

PTC Service Delivery Catalogue | Your guide to finding the support you need

At UniSA we believe that people are our best asset and the heart and soul of our University of Enterprise. The People, Talent and Culture (PTC) team partner across UniSA to cultivate an enterprising, culturally competent and connected community by putting people first. Our *'People First'* approach reflects our commitment to deliver people focussed solutions and outcomes through an enterprising culture in which all our people thrive.

Our PTC Service Delivery Catalogue details the full range of services that each of our teams within PTC provide, aligned to our service delivery model.

PTC Service Delivery @ UniSA

Our PTC Service Delivery model is designed to enable staff to find the best place to direct their enquiry.

Through our **AskPTC**, **PTC Assist** or **PTC Specialist** services, we aim to improve the efficiency of our service to ensure staff find timely responses, best service and focussed support.

 <p>AskPTC For instant self service anytime, anywhere</p>	 <p>PTC Assist For detailed advice & support on our PTC processes, policies & procedures</p>	 <p>PTC Specialist For expert knowledge & specialist advice to support our leaders</p>
<p>Types of query examples include: Answers to your FAQ's; access to PTC resources; complete requests via myHR or Appian</p>	<p>Types of advice & support include: How to fill a vacancy; staff contract management; safety & wellbeing; staff pay & benefits</p>	<p>Types of specialist advice & support include: Workforce planning; strategic change; reward & recognition; equity, diversity & inclusion; staff performance & capability</p>
<p>Access via AskPTC, Online, myHR or Appian</p>	<p>Access the Enquiry Form or Contact the PTC Team</p>	<p>Contact the PTC Team</p>

How to find the support you need

1. Our service delivery model enables staff to access online instant self-service HR information anytime, anywhere through the various resources in **AskPTC**.
2. **PTC Assist** provides staff and leaders with more detailed advice and support on PTC processes, policies and procedures which can be accessed through the [Enquiry Form](#) or by contacting the appropriate team directly.
3. Our **PTC Specialist** service is designed to support our leaders with expert knowledge and specialist advice.

Each of our PTC teams are aligned to either our **PTC Assist** or **PTC Specialist** services based on the complexity of advice and support that our staff need. Within each team our services are structured to efficiently to streamline and provide staff with the support they need based on the complexity of the enquiry. In the instance where staff know where to find the support they need, staff can contact the team via the [Enquiry Form](#) or the team email address below.

An abbreviated version of our service catalogue can be found on our website.

Hard copies of this document are considered uncontrolled. Please refer to the PTC website for the latest version.

Service Delivery Catalogue | Services provided by AskPTC



AskPTC

For instant self service anytime, anywhere

Types of query examples include:

- > answers to your FAQ's
- > access to PTC resources
- > complete requests via myHR or Appian

Access via [AskPTC](#), [Online](#), [myHR](#) or [Appian](#)

Further information of our **AskPTC** services:

- > Our **AskPTC** services is the first place that staff should visit to find information and assistance
- > The **AskPTC** services contain a suite of service tools which include the AskPTC knowledge base, access to PTC resources through PTC webpages and enable transactions to be carried out through myHR or Appian for instant self service anytime, anywhere
- > Should your enquiry not be resolved through our **AskPTC** service, our **PTC Assist** service provides staff with more information and assistance on detailed enquires

Service Delivery Catalogue | Services provided by PTC Assist teams



PTC Assist

For detailed advice & support on our PTC processes, policies & procedures

Types of advice & support include:

- > how to fill a vacancy
- > staff contract management
- > safety & wellbeing
- > staff pay & benefits

Access the [Enquiry Form](#)

or

Contact the appropriate team to support your enquiry:

- > Recruitment Central
- > People Central
- > Payroll Services
- > Safety and Wellbeing

Further information of our PTC Assist services:

- > Our **PTC Assist** service provides staff with more information and assistance on detailed enquires that cannot be resolved through our AskPTC service
- > Your enquiry will be supported and resolved by one of our teams, or referred to one or more of our **PTC Specialist** teams based on the complexity of your enquiry

Teams providing service through PTC Assist	Recruitment Central	People Central	Payroll Services	Safety and Wellbeing
Core Service Functions	Recruitment Campaign Management Job Opportunities Employment and Visas Aboriginal Employment Employment Screening Requirements Preferred Recruitment Agencies	Initiate Recruitment Requests Leave Arrangements Pay and Benefits Contract Management People policies, forms and processes	Staff Salary Payments Salary Sacrifice Superannuation End of Employment Payments	Health Safety & Injury Management System Wellbeing @ UniSA Injury Management Office Ergonomics Hazard and Risk
How do we service you?	Recruitment Central drives the attraction, recruitment, and selection of staff the organisation needs to achieve its strategic directions and who demonstrate attributes that are consistent with the University's culture. Recruitment Central is the touch point for a positive candidate experience throughout the recruitment process. Our advice and processes ensure fair, equitable and meritorious selection of staff to employment in the University complying with all legal, equal opportunity, affirmative action and people management principles.	People Central is the heart of PTC and is the key connection point for all UniSA staff in navigating the services provided by PTC. People Central provides core HR operational support and has touch points throughout the employee lifecycle and through this, interacts with all teams across PTC. As trusted advisors, People Central value relationships with our stakeholders across the University.	Payroll Services manage a timely, accurate and compliant payroll function that delivers an accessible, flexible, and knowledgeable service to provide for our staff needs.	Partnering across the University, the Safety and Wellbeing team enables staff and students to work and study in a physically, psychosocially, and virtually safe environment.

Teams providing service through PTC Assist	Recruitment Central	People Central	Payroll Services	Safety and Wellbeing
Key websites for full information	Find all your Recruitment at UniSA , Working at UniSA and Aboriginal Employment information on our websites	Find all your HR operational questions at AskPTC	Find all your pay and benefit information at our website	Find all your safety and wellbeing information at our website
PTC Service Delivery @ UniSA				
 <p>AskPTC</p> <p>For instant self service anytime, anywhere</p>	<ul style="list-style-type: none"> • AskPTC: Answers to your all your recruitment, employee arrangements & starting at UniSA questions • Recruitment at UniSA, Working at UniSA & Aboriginal Employment webpages including: <ul style="list-style-type: none"> ○ Job Opportunities ○ Working at UniSA ○ Employment Screening Requirements ○ Information for Panel Members ○ Immigration & Relocation ○ Employment & Visas ○ Temporary and Contract Labour Hire ○ Information for Panel Members ○ Preferred Recruitment Agencies ○ https://i.unisa.edu.au/staff/ptc/recruitment-at-unisa/rec-info/panel-training/Secondments • Aboriginal Employment & Aboriginal Employment Action Plan (AEAP) 	<ul style="list-style-type: none"> • AskPTC: Answers to your all your HR operational questions throughout the employee lifecycle • PTC Intranet pages including: <ul style="list-style-type: none"> ○ Pay & Benefits ○ Leave Arrangements ○ People policies & processes ○ Classification & reclassification ○ People policies, forms & processes 	<ul style="list-style-type: none"> • AskPTC: Answers to your superannuation, salary sacrifice & payroll questions • myHR for leave balances & applications • Pay & benefits intranet pages including: <ul style="list-style-type: none"> ○ Salary rates & payroll ○ Superannuation ○ Salary sacrifice • Updates to personal & banking details • Access to Appian online forms • Access to important Payroll Calendar dates 	<ul style="list-style-type: none"> • Ask PTC: Answers to your Health, Safety & Wellbeing questions • Safety & Wellbeing intranet pages including: <ul style="list-style-type: none"> ○ Wellbeing @ UniSA ○ WHS induction & training ○ Employee Assistance Program ○ Office Ergonomics ○ WHS policies, forms & resources ○ Health Safety & Injury Management System • Coming Soon Enterprise Safety: Online Safety Management System
 <p>PTC Assist</p> <p>For detailed advice & support on our PTC processes, policies & procedures</p>	<ul style="list-style-type: none"> • Advice on Selection & Recruitment Policy & Recruitment Process • Internal & external staff mobility management to support career development through secondment opportunities • Management & delivery of bespoke recruitment campaigns for managers • Campaign & application process design advice • Sourcing & candidate attraction strategy & promotion • Workforce screening enquiries 	<ul style="list-style-type: none"> • Policy & procedural advice on core people processes • Recruitment Requests <ul style="list-style-type: none"> ○ Assist managers with recruitment requests & enquiries ○ Simple vacancy & position management including position description advice ○ Support contract management & renewal ○ Onboarding of staff ○ Secondments • Employment Conditions <ul style="list-style-type: none"> ○ Monitor & renew employment screening (WWCC, General probity, & visas) ○ Advice on leave & flexible work ○ Provide Enterprise Agreement advice & interpretation ○ Support staff probation ○ Administer role changes (higher duties arrangements, secondments & transfers) ○ Position classification & reclassification management ○ Higher Duties Allowance (HDA) • Pay & Benefits <ul style="list-style-type: none"> ○ Simple payroll enquiry resolution ○ Simple rewards enquiries • Performance Management <ul style="list-style-type: none"> ○ Simple staff performance management & coaching enquiries ○ Simple IR/ER enquiry resolution • Casual Employment support 	<ul style="list-style-type: none"> • Explanation of various Staff Salary payment calculations • Advice on Enterprise Agreement clauses, salary & leave provisions • Clarification of legal & industrial requirements • Advice on policy & procedures in relation to payroll • Education on payroll processes • Facilitation of ad-hoc high-volume processing to accommodate business needs 	<ul style="list-style-type: none"> • Health Safety & Injury Management policy, supporting procedures & applicable legislation • Workstation &/or workplace ergonomics guidance & support • Work specific hazard management assistance

Teams providing service through PTC Assist	Recruitment Central	People Central	Payroll Services	Safety and Wellbeing
 <p>PTC Specialist</p> <p>For expert knowledge & specialist advice to support our leaders</p>	<ul style="list-style-type: none"> • Advice & support for building talent pools • Development of people profiles for specialist, technical, hard to source & risk roles of strategic importance • Recruitment, candidate market & applicant trend insight & analysis • Guidance & support in recruitment & career progression of Aboriginal peoples through the Aboriginal Employment Action Plan (AEAP) 	<p>People Central works closely all our teams across PTC to provide the operational HR support required to aid in more complex enquiries managed through our PTC Specialists.</p>	<ul style="list-style-type: none"> • Legislative changes • Senior Staff Remuneration • Legal identity changes • Input on policy development • Complex Superannuation matters 	<ul style="list-style-type: none"> • WHS legislative compliance • Local Action Plan (LAP) support for local areas • Return to Work injury management coordination • Incident investigation support & advice • Bespoke WHS consultancy & support for local areas
<p>Team Contact Details</p>	<p>Recruitment: recruitment@unisa.edu.au or (08) 830 21700</p> <p>Aboriginal Employment: Deanne Hanchant-Nicholls, Consultant: Aboriginal Employment +61 8 830 22202 Deanne.Hanchant-Nichols@unisa.edu.au</p> <p>Immigration: hrm-visaenquiries@unisa.edu.au</p> <p>Relocations: Lucy King, Relocation Coordinator +61 8 830 24944 Lucy.King@unisa.edu.au</p>	<p>Hr@unisa.edu.au or (08) 830 22220</p>	<p>payrollservices@unisa.edu.au or (08) 830 22911</p>	<p>HSIM.SafetyWellbeing@unisa.edu.au or (08) 830 22459</p>

Service Delivery Catalogue | Services provided by PTC Specialist teams



PTC Specialist

For expert knowledge & specialist advice to support our leaders

Types of advice & support include:

- > workforce planning
- > strategic change
- > reward & recognition
- > equity, diversity & inclusion
- > staff performance & capability

Access the [Enquiry Form](#) or Contact the appropriate team to support your enquiry:

- > Strategic People Partnering
- > People & Organisational Development
- > Remuneration & Reward
- > Employee Relations
- > Workplace Transformation

Further information of our PTC Specialist services:

- > Our **PTC Specialist** service provides our leaders with expert knowledge and specialist advice on complex people matters
- > Your enquiry will be supported and resolved through one or more of our specialist teams partnering with you
- > Academic and professional staff will receive the best support through **AskPTC** for instant self service anytime, anywhere, or, through our **PTC Assist** services for detailed advice and support on our PTC processes, policies and procedures

Teams providing service through PTC Specialist	Strategic People Partnering	People & Organisational Development	Remuneration & Reward	Employee Relations	Workplace Transformation
Core Service Functions	People & Culture Strategies & Initiatives Complex People Risks Workforce & Succession Planning Enable & Coach for Change People Related Data Expert	Learning & Development Organisational Development Equity, Diversity & Inclusion Strategic Capability, Talent and Performance Development Strategic Advice, Frameworks & Insights (EDI, OD, L&D)	Senior Staff Remuneration & Guidelines Performance-based Remuneration Nonstandard Remuneration Higher Duties Allowances Classification & Reclassification	Provision of proactive & constructive ER advice Grievance & complaint investigation management Key contact & support for UniSA staff reporting incidents of sexual assault & sexual harassment Implementation & advice related to the University's Enterprise Agreement	Policy, Procedure & Guideline Development & Review Organisational Change Management Advice & Consultancy Change Management Framework Design & Implementation Transformative Workplace Initiatives
How do we service you?	Partnering with leaders to develop organisational and people capability through innovative, stakeholder focused services, data-driven insights, and trusted advice to deliver on the University's priorities.	Partnering across UniSA, People & Organisational Development develop strategic capability, cohorts and connectivity, to cultivate a thriving, supportive, accessible and inclusive culture that differentiates us as the University of Enterprise.	Remuneration and Reward design, develop and implement a range of reward and recognition strategies and frameworks to enable our workforce to achieve optimal performance through ensuring the University's workforce is engaged, recognised, retained and rewarded for the work they do.	Employee Relations supports constructive and productive relationships with our staff through policy interpretation and industrial advice, advocacy, case management and investigations, and liaison with industrial and employment bodies and union representatives, including dispute management and representing the University in the Fair Work Commission and other legal proceedings.	Workplace Transformation play a lead role and work closely across PTC in developing and coordinating the University's transformation and change initiatives by providing transformative and industrially compliant employment frameworks, Policies and solutions.
Key websites for full information		Find all your Performance and Development information on our website	Find all your pay and benefit information at our website		

PTC Service Delivery @ UniSA

 AskPTC For instant self service anytime, anywhere	<ul style="list-style-type: none"> • AskPTC: Providing first point reference for answers & information on common queries & FAQs 	<ul style="list-style-type: none"> • AskPTC: Providing first point reference for answers & information on common queries & FAQs regarding performance & talent capability development • Performance & Development website including: <ul style="list-style-type: none"> ○ Identifying & booking into staff development calendar offerings ○ Self-directed learning resources based on staff cohorts ○ Performance Development & Management (PDM) ○ Performance & Development Guides ○ Systems & IT training 	<ul style="list-style-type: none"> • AskPTC: Answers to your classification & remuneration related employment arrangement questions • Remuneration & reward intranet pages including: <ul style="list-style-type: none"> ○ Remuneration & Reward policy ○ Market Allowances ○ Performance-based Remuneration ○ Gifts & Small Incentives • Classification & reclassification intranet pages including: <ul style="list-style-type: none"> ○ Classifying positions ○ Evaluation of new/vacant positions ○ Evaluation of currently filled positions ○ Steps involved in reclassifying positions • PTC Policies, Procedures & Guidelines 	<ul style="list-style-type: none"> • AskPTC: Providing first point reference for answers & information on common queries & FAQs • University Policies intranet pages • University Codes, Guidelines & Procedures intranet pages • University Policy Framework • University Policies intranet pages • University Codes, Guidelines & Procedures intranet pages • University Policy Framework • Enterprise Agreement 	<ul style="list-style-type: none"> • University Policies & Procedures intranet pages • University Codes, Guidelines & Procedures intranet pages • University Policy Framework
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Teams providing service through PTC Specialist	Strategic People Partnering	People & Organisational Development	Remuneration & Reward	Employee Relations	Workplace Transformation
 <p>PTC Assist</p> <p>For detailed advice & support on our PTC processes, policies & procedures</p>	<p>The team Strategic People Partnering works closely with People Central to provide operational HR support. The People Central team are best placed to support staff with Strategic People Partnering enquiries in the first instance.</p>	<ul style="list-style-type: none"> Building Organisational Capability & evolving culture through: <ul style="list-style-type: none"> Staff Cohorts Tiered Induction Programs Enterprise Essentials & Enterprising Women's Development Program Leadership Development Bespoke team & culture development programs & interventions Providing contemporary advice on practice, policy application & interventions that drive culture, inclusion & capability Supporting effective Performance Development Framework, systems, & process 	<ul style="list-style-type: none"> Provide interpretation and answers to queries on Remuneration & Reward policy Advice on Nonstandard Remuneration including market allowances, performance-based remuneration, research consultancy & profit share payments, & gifts & small incentives Higher Duties Allowance calculations Coordination and advice on job evaluation and reclassification processes Market data advice Salary surveys participation 	<p>The Employee Relations team works closely with People Central. The People Central team are best placed to support staff with Employee Relation enquiries in the first instance.</p>	<ul style="list-style-type: none"> Develop PTC policies & procedures & associated documentation Design, develop, & support the implementation of structured change management plans Development & delivery of change management project frameworks & toolkits
 <p>PTC Specialist</p> <p>For expert knowledge & specialist advice to support our leaders</p>	<ul style="list-style-type: none"> Advice, evidence-based insights & analysis to support decision making & achieve strategic objectives Partner in the management of complex employment matters & risks Workforce & succession planning Talent management & retention Organisational design Change management & transition 	<ul style="list-style-type: none"> Stewardship of strategic frameworks that drive organisational design, workplace Culture, Inclusion & Capability Partner for strategic change management & communication planning & development Support development of evidence based strategic documents, frameworks, & programs Engagement with Leadership to influence & to be connected to leaders who shape & curate our culture Measuring & developing our University culture to optimise workforce performance through our Culture Survey 	<ul style="list-style-type: none"> Development of Remuneration & Reward strategies & frameworks Partner within internal and external stakeholders to provide expert advice on Senior Staff and HLP remuneration Stewardship of Senior Staff Employment Arrangements Contribute recommendation to Senior Remuneration Committee and provide Executive Officer Support Market benchmarking & remuneration reviews Remuneration & reward analysis 	<ul style="list-style-type: none"> Provision of proactive and constructive ER advice Grievance and complaint investigation management Key contact and support for UniSA staff reporting incidents of sexual assault and sexual harassment Implementation and advice related to the University's Enterprise Agreement 	<ul style="list-style-type: none"> Partner with internal stakeholders to provide expert advice & lead the development of innovative workplace strategies, initiatives, & policies Contribute recommendation to steering committees, working groups & consultative forums Key point of contact for workplace change evaluation, recommendations & provide oversight &/or implementation support
<p>Contact details</p>		<p>staff.development@unisa.edu.au</p>	<p>remuneration@unisa.edu.au</p>		<p>PTC-Policy@unisa.edu.au</p>