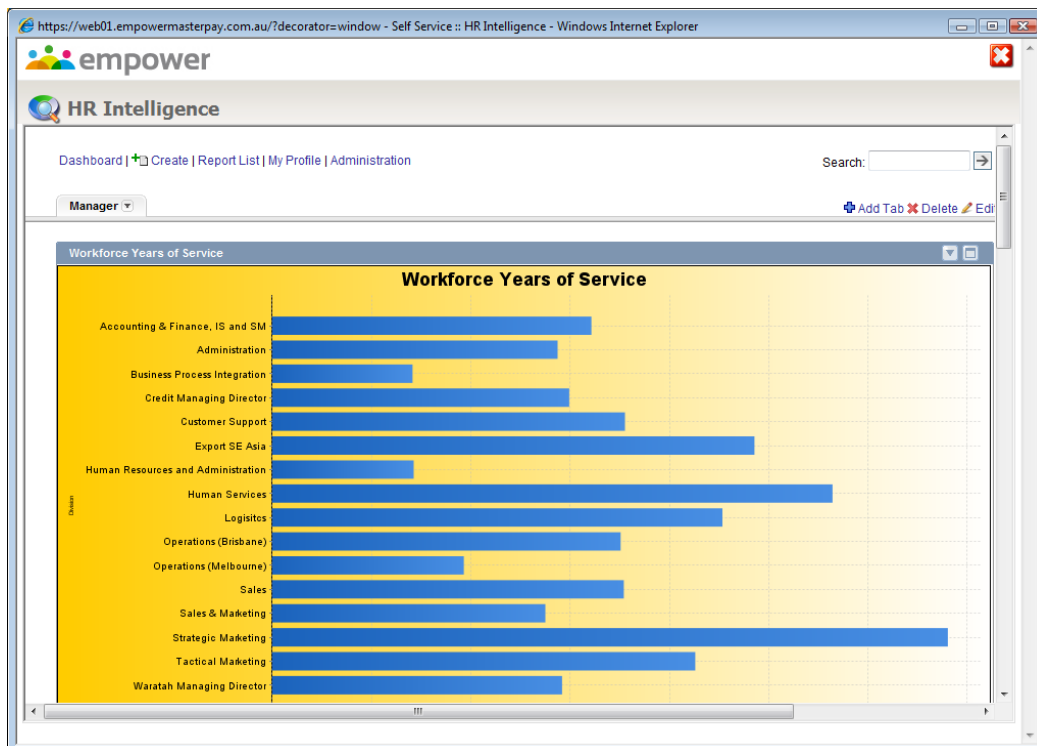
## 4.21 Manager Dashboard – HR Intelligence

### Functionality Summary

- HRI provides a web-based graphical manager dashboard.
- Managers can have access to a designated suite of reports on a dashboard
- Managers only see the detail on the people that report to them
- These reports can be graphical or raw data and can drill down to further detail
- Reports can be emailed and exported in various formats e.g. Excel, pdf etc

### Benefits

- Provides evidence based data
- Accesses real time information to support pro-active decision-making
- Define and measure KPIs and align reporting with your strategy



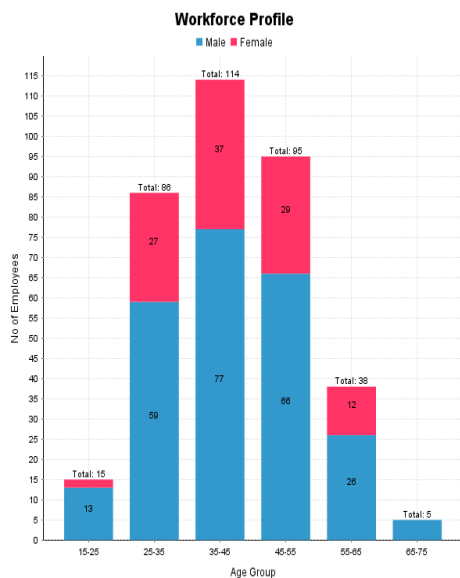
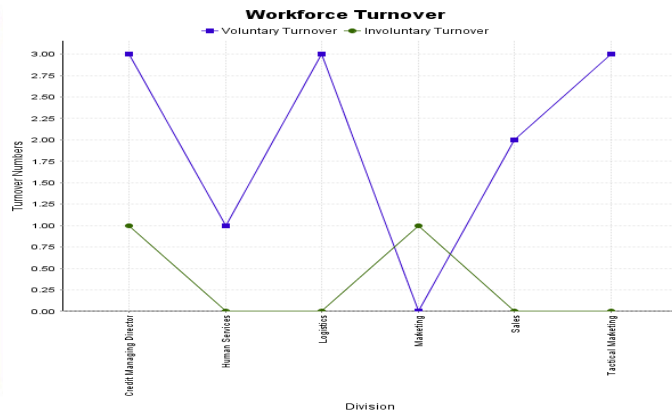
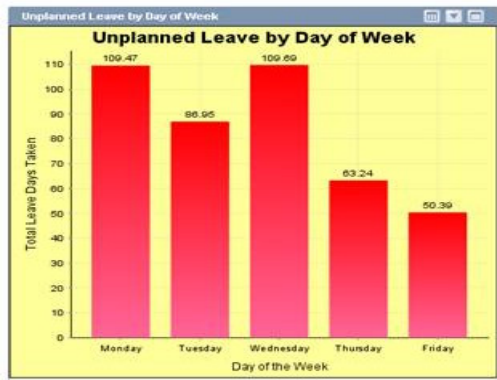
## 4.22 Report Writer – HR Intelligence

### Functionality Summary

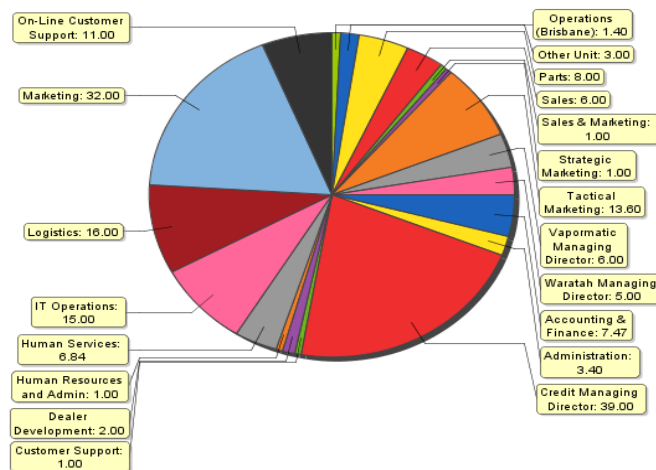
- Dynamic web based graphical information output
- Launched via Manager Self Service using self service security profiles e.g. view your team, global view
- Simple deployment
- HR Intelligence profiles include:
  - View dashboard only
  - View dashboard, write own reports and save to a private reports list
  - Create reports, publish, schedule and broadcast
  - System administration
- Provides dashboards, report lists and an ad hoc query tool
- Dashboards
  - Groups reports for a particular audience
  - Manager access to their employees' data
  - Provide real time information for action
  - Drill down to analyse
  - Align reports with your strategy
  - Define and review KPI performance
- Ad hoc query tool
  - Business subject views simplify data access
  - Easy drag and drop
  - Graphical capability including multiple format selections
  - Save to your reports list folder
  - Publish, schedule and broadcast reports with security permissions

### Benefits

- Develop strategic reporting
- Provide evidence based data
- Access real time information for more informed and up-to-date decision making
- Define and measure your KPIs
- Supports pro-active, timely decision- making



### Vacant Positions by Division



## 4.23 Security

### Functionality Summary

- Multiple levels of security provide or restrict access with three types of access control and privacy levels:
  - Restrict access by payroll e.g. staff and/or executive payrolls
  - Organisational i.e. which parts of the organisation structure and people can be accessed
  - Functional i.e. what functions can be accessed
- A combination of all types or only some types can be established for each user or user template
- User templates can be established where multiple people have the same access rights
- Audit report and inquiries identify pre and post values, by date, operator, type of change etc.

### Benefits

- Maintain stringent control of security templates while easily updating templates and processing change across all users
- Easy configuration to fit individual user and role security access needs

