

## Service Level Agreement

The parties to this agreement are Charles Sturt University Division of Human Resources (DHR) and Charles Sturt Campus Services Limited (CSCS).

This agreement will take effect from 4 April 2016 and will be reviewed and updated, if required, by 15 March annually. Any changes will be agreed and signed off by both parties.

### Objective of the Agreement

The purpose of this Service Level Agreement is to describe the key responsibilities of each of the parties in relation to contract payroll administration and human resource management support.

This Agreement sets out:

- the responsibilities of both parties;
- the overall standard DHR aims to achieve in the provision of services; and
- a mechanism for resolving any problems relating to the delivery of the service.

### Objectives of the Service

The objectives of the service are to:

- ensure timely and accurate payroll administration for CSCS staff;
- enable CSCS staff to have access to online services such as pay history, personal or bank account details, and leave balances;
- enable CSCS supervisors to have access to online services to view and approve team leave bookings, emergency contacts and leave balances;
- assist CSCS management with DHR support to deal with issues such as performance, employee health and safety, injury management and industrial relations.

### Responsibilities

Charles Sturt University - Division of Human Resources

The responsibilities of DHR are as follows:

- Process fortnightly payroll via the Ascender HR system on behalf of CSCS based on information provided by the company;
- Maintain CSCS staff entitlements;
- Develop an electronic personal file for each CSCS staff member which will be held in TRIM (this will not, however, be the primary personal file of CSCS staff);
- Facilitate self-service access for CSCS staff to update personal and bank details, apply for leave and view entitlements via web kiosk;
- Ensure consistent application of the CSCS Enterprise Agreement in conjunction with CSCS supervisors;
- Act as a first point of contact for, and provide advice and support to, CSCS management in relation to staff management or payroll issues;
- Provide a list of pay dates to CSCS management for circulation to staff;
- Provide advice and support to CSCS management and return to work co coordinators in relation to workplace health and safety and injury management;
- Develop reports (as agreed) that can be accessed directly by CSCS management as required;
- Advise CSCS management as soon as possible in the event of any issues/concerns.

## Charles Sturt Campus Services Limited

The responsibilities of CSCS are as follows:

- Recruit new staff and develop Letters of Offer and amendments to employment in accordance with the CSCS Enterprise Agreement 2013;
  - Ensure CSCS supervisors have a solid understanding of the CSCS Enterprise Agreement and apply conditions consistently and equitably;
  - Ensure CSCS staff have access to and have been informed of any changes in conditions as a result of future CSCS Enterprise Agreements.
  - Ensure that DHR is provided with a current clear delegations list outlining the transactions each CSCS officer is authorised to approve;
  - Ensure all CSCS staff have a current CSU username and login which will enable access to Web Kiosk;
  - Ensure fortnightly payroll spreadsheet is completed in line with CSCS Enterprise Agreement conditions, is checked for accuracy prior to submission to HR and approved by with HR payroll deadlines;
  - Ensure all penalties, leave requests and overtime payments are checked for accuracy prior to approval;
  - Review pay reports provided by the HR Service Centre and check for accuracy prior to approval;
  - Ensure CSCS staff receive appropriate training in relation to Web Kiosk and WHS online modules;
  - Ensure the HR Service Centre is notified using appropriate forms of any changes to reporting lines or changes of roster prior to the changes taking effect and **in time (one week)** for relevant changes to occur before the payrun;
  - Ensure the HR Service Centre is notified of any staff commencements and exits using the appropriate forms prior to the commencement or termination taking effect. **One week minimum is required;**
  - Liaise with HR Systems in relation to specific reporting requirements;
  - Advise DHR of any staff injuries via SCRIM within 24 hours of occurrence;
  - Manage workplace injuries and illnesses sustained by CSCS staff;
  - Seek assistance from DHR Manager, Work, Health and Safety for complex workers' compensation case management if unable to be managed via internal processes;
  - Seek assistance from DHR HR Liaison Manager for non-work related injuries and illnesses case management if unable to be managed via internal processes;
  - Advise DHR as soon as possible in the event of any staff related issues which require DHR advice or intervention and act on the advice provided.
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- **Dispute Resolution**
  - Concerns by either Party in relation to the operation of this SLA may be raised at any time. Both parties acknowledge that they will attempt to resolve disputes in a co-operative manner and negotiate dispute settlements in good faith.
  - In the event that a complaint or dispute cannot be resolved by negotiation, then the dispute will be referred to the Director Commercial Services and Residence Life and Director, HR Partnerships which may in turn refer to the Executive Director, Division of Human Resources and the Chief Financial Officer if required.

## Key Contacts

Name	Position	Contact in relation to:
Charles Sturt University Division of Human Resources		
Jennie Anderson	Director, HR Partnerships	Service Level Agreement
Deb Bardon	Manager, HR Service Centre	Service quality
Linda Van Gemert	Team Leader, HR Service Centre	Payroll
Andrew Smee	Manager, HR Systems	Report development
Michelle Jones	HR Liaison Manager	Staff issues, performance management, workforce planning, change management
Andrew Crowl	Manager, Workplace Relations	Enterprise Agreement interpretation, difficult workplace issues
Melissa Lombe	Manager, Work, Health and Safety	Workplace health and safety advice and support
HR Service Centre (HRSC)	N/A	General first point of contact enquiries for CSCS supervisors - hr@csu.edu.au or 84884
Charles Sturt Campus Services		
Martin Dooner	General Manager	Service Level Agreement approvals
David Polsen	Work Improvement Officer	CSCS supervisors first point of contact for advice
Chris Faucett	Finance Operations Officer	CSCS supervisors first point of contact for payroll administration issues and enquiries in relation to payroll from outside organisations wanting to confirm employment arrangements CSCS staff

## Service Availability

### Web Kiosk

- Generally the Web Kiosk will be available 24 hours a day, 7 days a week. The exception to this will be when system backups are undertaken, which is normally around 1.00pm on the Friday prior to payday for 30 minutes.
- Please note that these times may vary due to changes to operational requirements or events such as public holidays. If the Web Kiosk is unavailable at other times, users will be notified as soon as possible.

### General Enquiries

- The HR Service Centre is available for general enquiries from 9am- 5pm Monday to Friday.

## Service Levels

Timesheets/bulk timesheet spreadsheet	Approved bulk payroll spreadsheets received by the due date will be processed in the next pay. Refer to the pay processing table below for timesheet deadlines
New staff members	New staff members will be set-up in the Ascender Pay system within 3 working days of receipt as long as all the following information is received: <ul style="list-style-type: none"><li>• Signed Letter of Offer</li><li>• CSCS New Employee Information Form</li><li>• Tax Declaration</li><li>• Superannuation information</li></ul>
Contract amendments	Will be processed within 5 working days of receipt <b>if correctly authorised</b>
Changes to reporting lines	Will be processed within 5 working days of receipt <b>if correctly authorised</b>
Staff exits	Will be processed with the next scheduled pay <b>if correctly authorised</b> and received a week prior to exit date
Leave	Will be paid as approved
Staff issues	Will be acted upon with 2 days of contact with the relevant DHR officer
Workplace health and safety issues	Will be acted upon with 2 days of escalation

## Fortnightly Pay Processing Process and Deadlines

<b>Friday 9am (off pay week)</b> Exceptions spreadsheet sent by CSCS supervisors to <a href="mailto:hr@csu.edu.au">hr@csu.edu.au</a>
<b>Friday (off pay week)</b> Payroll report prepared by HR and sent to CSCS General Manager (or delegate) for checking
<b>Monday (pay week)</b> CSCS General Manager (or delegate) provides advice of approval/amendments required on Payroll Authorisation Form by 3pm
<b>Tuesday (pay week)</b> HRSC makes any changes as required and sends amended report for checking
<b>Wednesday (pay week)</b> CSCS General Manager (or delegate) provides advice of approval/amendments required on Payroll Authorisation Form by 9.30am
<b>Wednesday (pay week)</b> HRSC makes any changes as required and sends amended report for checking to CSCS General Manager (or delegate) together with Hours Worked Report Payroll processing and transfer to bank
<b>Thursday (pay day)</b> Payslips available to view in Web Kiosk CSCS General Manager (or delegate) provides advice of approval/amendments required on Payroll Authorisation Form by 5.00pm. Any changes will be processed in the next pay

### Service Quality and Monitoring

The parties will meet quarterly to review the provision of services, service levels, resolve issues and agree any service improvements that may be required.

### Signatories to Agreement



Adam Browne  
Executive Director, Human Resources  
Charles Sturt University



Martin Dooner  
General Manager  
Charles Sturt Campus Services Ltd