HUMAN RESOURCES / HR21 CONTACT DETAILS

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OVERVIEW

HR²¹ Kiosk interfaces with Chris²¹ (Human Resources & Payroll System) and is used for employee self-service and manager services. Staff members can access and maintain their own information via HR²¹ Kiosk, and make requests such as leave applications. In addition to accessing their own details, managers can also review information relating to the staff who report to them, and use HR²¹ Kiosk to review, approve and decline applications from their staff members.


ACCESSING HR²¹ KIOSK

Passwords
Initial logon is the CMS log in you use to access the portal or Webmail or log into a CMS computer:
  Logon ID: Computer User name (CMS Active Directory Log-in ID)
  Password: Computer Password (CMS Active Directory Password)

Passwords are managed by the IT Department and can only be changed or access reactivated by contacting the IT helpdesk.

Remember: Passwords are case sensitive. If you have forgotten your password, click on the RED IT Helpdesk Link to send an email to IT for assistance.
Should you use an incorrect username or password to log into HR²¹ Kiosk, the incorrect section will turn pink. Hover over it to see the error message.

**HR²¹ Kiosk Closures**
At times the HR²¹ Kiosk will be closed for payroll to process the pay run. Dates and times of these closures can be found under CMS eNews on the CMS home page (see below) and also on the Company News section of the HR²¹ Kiosk.
If you attempt to log in during a closure you will receive the following error message in HR²¹ Kiosk:

Unlock your account

If your account is locked, please contact a member of the IT department in your state to have your password reset.

Please note that an employee’s Manager, the HR²¹ Kiosk Administrator, IT or Human Resources staff do not have access to passwords and will not be able to tell you what it is/was.
**HOMEPAGE**

The below screen will pop up upon successful access to HR21 Kiosk. Company News is listed on the first page, informing you of any notifications or news. The upcoming HR21 Kiosk closures are also listed under Company News. The Calendar and Pay History pages will also appear on start-up.

To close any submenu in HR21 Kiosk, click on the X on the top right hand side.

To minimise any submenu in HR21 Kiosk, double click on the coloured bar with the title of the menu on it. At the top of the HR21 Kiosk Menu, there is a toolbar. This user guide will go through each of these options listed on this toolbar, as follows. Please note, the menus differ for various employment statuses. The menus explained in this manual are directed at full and part time staff.
USING THE BLUE TOOLBAR

With this new version of HR21 Kiosk, on each page there is a light blue toolbar, with commands on it. To assist you in navigating and using this new version of HR21 kiosk, it is helpful to understand what each of these commands mean:

<table>
<thead>
<tr>
<th>COMMAND</th>
<th>USE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refresh</td>
<td><strong>Refresh</strong> Command. This is good for refreshing the current screen on display.</td>
</tr>
<tr>
<td>Add</td>
<td>The <strong>Add</strong> Command. This is useful when adding a record – for example, when applying for a new leave application, or adding a new record for your personal details (language, etc). <em>Often this button needs to be pressed to begin a new process, as often options in HR21 Kiosk are ‘greyed out’ until you press this.</em></td>
</tr>
<tr>
<td>Magnifying Glass Icon</td>
<td>This icon is useful when you wish to obtain further details on a record. This icon will also present on the calendar if there is information to access on a given day.</td>
</tr>
<tr>
<td>Update</td>
<td>The <strong>Update</strong> Command. This button to be pressed to save your details, or to submit your application to your manager for approval.</td>
</tr>
<tr>
<td>Delete</td>
<td>The <strong>Delete</strong> command. This is useful to delete leave applications.</td>
</tr>
<tr>
<td>Options/ Radio Button</td>
<td>Press this button to see a list of options to select from.</td>
</tr>
<tr>
<td>Help</td>
<td>The <strong>Help</strong> Command. When pressing this button on the blue toolbar, areas you the current kiosk page will populate with this icon. Hover over the question marks to get assistance and guide you.</td>
</tr>
</tbody>
</table>
HELP PAGE

Click ‘Help’ from your menu across the top of the screen to obtain help on sections of the HR$^{21}$ Kiosk. There are two tabs:
- Contents
- Index

There is also a search function at the top of the help screen.

Please remember that this is a ‘generic’ help section that comes with the chris$^{21}$ product and be mindful that alterations have been made specific to the HR$^{21}$ Kiosk setup for C Management Services. It is best to firstly refer to any help documents produced by Human Resources, such as this one. If you cannot find the answer to your query please email Human Resources: humanresources@mel.cgu.edu.au.

This Contents page will appear on opening the ‘Help’ menu item.

The Help Contents are divided into the following areas:

- Login
- Getting Started
- Tutorials
- Leave
- Flexi-Time
- Payslip
- Address
- Timesheets
- Training
- Vacancy Request
- Request Travel
- Organisation Chart
- Favourites
- Staff List
- Staff Planner
- Requests
- Reports
- Calendar
Click on the icon to see a list of the contents under each section.

The Index tab of the HR²¹ Kiosk Help allows you to search using topics alphabetically.

Click on the topic you would like to read more about and the information will show on the right-hand panel of the Help window.

The Search function in HR²¹ Kiosk Help allows you to search on any topic/word you like and will bring up a list of sections within the HR²¹ Kiosk that are related to that word. Just enter the topic/word into the search box up the top of the HELP screen.
Click on the topic you would like to read more about and the information will show on the right-hand panel of the Help window.

Search word entered in the search box; results appear in a list on the left hand side.
PAYROLL MENU

In the HR21 Kiosk, a staff member can use the PAYROLL menu to review their following details:
- Remuneration
- View and Print Payslips
- All Bank Details
- Tax Details
- Allowances
- Deductions
- Pay History
- Superannuation

PAYROLL → REMUNERATION

To View Remuneration

The Remuneration page shows the staff member’s remuneration (both salary and superannuation) at a specified date for a requested interval. It shows the staff member’s salary in a variety of intervals, such as hourly, fortnightly, monthly and annual. For example, you can see what your remuneration was in the past, or obtain your remuneration in a weekly or fortnightly format, instead of annually.

To view Remuneration:
- From the menu select Payroll > Remuneration

A screen will appear showing your current salary as of today, with your superannuation contribution provided by CMS.

- To check what your remuneration was on a past date, use the Calendar button next to ‘Remuneration as at Date’ to choose your required date.
- Then click on “Update” command in the light blue menu to show your remuneration as of your chosen date.
- To view a different interval of your remuneration (for example, you may wish to see a monthly or fortnightly rate, instead of the annual rate) choose the requested interval from the drop down box. Then click on the “Update” button on the light blue menu above.
PAYROLL → DETAILS → PAY BY PERIOD

The Pay by Period page gives you the option of viewing your comprehensive pay details by last pay/month/year to date. This page provides a breakdown of the staff member’s last completed pay including gross (base, overtime, allowances), taxable salary, pre- and post – tax deductions, HELP, tax, superannuation and net pay amounts. This screen is display only. Data entry is not permitted on this screen by the staff member.

If you have any concerns or queries regarding your last pay, please contact your payroll contact person on Campus or Corporate Office. HR21 Kiosk specific queries can be directed to the HR21 Kiosk Administrator.

Highlight the desired period to view the pay details for that time. For example, highlighting month to date will show all pay received for the current month. Year to date will show totals for the current year so far.
To Print Payslips

- Select the **Payslip** button from any period (this will always give you the last pay period payslip)
- A notification box may come up stating "Report submitted to be run". Click OK.
- The payslip is displayed in a new window
- To print the payslip, press the printer icon in the top left hand corner of the payslip (see next page).

**PAYROLL ➔ DETAILS ➔ PAY HISTORY**

The Pay History page is used to view past payrun details. Staff can print payslips from previous pays from this page.
To View Older Payslips & Print Previous (Historical) Payslip

- The complete pay history for the staff member will appear. Scroll through and highlight the payrun number/pay date required.
- Details of the selected pay are displayed in the Pay History window.
- Select the Payslip button.
- The requested payslip is displayed in a new window.
- To Print, select the Print button (see above).

PAYROLL → DETAILS → BANK

To View or Change Bank Details
This page provides information regarding the staff member’s bank details for pay disbursement. Also listed are any bank accounts where deductions are paid.

The employee has the ability to change their bank account in this section. Employees cannot change any amounts or percentages relating to deposits into nominated 2nd/3rd bank accounts. Please complete the relevant section of the ‘Employee Details Alterations Form’, and forward this to Payroll.

To add or delete a bank account, please complete the relevant section of the ‘Employee Details Alterations Form’, and forward this to Payroll via the Business Manager or Payroll contact person.

If the new BSB is not shown in the list within the HR²¹ Kiosk (see steps to follow below) when changing bank account details, complete the relevant section of an ‘Employee Details Alterations Form’, and forward this to Payroll. Alternatively, you can request Payroll to add this BSB to the HR²¹ Kiosk list and then it will be available for you to choose in the HR²¹ Kiosk.

To go to the Bank Details screen:
- From the menu select Payroll > Details > Bank
- Details of your bank details will be shown

To change your Bank Account/s:
- Click on the radio button next to ‘Bank’.
- A Bank Search Window will be displayed (see next page)
• Search for Bank using the Bank Field Picker. The Bank can be searched for using the Bank Code (the first two digits of the BSB number) or by bank name. Choose your requested field, enter in details in the search field and click GO
• You can also find your Bank by using the Next and Back buttons
• If your Bank is not on the list, please complete an Employee Details Alterations Form and send to payroll
• Once you have found your bank, click on the radio button next to BRANCH. The Branch field in the All Bank Details screen will now reflect all the Branches your chosen bank lists as options. Select your chosen branch by using the address in the search, or by entering the complete BSB number
• Change your account number by typing it into the relevant field
• Include any leading zeroes in your entry for the account number.
• The Account Name field holds the account name of the account to which your pay or deduction is directed. You can change the name of the account by typing the new details in this field.
• Check that the details you have entered are **100% correct** and click on the “Update” button on the light blue toolbar.

Please note: The Branch Address field displays the branch address for the BSB entered. You cannot directly change this field, but this field is updated when you change the BSB Code field and Update the record. It will remain the same as the old address until the “Update” button is pressed.

**PAYROLL → COMPONENTS → SALARY**

**To View Salary History**
This function provides a quick history of changes to the staff member’s basic salary (for example UCA increases or anniversary increases) and also shows at what dates these changes came into effect and the reason behind the change. Superannuation is NOT shown in this function.

This screen is display only. Data entry is not permitted on this screen by the staff member.

To view Salary:
• From the menu select Payroll > Components > Salary
PAYROLL → COMPONENTS → ALLOWANCES

To View Allowances
The Allowances screen displays the allowances an employee receives.

Examples of Allowances are:
- Higher Duties Allowance
- Living Away From Home Allowance
- Bonus
- Mileage Allowance

This screen is display only. Data entry is not permitted on this screen by the staff member.

PAYROLL → COMPONENTS → DEDUCTIONS

To View Deductions
This function shows the staff member’s payroll deductions, including a history of changes underneath.

Examples of Deductions are:
- Extra Tax Deductions
- Garnishee payments
- Jury Service Reimbursement

This screen is display only. Data entry is not permitted on this screen by the staff member.

PAYROLL → COMPONENTS → SUPERANNUATION

To View Superannuation
The following information is available for viewing on the superannuation screen:
- Your chosen superannuation fund
- The date the contributions first started into your chosen fund
- Overview of the standard contributions made to the fund by CMS (9%)
- Overview of any personal contributions you have made to your super fund
- Where supplied, your superannuation Identification/member number

Data entry is not permitted on this screen by the staff member – this is view only.
LEAVE MENU

In the HR21 Kiosk, a staff member can use the LEAVE menu to do the following:

- Check on current leave balances and future leave balances
- Show a history of leave taken
- Place a request for leave with your manager (this can also be done using the CALENDAR function)

PLEASE NOTE: Staff members can only view the following leave types in HR21 Kiosk:
- Annual Leave
- Sick Leave
- Carer’s Leave
- Time Off In Lieu (TOIL)

Other leave types, such as maternity/paternity leave, and Long Service Leave will need to be applied for via the Leave Application Form available from the Winning People Toolkit.

LEAVE ➔ BALANCES

To Enquire on Leave Balances

The staff member’s total leave entitlements for Annual leave, Sick Leave, Carer’s Leave and TOIL are now displayed, defaulting to today's date.

A staff member can also enquire on future leave balances by entering a different ‘Enquiry Date’ and clicking the Enquire button.

Please note that the system does not allow staff members who are not full-time (i.e. are Permanent Part Time) to enquire on future leave balances.

You can enquire on the following leave types:
- Annual Leave
- Annual Leave (No Leave Loading)*
- Carer’s and Related Purposes Leave (LCAR)
- Sick Leave
- Time in Lieu

*This leave type is only valid for selected staff members

This Leave Balances function in the HR21 Kiosk also shows the amount of leave which has been booked and entered into the system for a future date in the ‘Future Leave’ column.
LEAVE → LEAVE TAKEN

Leave History

A staff member can view a list of past leave taken. This page will show the leave type, the start and finish dates of the leave, and the total days taken for each leave period. It will also show approved leave applications for future dates that have not yet been taken or paid (once approved by the senior/final manager).

Data entry is not allowed in this screen by the staff member.

- A complete record of all leave taken will display on the screen (see below).
- If you attached notes to your leave application at the time of request, these can be reviewed by pressing the “Notes” on the light blue menu bar. If you did not attach any notes to your application at the time of request, there will be no data to see when pressing the ‘Notes’ command.

<table>
<thead>
<tr>
<th>Leave Type</th>
<th>Start Date</th>
<th>End Date</th>
<th>Days Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Leave</td>
<td>29/07/2011</td>
<td>1/08/2011</td>
<td>2.00</td>
</tr>
<tr>
<td>Annual Leave</td>
<td>29/04/2011</td>
<td>29/04/2011</td>
<td>1.00</td>
</tr>
<tr>
<td>Annual Leave</td>
<td>18/02/2011</td>
<td>18/02/2011</td>
<td>1.00</td>
</tr>
<tr>
<td>Annual Leave</td>
<td>4/01/2011</td>
<td>7/01/2011</td>
<td>4.00</td>
</tr>
<tr>
<td>Annual Leave</td>
<td>29/12/2010</td>
<td>31/12/2010</td>
<td>3.00</td>
</tr>
<tr>
<td>Sick Leave</td>
<td>21/10/2010</td>
<td>21/10/2010</td>
<td>0.50</td>
</tr>
<tr>
<td>Annual Leave</td>
<td>28/09/2010</td>
<td>28/09/2010</td>
<td>1.00</td>
</tr>
<tr>
<td>Sick Leave</td>
<td>23/08/2010</td>
<td>23/08/2010</td>
<td>1.00</td>
</tr>
<tr>
<td>Annual Leave</td>
<td>28/09/2010</td>
<td>28/09/2010</td>
<td>1.00</td>
</tr>
<tr>
<td>Annual Leave</td>
<td>27/05/2010</td>
<td>27/05/2010</td>
<td>0.50</td>
</tr>
<tr>
<td>Leave Without Pay</td>
<td>22/04/2010</td>
<td>22/04/2010</td>
<td>1.00</td>
</tr>
</tbody>
</table>

Leave records cannot be amended via the HR21 Kiosk if they have already been approved. If you need to amend an approved leave application, please complete a Leave Cancellation Form (available from the Document Register under Payroll) and provide to your manager to sign and forward to your Payroll contact person on Campus/Corporate Office. It may then be necessary to submit a new leave application by repeating the steps under the Leave Applications section below.

LEAVE → REQUEST LEAVE

To Apply for Leave – Method One: Using the ‘Request Leave’ Function

A staff member can enter their leave application using the ‘Request Leave’ page in the Leave menu of the HR21 Kiosk. The leave application will include the type of leave and leave period. Any comments supporting the leave application can also be recorded.

After applying for leave, all leave applications and their status, can be viewed on the ‘Request Leave’ page until they are approved by the senior/final manager and appear under Leave Taken.

- From the menu select Leave > Request Leave
- Click on the Add’ command on the light blue menu bar.
- The drop down menu next to ‘Leave Type’ will now activate. If you do not press the ‘Add’ button first, this will remain greyed out, and unable to be accessed. Select your required leave from the options offered (eg: annual leave, Carer’s leave, sick leave, study/professional development leave)
• Type in your first day of leave in the “Start Date’ box in the format dd/mm/yyyy, or use the calendar next to the ‘Start Date’ box to select your first day of leave
• Type in your last day of leave in the ‘End Date’ box in the format dd/mm/yyyy, or use the calendar next to the ‘End Date’ box to select your final day of leave
• Then click on the ‘Query Balances’ button on the right hand side
• The HR21 Kiosk will now display the total number of days/hours of your leave application for the selected dates. This will reflect your normal working hours (eg. 1 day = 7.50 hours total leave for Full Time employees).

If you are Part-Time, have applied for one day’s Annual Leave and you work 6 hours per day, this will be automatically be calculated and displayed as:

<table>
<thead>
<tr>
<th>Days</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00</td>
<td>6.00</td>
</tr>
</tbody>
</table>

• Enter in any ‘Notes’ if required. In particular, the ‘Notes’ facility should be used for any Leave without pay (LWOP) applications.
• The C Management Services Pty Ltd Union Collective Agreement 2008 states that a medical certificate or statutory declaration stating grounds for leave will be required for Sick Leave in excess of three (3) days. A medical certificate or statutory declaration is required for Carer’s Leave in excess of one (1) day. Please tick the box if you have a medical certificate or statutory declaration for your leave application.

Your Manager will not approve your application until the medical certificate/statutory declaration is sighted.

• Select the ‘Update’ button on the light blue toolbar when you have completed your leave application. You should now receive an information alert: “Entry added successfully”. Click OK.

• Your manager will now be notified of your application and will be asked to review it in their HR21 Kiosk. You will also be copied into this email. An automated email will be sent when your direct manager approves/declines your application and if applicable, when final approval/decline is given by a senior manager. Your leave application will remain in the section ‘Leave Applications’ until it has gone through the entire approval process. Upon final approval, the application will move to the ‘Leave Taken’ section.

To apply for less than one day’s leave (eg. A half day):

• From the menu select Leave > Request Leave
• Click on the ‘Add’ button on the light blue toolbar.
• The drop down menu next to ‘Leave Type’ will now activate. Select your required leave from the options (e.g. annual leave)
• Type in your first day of leave in the “Start Date” box in the format dd/mm/yyyy, or use the calendar next to the ‘Start Date’ box to select your first day of leave
• Type in your last day of leave in the ‘End Date’ box in the format dd/mm/yyyy, or use the calendar next to the ‘End Date’ box to select your final day of leave
• Then click on the ‘Query Balances’ button on the right hand side
• In the Days field, overwrite the fraction of the day (eg. 0.5) or in the Hours field enter the hours (eg. 3.75). If you enter data into one of the fields, eg. Hours, the other field will automatically be calculated when you click on the Apply button. See below.

| Days Taken | 0.5         |
| Hours Taken | 3.75        |

• Enter in any ‘Notes’ if required. In particular, the ‘Notes’ facility should be used for any LWOP applications.
• If you have/will have a medical certificate/statutory declaration to support a Leave application, indicate this by selecting the checkbox marked ‘I have a medical certificate for this request (see below).’ Scan the certificate and add it to your computer, then click the ‘Browse’ button to locate it, and attach it to your sick leave application.

Once you have scanned your certificate, press the ‘Browse’ button next to ‘Attachments’ to add it to your leave application.

Tick this checkbox if you have a medical certificate to support your leave application.

• Select the ‘Update’ button on the light blue toolbar when you have completed your leave application. Your manager will now be notified of your application and will be asked to review it in their HR21 Kiosk. You will also be copied into this email. An automated email will be sent when your direct manager approves/declines your application and if applicable, when final approval/decline is given by a senior manager. Your leave application will remain in the section ‘Leave Applications’ until it has gone through the entire approval process. Upon final approval, the application will move to the ‘Leave Taken’ section.
To Apply for Leave – Method Two: Using the ‘Calendar’ Function

The calendar page in HR21 Kiosk is another way to apply for leave. It is particularly useful as this function is a consolidated view that allows you to see your work events such as booked leave and pay dates.

CALENDAR ➔ CALENDAR

The Calendar:

- A Colour coded calendar shows on the screen. Non-working days are shaded in green, today is shaded in orange, and light pink denotes public holidays. Gold coins indicate paydays.

Apply for leave using the Calendar:

- Click on the day you want as your first day of leave. It should turn bright pink.
- Then click on the day you want as your final day of leave. All the days you have now selected as requested leave should now be displayed in bright pink – including the weekends or non-working days.
- Click on the radio button marked ‘FT & PT Staff – Request Leave’ on the right hand side of the calendar. See below.
A pop-up menu will then appear, as below. The requested dates you have chosen on the calendar should already be populated in this menu. If the dates are incorrect, you can correct them using the small calendars next to the ‘Start Date’ and ‘End Date’ if need be.

Then choose your requested leave type – annual leave, sick leave, etc.

If you are happy with the application, click on the ‘I’d like to submit this application as it is’ button. Your manager will now be notified of your application and will be asked to review it in their HR21 Kiosk. You will also be copied into this email. An automated email will be sent when your direct manager approves/declines your application and if applicable, when final approval/decline is given by a senior manager. Your leave application will remain in the section ‘Leave Applications’ until it has gone through the entire approval process. Upon final approval, the application will move to the ‘Leave Taken’ section.

If you are submitting a sick leave application, whereby you wish to attach a certificate, or a partial day of leave, please click the button next to ‘I’d like to add some extra details to this application before I submit’.

This will send you back to the “Request Leave” page in HR21 Kiosk to complete your application by adding notes or attachments.

Once your application is completed, Select the “Update” button on the blue toolbar. Your manager will now be notified of your application and will be asked to review it in their HR21 Kiosk. You will also be copied into this email. An automated email will be sent when your direct manager approves/declines your application and if applicable, when final approval/decline is given by a senior manager. Your leave application will remain in the section ‘Leave Applications’ until it has gone through the entire approval process. Upon final approval, the application will move to the ‘Leave Taken’ section.
Common reasons why you may encounter an error when applying for leave:

- The start date of leave is not after the end date of a previously existing application
- Another leave application already exists for part of this period
- Date entered in incorrect format (needs to be in format dd/mm/yyyy)
- Either the start date OR the end date of leave entered is a public holiday (see below)
- Dates of leave are for a weekend
- Start date of leave is a non-working day
- You don’t have enough leave in your ‘Leave Balance’ to cover this period

Applying for leave during a Public Holiday

If you apply for annual leave, where a public holiday is selected as either the first day or the last day of leave, the HR21 kiosk will recognise the public holiday and ask you whether you wish to adjust the start date or end date to account for this. You will then have the chance to amend the start date accordingly. Should you elect to go ahead anyway, the public holiday will be treated as a leave day, with your annual leave balance charged. See pictures below.

Where a public holiday is within a period of leave, the HR21 Kiosk will deduct the public holiday from the calculation of leave days automatically, without you needing to change it.

What if you don’t have enough leave accrued for your leave application?

Annual Leave

If you don’t have enough annual leave accrued for your annual leave application, the HR21 Kiosk will still allow it to be submitted to your manager for approval. Should your manager agree, your annual leave will be exhausted, with the balance of your requested leave offered as Leave Without Pay (LWOP). Leave without Pay applications will only be granted in exceptional circumstances where other leave types have been exhausted and the staff member provides a Reason in the notes section of the leave application. Please see ‘Overflow Rules’, page 25.
Sick Leave

If you don’t have enough sick leave accrued for your sick leave application, the HR21 Kiosk will still allow it to be submitted to your manager for approval, however, a warning alert will come up on the screen, notifying you that your sick leave balance has been exceeded, and overflow rules will be applied. (See left).

The remaining leave will be submitted as ‘Leave Without Pay’ and will be considered by Management. Where you are aware that you do not have enough sick leave to cover the period of absence, notes should be entered to explain this to the manager. If approved, the application will go through the leave approval process as normal. If declined, your Manager may discuss your request with you and ask that you resubmit an application for an agreed revised period of leave.

Staff member should use the Notes section if applying for leave which exceeds their Sick Leave balance. Generally, Leave Without Pay is only granted in exceptional circumstances and this needs to be demonstrated in the notes section of your application.

Carer’s Leave

On-going and fixed-term employees are entitled to five (5) days paid Carer’s Leave per year. A maximum of 10 days Carer’s Leave may be taken each year, with any accrued Sick Leave able to be accessed for this purpose.

If you don’t have enough Carer’s Leave to cover your Carer’s Leave application, the HR21 Kiosk will still allow it to be submitted to your manager for approval. The remaining leave will be processed as ‘Carer’s Leave from Sick’ and will be considered by Management. Be mindful that you can only access 5 days from your Sick Leave balance for the purposes of Carer’s Leave.

Staff members should use the Notes section if applying for leave which exceeds their Carer’s Leave balance.

There is an automatic overflow rule which allows Carer’s Leave applications which are in excess of an employee’s Carer’s Leave balance to overflow to the leave type ‘Carer’s Leave from Sick’. Also see section ‘Overflow Rules’.

Example:
Staff Member has already had three (3) days Carer’s Leave for the year, therefore has a remaining balance of two (2) days Carer’s Leave and has access to 5 days from their Sick Leave for Carer’s leave purposes. Staff member now wants to apply for four (4) days Carer’s Leave to care for an immediate family member.

The staff member should apply for four (4) days Carer’s Leave via the HR21 Kiosk. The staff member’s manager will receive this application, review Leave History and Leave Balances and approve or decline the application.

If approved, two (2) days will be taken from the employee’s Carer’s Leave balance, and 2 days taken from the employee’s Sick Leave balance.

If declined, your Manager may discuss your request and ask that you resubmit an application for an agreed period of leave.

Long Service Leave

Under Clause 27 of the CMS Union Collective Agreement 2008, an employee is only entitled to take long service leave after completing ten (10) years of continuous paid service. Should you wish to apply for long service leave, please fill in a ‘Leave Application Form’ that can be found on the Winning People Toolkit and submit to your manager. You cannot apply for long service leave through HR21 Kiosk.
OVERFLOW RULES

Overflow rules exist for Sick Leave, Annual Leave and Carer’s Leave. The below sections demonstrate the different stages from employee and manager perspectives when an employee applies for leave which exceeds the leave balance available. The categories are:

- Sick Leave will become Leave Without Pay
- Carer’s Leave will become Carer’s Leave from Sick and then Leave Without Pay
- Annual Leave will become No Leave Available (Leave Without Pay)

Sick Leave Overflow to Leave Without Pay

Apply for Sick Leave

Apply in excess of sick leave balance as one sick leave application via HR21 Kiosk. For example, Curly Stooge applies for 41 days sick leave, when only 10 days have been accrued.

Curly is applying for 41 days sick leave, however, his total accrued annual leave is 10 days.

Curly shall receive a warning message, notifying him that because his sick leave balance has been exceeded, overflow rules will apply.
Should Curly press yes to proceed, both he and his manager will receive an email, notifying them both that the application request has been made. In previous versions of kiosk, the leave application was broken down into four separate applications (sick leave as full days, sick leave as remaining hours accrued, leave without pay for the remaining hours of that day; and leave without pay for remaining days of application).

Now, the whole application will stay as a single request, and forwarded to the manager's kiosk, whereby the application can be approved, declined or rejected. Staff member should use the Notes section if applying for leave which exceeds their Sick Leave balance. Generally, Leave without pay is only granted in exceptional circumstances and this needs to be demonstrated in the notes section of your application, or by attaching a certificate/correspondence from your medical practitioner.

Carer's Leave Overflow to Carer's Leave from Sick

Apply for Carer’s and Related Purposes Leave
Apply for Carer’s and Related Purposes Leave for a period in excess of Carer’s and Related Purposes balance.
Example: Employee, Mary Black applies for 15 days Carer’s Leave, and has 5 days available Carer’s Leave balance.

Mary shall receive a warning notification on her screen, notifying her that the leave she has applied for has exceeded her current balance, and overflow rules will apply.
Should Mary press yes to proceed, both she and her manager will receive an email, notifying them both that the application request has been made. In previous versions of kiosk, the leave application was broken down into two separate applications (carers leave as full days, then the remaining balance showing as separate application of ‘Carers Leave from Sick’.) Now, the whole application will stay as a single request, and forwarded to the manager’s kiosk, whereby the application can be approved, declined or rejected.

Once Mary’s manager has been alerted to this ‘Carers Leave from Sick’ application, the manager must ensure that Mary has used up all of her carer’s leave and meets the guidelines to be able to use up to five days of her sick leave for this purpose.

**Annual Leave Overflow to Leave Without Pay**

Apply in excess of annual leave balance as one annual leave application via HR21 Kiosk. For example, Curly Stooge applies for 10 days leave, when only 3 days have been accrued.

Curly shall receive a warning message, notifying him that because his annual leave balance has been exceeded, overflow rules will apply.

Should Curly press yes to proceed, both he and his manager will receive an email, notifying them both that the application request has been made. In previous versions of kiosk, the leave application was broken down into separate applications – the annual leave component, and leave without pay for remaining days of application.

Now, the whole application will stay as a single request, and forwarded to the manager’s kiosk, whereby the application can be approved, declined or rejected. Staff member should use the Notes section if applying for leave which exceeds their Annual Leave balance. Generally, Leave without pay is only granted in exceptional circumstances.
Deleting a leave application that has not been approved yet

You can delete your leave application via the HR21 Kiosk anytime prior to final approval. At each approval stage you will receive an email to inform you of your application’s status. Once your leave application has been through the appropriate approval routes and has been given final approval, it will show on the “Leave Balances” screen in the HR21 Kiosk as ‘Approved Future Days/Hours’ and the Leave Taken screen and you will not be able to delete this application.

If your leave application needs to be amended or deleted after it has been given final approval, please complete a Leave Cancellation form (available from the Document Register under Payroll) and provide to your manager to sign and forward to your Payroll contact person on Campus/Corporate Office. It may then be necessary to submit a new leave application by repeating the steps under the Leave Applications section of this document.

- From the menu select Leave > Request Leave
- Your unapproved applications will now be displayed UNDER the request leave form. See below
- Highlight the application you wish to delete
- Click on the “Delete” button on the light blue toolbar

A confirmation message will then appear, confirming that you wish to delete the application for leave:

- Click ‘Yes’ to delete your application. An information message with appear, confirming that your application has been deleted. An email will then be sent to your manager, notifying them that the application has been deleted.
Amending & deleting an approved leave application

If your leave application needs to be amended or cancelled after it has been through the entire leave approval process, please complete a Leave Application Cancel Form, which can be found on the Document Register under Payroll. Ask your manager to sign the form to approve the cancellation and forward to your Payroll contact person on Campus/Corporate Office. Your application will then be cancelled by payroll and your leave balance reinstated. If required, a new leave application will need to be lodged by repeating the steps under the Leave Applications section of this document.
PERSONAL DETAILS MENU

PERSONAL DETAILS ➔ DETAILS

Details
This page can be used to review personal details, including:

- Staff number
- Name (First Name, Surname & Preferred Name)
- Birth date
- Date joined the company

To go to the Details page:

- From the menu select Personal Details > Details
- Your personal details will then be shown
- All fields on this screen are view only, except for 'Preferred Name.' An employee can change their 'Preferred Name' on this screen. To change your preferred name, type in your preferred name in the appropriate field (shown below)

  Preferred Name: Kali

- Click on the “Update” button in the blue toolbar to save.

If any other personal details need updating, please complete an ‘Employee Details Alteration Form’, which can be found on the Winning People Toolkit on the CMS Intranet.

PERSONAL DETAILS ➔ ADDRESSES

Addresses
This page displays a list of address records for the staff member. The staff member can also select an address record and drill-down to view and/or update the details.

Address records available for viewing and updating:

- Home
- Emergency Contact
- Postal Address (where applicable)
- Next of Kin Address (where applicable)

To go to the Addresses page:

- From the menu select Personal Details > Addresses
- Address details will be shown for employee’s home address and emergency contact address.
- To change address details, highlight the address you wish to change – either home address, of emergency contact.

  Type in amendments as necessary, then press the “Update” on the blue toolbar to save your changes.

The Addresses section in the HR21 Kiosk does not allow you to delete an address type, only update/change existing address information for Home and Emergency Contacts.
PERSONAL DETAILS ➔ POSITION

Position
This page displays a list of the staff member’s position records to date. This page will also display the start and end dates that you are/were employed in a certain position, as well as hours per week, department and workstream.

To go to the Positions page:
- From the menu select Personal Details > Position
- Select Positions in the menu
- Data entry is not allowed in this screen by the staff member – this is for view only.

PERSONAL DETAILS ➔ LANGUAGES

Languages
The Languages screen displays a list of languages that the staff member can communicate in. This screen may be added to or modified.

- From the menu select Personal Details > Languages
- A screen will then display, showing options for first language spoken, Language 2 and Language 3. (See below).

- To add or amend language details:
  - Access the Languages screen (as per above)
  - The drop down boxes will then activate.
  - Select from the drop down boxes your spoken languages. If your language is not available from the options, select other.
  - Click on “Update” on the blue toolbar to save your changes to Languages.
COMMUNICATION MENU

In the HR²¹ Kiosk, a staff member can use the COMMUNICATION menu to do the following:

- Check up on company news and HR²¹ Kiosk closures
- If you are having trouble using some of the features on HR²¹ Kiosk, and are receiving error messages, you can use the communication menu to send details of these error messages to HR for assistance.

COMMUNICATION → COMPANY NEWS

Company News
When you log in to the HR²¹ Kiosk or choose Company News from the menu, the messages configured by the HR²¹ Kiosk Administrator appear on the Company News page.

If you have news items that you would like to be added to the Company News section of the HR²¹ Kiosk, please contact the HR²¹ Kiosk Administrator.

COMMUNICATION → MESSAGES

Messages
Should you have difficulty using HR²¹ Kiosk and error messages are coming up on the screen, you can use the communication menu to email details of these error messages to HR for assistance. To send an email to HR with the error messages you have been receiving:

- From the menu select Communication > Messages
- A messages screen will then appear, showing a log of your recent error messages (See below).

![Messages Screen]

- Click the ‘Support’ button on the bottom right hand side to email these message to HR
- A new email will open addressed to HR with the list of errors, please include a note to HR or what you are trying to resolve/action
- If you have resolved your errors, and do not need assistance, please click on the ‘Clear’ button, then click on the X on the top right hand side of this message to close.
REPORTS MENU

REPORTS ➔ REPORT OUTPUT

View Reports
The View Reports menu is used to reprint payslips the staff member has requested in the HR21 Kiosk.

To reprint a payslip you have already requested through the Pay History/Pay by Period screen:

- From the menu select Reports > Report Output
- List of payslips that you have run will now be displayed on the screen
- Click on the small magnifying glass next to the payslip you wish to print out again
- The payslip will then display on the screen. Click the printer icon on the top left hand side to print.

To delete payslip requests you have made through the Pay History/Pay by Period screen:

- From the menu select Reports > Report Output
- List of payslips that you have run will now be displayed on the screen
- Click on the small red X next to the entry you wish to delete.
- Note- payslips will automatically expire/disappear in the report output screen after one month.

To re-print a payslip, click on the magnifying glass next to the record you wish to print.

To delete a payslip request from this screen, click on the small red x
EXIT HR\textsuperscript{21}
When you wish to end your HR\textsuperscript{21} Kiosk session:

- Click on “Exit HR\textsuperscript{21}” Icon, situated at the very right hand side of the black toolbar:
- The below screen will appear
HUMAN RESOURCES CONTACT DETAILS

For queries regarding the HR²¹ Kiosk, please contact a member of the HR Team.

humanresources@mel.cqu.edu.au
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