

# INSTRUCTIONS

This is a **View Only** file. To copy and edit this presentation:

## Microsoft Office Users:

In this presentation, click **File > Download > Microsoft PowerPoint (.pptx)**

## Google Drive Users:

In this presentation, click **File > Make a Copy > Entire Presentation**

## Slide Tips

- You may customise (add, edit and remove) the slides suit your organisation's needs/messaging
- Present this to your team as part of your HR launch

# HR EMPLOYEE DAILY USE GUIDE

A whole **new** world of work.



# ABOUT THIS GUIDE

The HR Daily Use Guide showcases the features and benefits of Employment Hero and Employment Hero Work. This guide is available to all Employment Hero customers and may be edited.

Information provided in this guide may differ from your HR experience based on:

- Location (including employees working in a different location to their employer)
- Employment Hero subscription
- Payroll integration
- Platform configuration
- Product updates

Please speak to your employer if you have any questions.





# WE'RE TOUGH ON SECURITY

So your personal information  
stays **secure**.




[Click here to view our  
Security Centre](#)

# YOUR INVITATION TO EMPLOYMENT HERO

Keep an eye out for an email invitation to  
Employment Hero!

Click the link in the email to set your password  
and to start the Employment Hero onboarding  
process.





Hi Nathan,

As an employee of KitKat you will now have an easy employee portal powered by Employment Hero!

KitKat uses our platform as their paperless HR information system where you can easily manage your employee file and personal details as well as access your employment documents and workplace policies.

KitKat has created an Employment Hero account on your behalf so you just need to login and create your password:

Your login information is the following:

- Sign In Email:
- Password: Click [here](#) to set your password.\*


If you would like to know more about how your company uses Employment Hero and how to get on board, [click here](#)

Please contact your HR manager or your HR champion,  
if you have any questions or need technical assistance!

*\*Please note that the above link will expire within 72 hours of receiving the link.*

---

*This is a system generated notification, triggered by KitKat. For further information, please contact your account administrator.*



POWERED BY EMPLOYMENT HERO

# CONTENTS

This guide is designed to help you learn key features using the Desktop experience and Employment Hero Work app.

There are exclusive benefits, financial, career and other features in both the Desktop and Employment Hero Work.

Master the basics with this guide as you learn Employment Hero.



Throughout this guide, click a [link](#) to view related help content.

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# DESKTOP EXPERIENCE



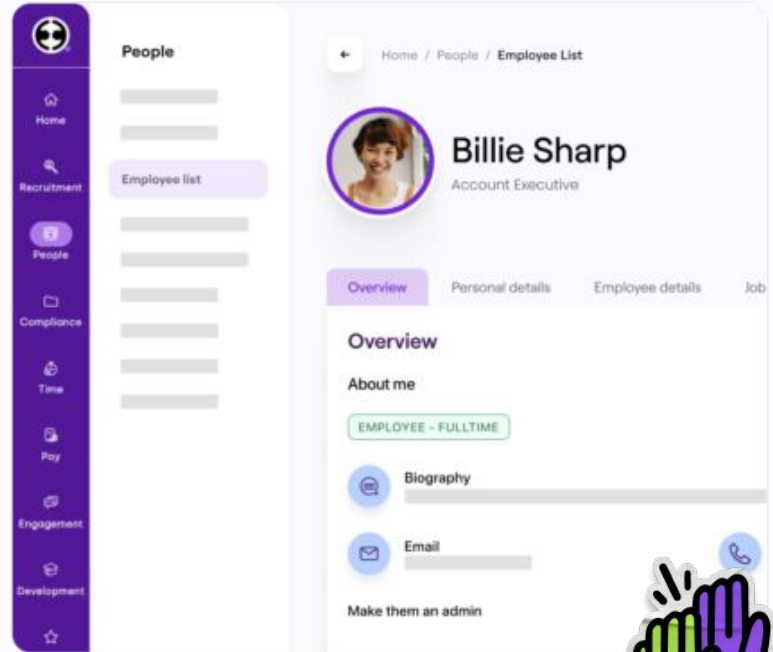
# DISCOVER THE DESKTOP DASHBOARD

Once you've been onboarded, the dashboard is where you'll land every time you sign on to Employment Hero using the desktop experience.

Front and centre you'll find the [Company Feed](#). This is where you'll find [Announcements](#) primarily from managers and system admins. You may also engage with your team and recognise their achievements or special occasions by:

- Sending a [Shout out](#)
- [Recognise](#) a peer

You will also see other widgets that differ depending on your individual and the organisation's set up. This may include [pay slips](#), your onboarding status including how to [set up your profile](#) along with [internally conducted work surveys](#), [Objectives and Key Results \(OKRs\)](#) and [personal task management](#).





# NAVIGATION AND FEATURES

After you have mastered the dashboard, familiarise yourself with the Navigation Bar.

Some key features to familiarise yourself with as an employee are:

## People

- Organisation Chart
- Employees List

## Compliance

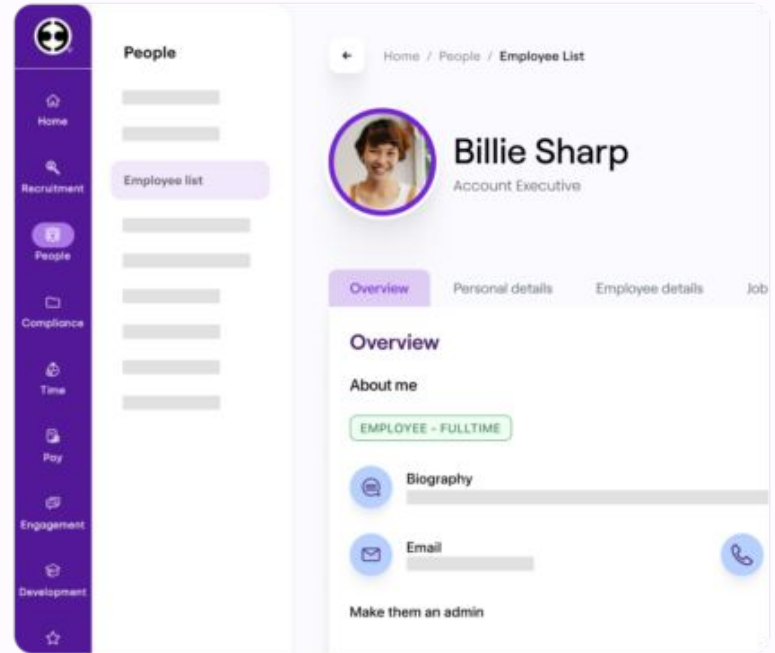
- Policies
- Documents
- Safety

## Time

- Leave
- Timesheets
- Rosters

## Pay

- Pay Slips



[Click here to watch the Employee Navigation video.](#)

# LEAVE REQUESTS

Found via [Time > Leave Requests](#)

To create a Leave Request and see your leave balance:

1. Click **Time**
2. Click **My Leave**
3. Click **Create Leave Request**
4. Enter the leave request details
5. Click **Submit**

To request a partial day of leave, in the Leave Request:

1. In Leave Details, click **Expand**
2. Click the desired day where partial leave is taken
3. Edit the Hours to reflect the desired leave hours
4. Click **Submit**

## Top Tips

- When you create a leave request, your leave balance/s are displayed
- You may view other leave requests you have submitted. This includes approved status of the leave request
- Click **View** to see the details associated with the leave request

### LEAVE BALANCE

Personal/Carer's Leave	59.18 hours
Annual Leave	58.35 hours

[Get latest leave balance](#)

[Need help with your leave balance?](#)



[Click here to learn more about Leave Requests](#)

# LEAVE MANAGEMENT


Found via [Time > Leave Management](#)

To edit or delete a Leave Request:

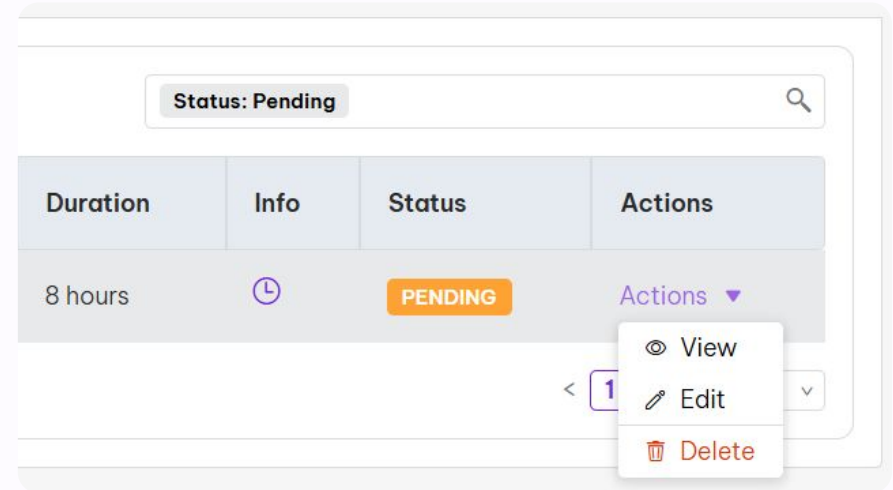
1. Click **Time**
2. Click **Leave Management**
3. On the desired leave request, click **Actions**
4. Click **Edit**
5. Enter the required changes
6. Click **Submit**, or;
7. To delete the request, click **Delete**

## Top Tip

The ability to edit or delete a leave request is only available if your Payroll team have not processed the leave request.

Hover over the **Info** icon  to see the Payroll sync status.

Speak to your employer for more information.



[Click here to learn more about Leave Management](#)

# LEAVE CALENDAR

Found via [Time > Leave Management > Leave Calendar](#)

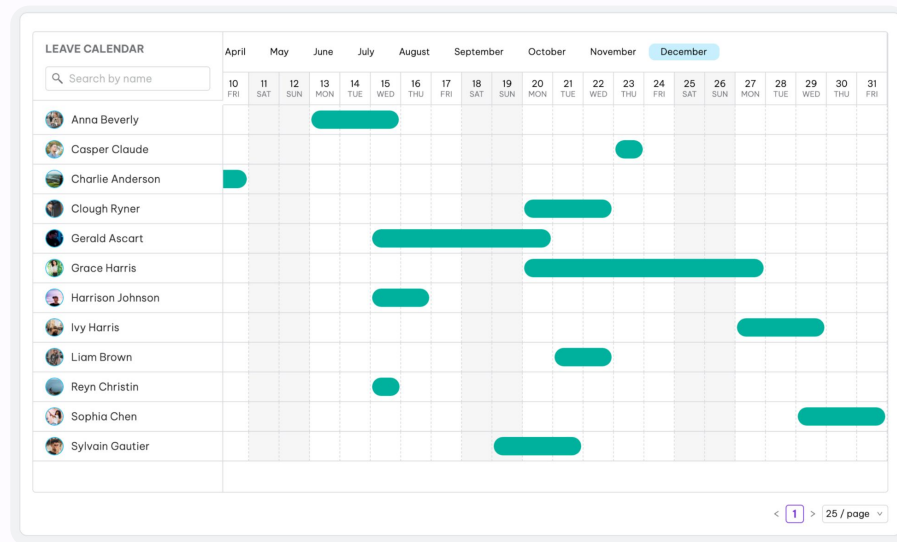
For users with access, the leave calendar is viewable to everyone in their organisation. You can use it to search for and view both your own and your colleagues' approved and pending leave.

To view the Leave Calendar:

1. Click **Time**
2. Click **Leave Management**
3. Click **Leave Calendar**
4. Search for a colleague by name or click a **filter** to modify your search

## Top Tip

If you search for an employee name but don't see a result, don't be alarmed! Employees generally do not appear in the Leave Calendar until their first Leave Request is approved.



[Click here to learn more about the Leave Calendar](#)

# FREQUENTLY ASKED QUESTIONS (FAQS)

## Leave Requests and Leave Management

### How can I request leave?

Check out **Leave Requests** to see how to request leave.

### How will I know when my leave has been approved?

Submitted leave requests are instantly sent to your manager who is notified via email and in Employment Hero. If your manager is on Leave, they will not receive an email notification.

The speed in which your leave request is approved depends on your manager (or whoever is your manager in their absence). When your leave is approved, you'll receive an email with the status of your leave. If your leave is rejected, you'll also receive an email. Your manager may also include a comment explaining why.

If you need help, speak with your employer.

### What if I need to edit or delete my leave?

You may edit or delete leave in under the **My Leave** tab. Click the **Action** button and make the required changes. If the date has passed, you will need to speak with your employer.

### Which leave category should I use?

Some leave categories are standard, such as Annual Leave or Personal/Carer's Leave. Others may be specific to your organisation. If you're unsure, please speak with your employer.



# TIMESHEETS

Found via [Time > Timesheets](#)

To add a Timesheet:

1. Click **Time**
2. Click **Timesheets**
3. Click **Add new timesheet**
4. Enter the required fields:
  - a. Date
  - b. Start Time
  - c. End Time
  - d. Cost Centre
  - e. Click **Add Break** to enter break times
5. Click **Save**



[Click here to learn more about Timesheets](#)

### New timesheet entry

Date: 22/08/2022

Start time: 08:00 AM End time: 05:00 PM

Work Type (Optional)  
Select a Work Type

Cost Centre  
Russell Inc

Breaks: **Add break**

Comment (Optional)  
Add comment

By clicking save I confirm that the times I have entered are accurate and complete.

Cancel Save



# FREQUENTLY ASKED QUESTIONS (FAQS)

## Timesheets

There are different ways that your employer may configure timesheets. Some employers may require [daily timesheets](#), [weekly timesheets](#) with times, hourly quantities based on [daily units](#) or [weekly units](#), clocking in and out, or no timesheets at all!

For anything more specific such as what timesheet to submit, issues submitting timesheets, rejected timesheets or what work type or location to select, check with your employer. They can either advise you directly, or they may contact our team on your behalf as others may have the same question.

### I put in the wrong timesheet, how do I fix it?

If your timesheet has not synced with Payroll, delete your timesheet by clicking the **Action** button, click **Delete**.

### Can I also submit my timesheets on the Employment Hero Work app?

Yes! Tap **My Timesheets** and you'll find a list of your timesheets and the status of each.

### Where do I submit timesheets?

Timesheets can be submitted under the **Timesheet** tab. [Follow these instructions to create, edit and delete your timesheet.](#)



# DOCUMENTS, POLICIES AND INDUCTION CONTENT

## Found via Compliance

### Documents

In Documents, you'll see your employment contract or any document uploaded by your employer made available to you. Documents display in a view-only format.



[Click here to learn more about Documents](#)

### Policies

You'll find policies set out by your employer. Click the Policy Name to view and acknowledge the policy (if required).



[Click here to learn more about Policies](#)

### Induction Content

Click the Induction Content Name to download the related content file. You may view who issued the content to you and acknowledge the content (if required).



[Click here to learn more about Induction Content](#)

Social Media Policy

Code of Conduct

Anti-Discrimination Policy

Grievance Handling Policy

Health and Safety Policy

Placeholder text for the Health and Safety Policy content.

Agree



# SAFETY

## Found via Compliance > Safety

If you experience a safety incident or near miss in your workplace, report it to make sure your employer can track and manage health and safety in the workplace.

To report an Incident:

1. Click **Compliance**
2. Click **Incident**
3. Enter the required fields:
  - a. Incident Description
  - b. Witness
  - c. Treatment
  - d. Upload related documents (such as photos or reports) if desired
4. Click **Submit**

**Incident description**

Tripped over exposed cables.

**Injured body part (Optional)**

Ankle.

**Injury description (Optional)**

Sprained ankle.

**Witness**

**Name** Yuta Kanbashi **Contact details** [REDACTED]

[+ Add a witness](#)

**Treatment**

**Was treatment provided?**

Yes  No

**File Uploads**

Click or Drag a file here to upload  
Please use only the following file formats: .JPG,.JPEG,.PNG,.PDF,.DOC,.DOCX, maximum size of each file is 10 MB

[Cancel](#) [Submit](#)



[Click here to learn more about Safety](#)

# PAY

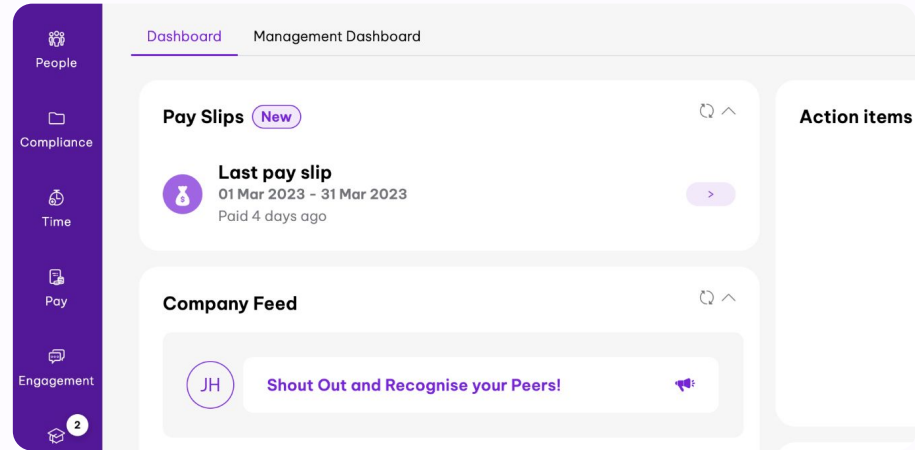
## Found via Pay

If HR is integrated with a Payroll platform, you may view finalised pay slips.

To view a pay slip:

1. Click **Pay**
2. Click **Pay Slips**
3. Click the desired **pay slip**
4. You may Download or Print the pay slip on display

If you have questions about viewing your pay slip in HR, speak to your employer.



[Click here to learn more about Pay Slips](#)

# EMPLOYEE SURVEYS

Found via **Engagement**

Your employer may send a survey to ask for your feedback or input, or simply to ask how happy you are at work.

To complete a happiness survey:

1. Click **Home**
2. On the To Do List widget, click the **Happiness Survey**
3. Click a rating
4. Enter a comment to explain your rating
5. Click **Submit**

If you have questions about surveys, speak to your employer.

Happiness Survey New

### How happy are you at work?

Don't worry, this feedback is anonymous. ⓘ

1 2 3 4 5 6 7 8 9 10

☹️ ☺️

I love it here!

Please be advised that your employer may ask for further information regarding your comment. You can be assured that your identity will remain 100% anonymous during the conversation.

Submit



[Click here to learn more about Happiness Surveys](#)

# 1:1'S AND FEEDBACK

Found via **Development**

## 1:1s

1:1 meetings are a key component of a successful ongoing feedback model. The meeting and related forms are private between whomever this is conducted with. Customised questions allow both parties (often your manager) to write, discuss, coach, engage and align.

\*Available to Platinum subscriptions.



[Click here to learn more about 1:1s](#)

## Feedback

Constructive communication between peers may occur within the Feedback module, allowing any user keep a saved record of commentary for use in the moment for development or in performance reviews when the time arises.



[Click here to learn more about Feedback](#)

## Create a 1:1

Who would you like to set up a 1:1 with?  
April Ludgate

You have another meeting scheduled with April Ludgate.

**Meeting Title**  
February catch up

**Date**  
09/02/2024

**Time**  
09:00 AM

**Frequency**  
Monthly on the second Friday

Show employee's OKRs in 1:1

This session: 09/02/2024, 9:00 am  
Next session: 08/03/2024, 9:00 am

**Meeting Agenda**  
[Use a template](#)

**Talking Points**  
Enter your talking point...

[+ add new talking point](#)

[Back](#) [Send email invite](#)

# MY LEARNING

## Found via Development

Managing your learning ranges from brushing up on a course you have previously completed, learning new concepts, or just making sure that you have what you need for your role.

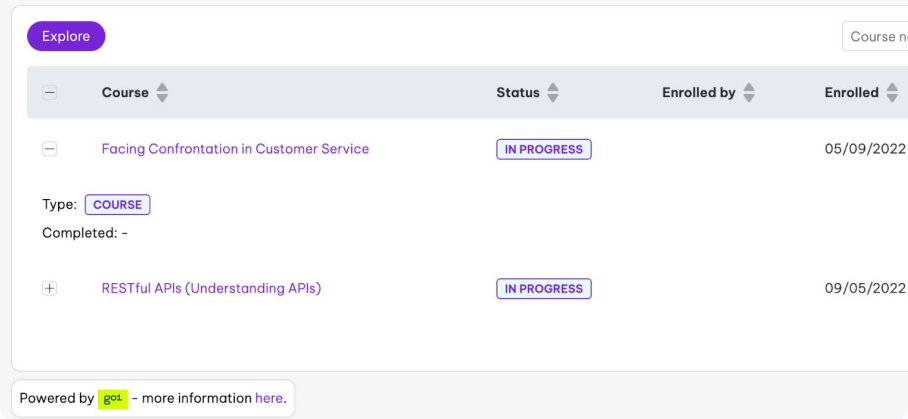
Using My Learning and the integration with Go1 Learning Management Software, you can search, enrol, and complete training assigned by your employer or that you have sourced yourself.

To access **Learning**:

1. Click **Development**
2. Click **My Learning**
3. Click on a course that has been assigned to you, or;
4. Click **Explore** to discover Go1 learning content

\*Available to Premium and Platinum subscriptions. Go1 content is available to customers with an active Go1 integration.

## My Learning



The screenshot shows the 'My Learning' interface. At the top, there is a search bar with the text 'Course n'. Below it is a table with columns: Course, Status, Enrolled by, and Enrolled. The table contains two rows of data. The first row is for 'Facing Confrontation in Customer Service' with a status of 'IN PROGRESS' and an enrollment date of '05/09/2022'. The second row is for 'RESTful APIs (Understanding APIs)' with a status of 'IN PROGRESS' and an enrollment date of '09/05/2022'. Below the table, there is a filter section with 'Type: COURSE' and 'Completed: -'. At the bottom, there is a footer that says 'Powered by go1 - more information here.'

Course	Status	Enrolled by	Enrolled
Facing Confrontation in Customer Service	IN PROGRESS		05/09/2022
RESTful APIs (Understanding APIs)	IN PROGRESS		09/05/2022



[Click here to learn more about My Learning](#)

# GOALS, PERFORMANCE REVIEWS AND 360 REVIEWS

## Found via Performance

### Goals

Objectives and Key Results (OKRs) are measured by Goals. Goals may be set for organisation, team and individual employees. You may create your own goals to align personal objectives with your employer.

\*Available to Platinum subscriptions.



[Click here to learn more about Goals](#)

### Performance Reviews and 360 Reviews

Obtaining feedback is a fantastic way to obtain a rounded evaluation for your personal and career growth. Performance Reviews and 360 Reviews allow you to achieve new personal heights and to assist others with their aspirations.

\*Performance Reviews are available to Premium and Platinum subscriptions. 360 Reviews are available to Platinum subscriptions.



[Click here to learn more about Performance Reviews](#)

### Goals

Let's add a goal Step 1 of 2

**Name**  
Name

**Owner**  
 Loren Mathewson

**Due Date**  
31/03/2023

**Goal Alignment (Optional)**

**Goal Type**  
Individual

**Visible to**  
Everyone - all employees within the organisation

Cancel

# EMPLOYEE BENEFITS

## Found via Benefits

### My Benefits

See a complete overview of our benefits offering and discover savings on health insurance, gym memberships, superannuation and home loans. You'll also find links to our Wellness content and specific items in Discounts.


### Wellness

You'll find a variety of offers focused on improving physical, mental and financial wellbeing. Tips on sticking to a budget, saving for your first mortgage, the importance of sleep or whether 10,000 steps a day really is the secret to living longer.

### Store

The online store can help you save money on hundreds of everyday items, including groceries, petrol, homewares, electronics and more. Not only are the prices reduced, if your employer offers recognition using Hero Dollars, you can use these funds to purchase items in Discounts.

5,709 PTS

 Points balance

### Earn cashback on everyday purchases

Shop exclusive offers from 1000's of retailers only in the Swag app.

THE ICONIC MYER HELLO FRESH  Booking.com

\*Depending on your HR configuration. Speak to your employer for more information.

# EMPLOYMENT HERO WORK





# DISCOVER EMPLOYMENT HERO WORK

Employment Hero Work is redefining what it means to be employed. Our app rolls work, wages, savings and exclusive benefits into one superapp for your employees. When you offer employment – we'll bring the benefits.

## Work

Say hello to our self-service hub for all things work – from timesheets and leave requests, to peer shoutouts and company notifications.

## Money

The cost of living is soaring and everyone's feeling the pinch. Fight inflation with features like on-demand pay, a dedicated spend account, in-store and online discounts and cashback offers.

## Benefits

Access world-class benefits. We've got discounts on health insurance, gym memberships, groceries, fuel, electronics, homewares, wellbeing, travel and more – all the things you use every single day.



[Click here to learn more about Employment Hero Work](#)

# NAVIGATION AND FEATURES

After you have learned about the basics of the app, let's explore the navigation bars and features.

The key features to familiarise yourself with as an employee are:

## Work

- Time
- Compliance
- Pay

## Benefits

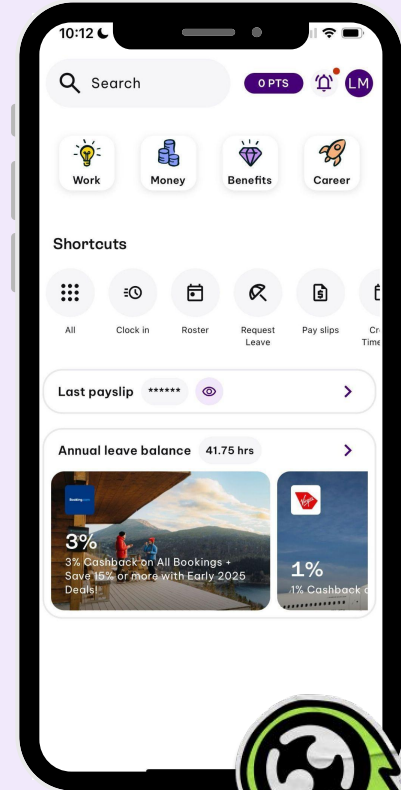
- Discounts
- Wellness

## Career

- Internal Job Opportunities

## Money

- Wallet
- Earned Wage Access



# LEAVE REQUESTS

Found via Work > Leave

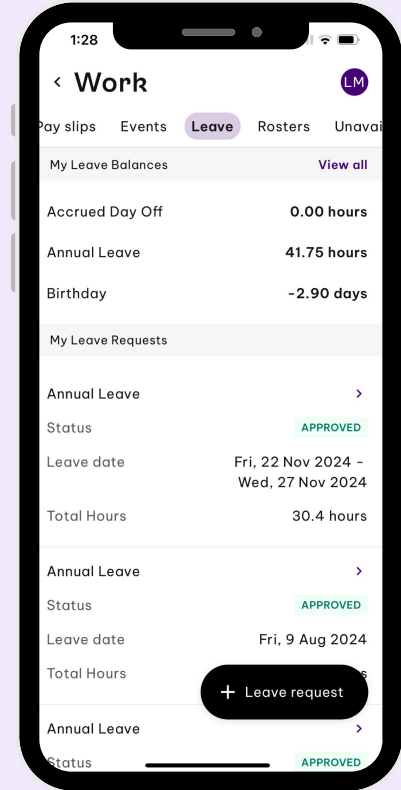
You may view leave balances, request time off, edit a submitted leave request and delete a leave request..

To create a Leave Request and see your leave balance:

1. Tap **Work**
2. Tap **Leave**, or;
3. Tap **+** and tap **Leave Request**
4. Enter the leave request details
5. Tap **Submit**



[Click here to learn more about Leave Requests](#)



# LEAVE MANAGEMENT

Found via Work > Leave

To edit or delete a Leave Request:

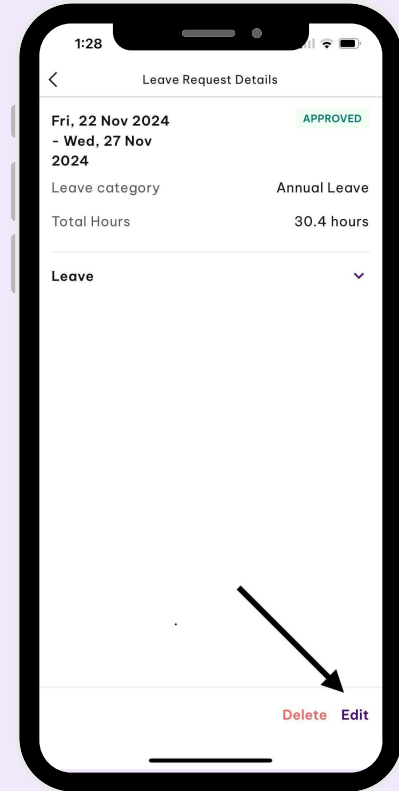
1. Tap **Work**
2. Tap **Leave**, or;
3. Tap the desired **Leave Request**
4. Tap **Edit**
5. Enter the required changes
6. Tap **Submit**, or;
7. To delete the request, tap **Delete**

## Top Tip

Edit and Delete leave request options are only available if your Payroll team have not processed the leave request. Speak to your employer for more information.



[Click here to learn more about Leave Requests](#)



# TIMESHEETS

Found via Work > Timesheets

To add a Timesheet:

1. Tap **Work**
2. Tap **Timesheets**
3. Tap **My Timesheets**
4. Tap **+ Timesheet**
5. Enter the required fields:
  - a. Date
  - b. Cost Centre
  - c. Hours Worked
  - d. Breaks
  - e. Comments
6. Tap **Save**, then **Confirm**



[Click here to learn more about Timesheets](#)

<

Date  
17/04/2024

Cost centre  
Kent St Office

Work type

Start time  
08:30 AM

End time  
05:30 PM

Start time  
01:20 PM

End time  
02:20 PM

+ Breaks

Comments

Save

# TIMESHEET MANAGEMENT

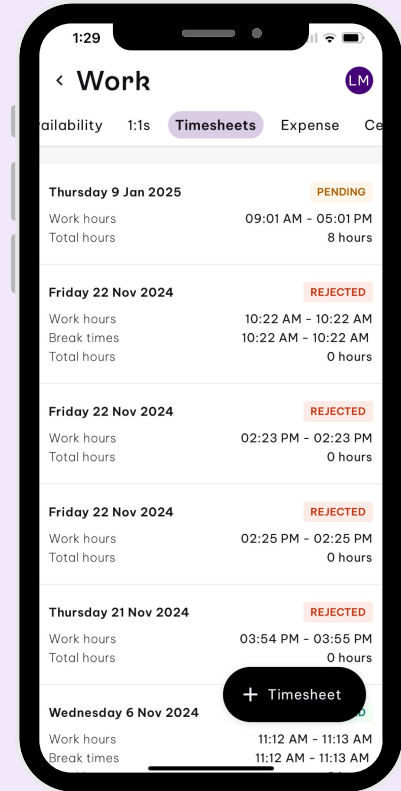
Found via Work > Timesheets

To edit or delete a Timesheet:

1. Tap **Work**
2. Tap **Timesheets**
3. Tap **My Timesheets**
4. Tap the desired **Timesheet**
5. Tap **Edit**
6. Enter the required changes
7. Tap **Submit**, or;
8. To delete the existing request, tap **Delete**



[Click here to learn more about Timesheets](#)



# DOCUMENTS, POLICIES AND INDUCTION CONTENT

## Found via Work

### Documents

In Documents, you'll see your employment contract or any document uploaded by your employer made available to you only. Documents display in a view-only format.



[Click here to learn more about Documents](#)

### Policies

You'll find policies set out by your employer. Tap the Policy Name to view and acknowledge the policy (if required).



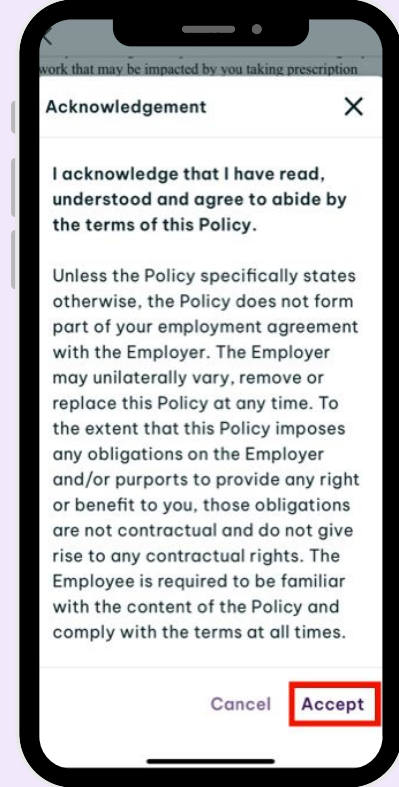
[Click here to learn more about Policies](#)

### Induction Content

Tap the Induction Content Name to view and acknowledge the displayed content.



[Click here to learn more about Induction Content](#)



# SAFETY

## Found via Work > Safety

To report an incident:

1. Tap **Work**
2. Tap **Safety**
3. Tap **Who Did This Occur To?**, then tap **Personnel** or **Third Party**
4. Enter the required fields
5. Tap **Continue**
6. Complete the **Witness** and **Treatment** fields
7. Tap **+ Add Attachment** to add related documents (such as photos or reports)
8. Tap **Submit**

### Top Tip

Existing incident reports may be edited via the desktop experience.



[Click here to learn more about Safety](#)

Report Incident

Incident Details Step 2 of 3

Now tell us a little bit about the incident.

Incident type

\*Date of incident

\*Time of incident

Incident address

\*State

Location

\*Incident description

Injured body part

Injury description

Back Continue



# PAY

## Found via Work

If HR is integrated with a Payroll platform, you may view finalised pay slips.

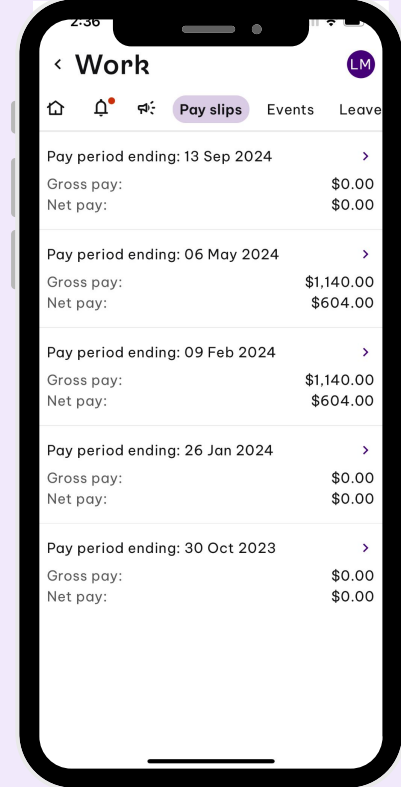
To view a pay slip:

1. Tap **Work**
2. Tap **Pay slips**
3. Tap the desired **pay slip**
4. The pay slip displays as a PDF file

If you have questions about viewing your pay slip in Employment Hero Work or HR, speak to your employer.



[Click here to learn more  
about Pay slips](#)



# EMPLOYEE SURVEYS

## Found via Work

Your employer may send a survey to ask for your feedback or input, or simply to ask how happy you are at work.

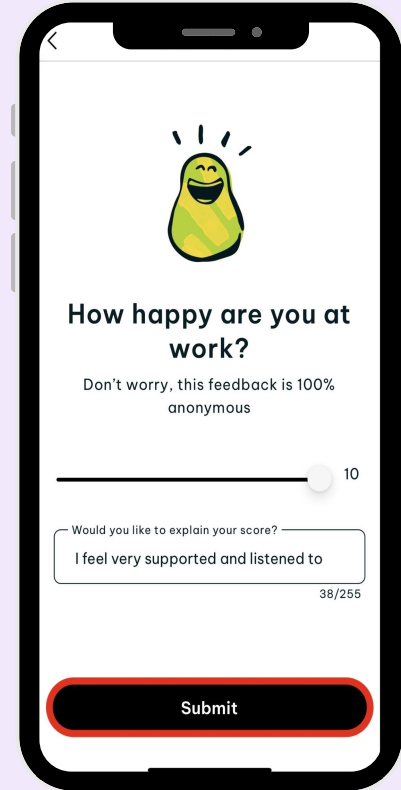
To complete a survey:

1. Tap **Work**
2. If a survey is available, tap **Complete Survey**
3. Tap across the scale for a rating
4. Enter a comment to explain your rating
5. Tap **Submit**

If you have questions about surveys, speak to your employer.



[Click here to learn more about Surveys](#)



# FEEDBACK

## Found via Work

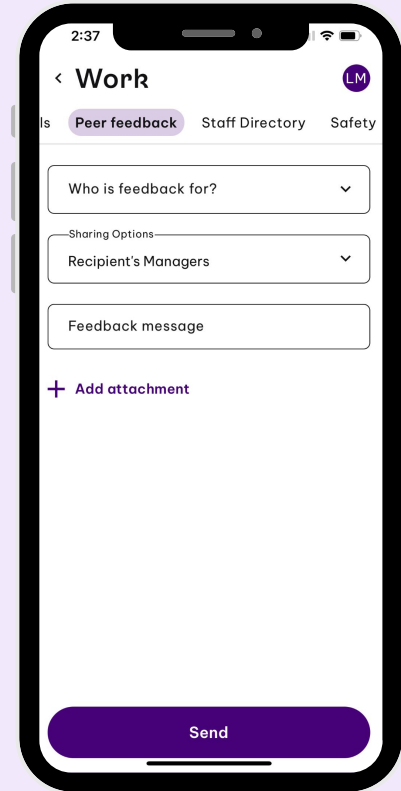
Constructive communication between peers may occur within the Feedback, allowing any user keep a saved record of commentary for use in the moment for development or in performance reviews when the time arises.

To send feedback:

1. Tap **Work**
2. Tap **Peer Feedback**
3. Enter the required fields
4. Tap **Send**



[Click here to learn more  
about Feedback](#)



# GOALS

## Found via Work

Objectives and Key Results (OKRs) are measured by Goals. Goals may be set for organisation, team and individual employees.

You may create your own goals to align personal objectives with your employer.

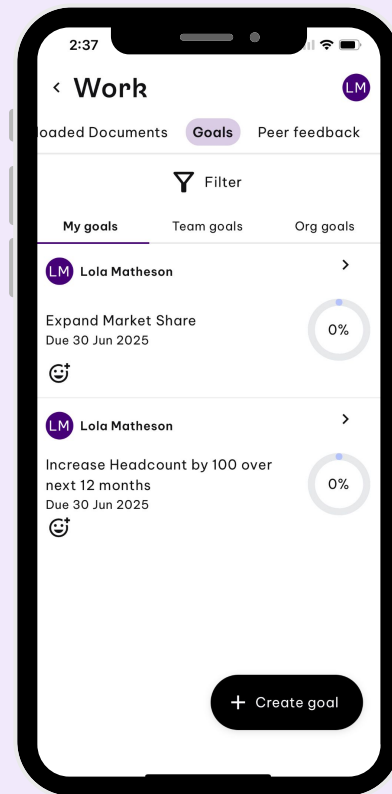
To create a goal:

1. Tap **Work**
2. Tap **Goals**
3. Tap **Create Goal**
4. Enter the goal details, then tap **Continue**
5. Tap **Add a Key Result** or **Add Later**

\*Available to Platinum subscriptions.



[Click here to learn more about Goals](#)



# EMPLOYEE BENEFITS

## Found via Benefits

### Store

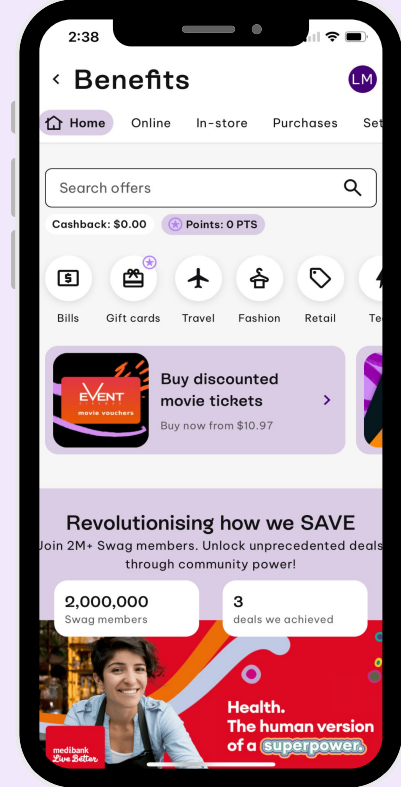
The online store can help you save money on hundreds of everyday items, including groceries, petrol, homewares, electronics and more. Not only are the prices reduced, if your employer offers recognition using Hero Dollars, you can use these funds to purchase items in Discounts.

### Cashback

The in-store cashback option in Employment Hero Work Benefits allows you to get a percentage of the money spent back into your Spend Account account when you shop in the Store.



Click here to learn more about Benefits via Employment Hero Work



\*Depending on your HR configuration. Speak to your employer for more information.

# READY, SET, EMPLOYMENT HERO

A whole **new** world of work.

