Employee exit procedure

This is a mandated procedure under the operational policy framework. Any edits to this procedure must follow the process outlined on the creating, updating and deleting policy documents page.

Overview

This procedure outlines the process and requirements executive, line managers and employees must follow when an employee ends their employment with the department, under the employment conditions specified in the relevant acts, regulations and determinations.

Scope

In scope

The procedure applies to all department employees when they end their employment by:

- resignation
- retirement
- accepting a targeted voluntary separation package (TVSP)
- completing their contract of employment
- permanent or temporary transfer to another SA government agency
- termination.

Out of scope

The procedure does not apply to department employees when they:

- accept a new position at another education site or business unit in the department.
- transfer to another position within the department.
- are a teacher or ancillary employee who is resigning from one site, but not all schools or preschools they currently work at
- end their teaching or ancillary contract early but remain active on the Employable Teacher Register (ETR) or Employable Ancillary Register (EAR).

Teachers or ancillary employees that finish a contract early but remain active on the Employable Teacher Register (ETR) and Employable Ancillary Register (EAR) should refer to ending a teaching or ancillary contract early or cancelling a contract for more information.

For PS Act employees, refer to the transfer or assignment management procedure.

Contents

Detail

The procedure aims to:

- outline the responsibilities and actions required when an employee separates from the department.
- support the integrity of department systems, and the management and accountability of its resources.
- provide a mechanism for employees who are separating to provide feedback about their employment experience.

The desired outcomes are:

- executives, line managers and employees are informed of the steps to be taken for an employee to separate from the department.
- Shared Services SA (Payroll SSSA) receives timely and complete advice to efficiently process the separation of employment and accurately calculate separation payments.
- Access to the department's systems is secured.
- employees ending their employment with the department have an opportunity to provide feedback about their work and workplace.
- line managers maintain accountability of department resources by ensuring separating employees return all resources.
- employees separating from the department are informed of, and formally acknowledge their ongoing obligations to confidentiality and intellectual property rights.

Notification of cessation of employment

Employees must provide timely and appropriate advice of their intent to end their employment with the department in line with the conditions of employment specified in the acts, regulations and Commissioner's Determinations relevant to their employment. See retiring or resigning from the department or transferring within the SA public sector for more information.

The Notice of Employee Separation form is for employees who want to:

- retire
- resign from all roles at the department.
- transfer from the Department for Education to another SA Government agency (temporarily or permanently).

Employees can submit their request to resign, retire or transfer using the edHR Notice of Employee Separation form.

Line managers should refer to the employee exit checklist when an employee notifies that they are ending their employment with the department.

The exit checklist should be completed and signed by both the exiting employee and their line manager, and

all records filed appropriately.

Employee feedback

Employees leaving the department are invited to provide feedback about their experiences working for the department and their reasons for leaving through a confidential online survey administered by an external provider.

The Your Experience Matters survey is sent as a link when an employee submits their [edHR Notice of Separation form](#). The optional survey takes less than 5 minutes to complete, and feedback will help to improve the experience at work for current and future employees.

Line managers should encourage departing employees to complete the survey when they submit their notice of separation.

Survey anonymity and confidentiality

Employee feedback will be treated confidentially, and line managers and site or business unit leaders will not see employees' responses. Feedback will be collated on an aggregate basis and will be used solely for the purpose of improving the work environment. No individual responses will be shared.

Employees can contact education.OrganisationalDevelopment@sa.gov.au for further information about the Your Experience Matters survey.

Exit interview

Line managers should offer separating employees the option of an exit interview. Employees who choose to have an exit interview are also encouraged to complete the online Your Experience Matters survey. The employee and line manager may complete the [Your Experience Matters exit interview form](#) at this interview or notes may be taken and confirmed by both parties. Completed forms must be stored confidentially at the worksite and a copy emailed to education.OrganisationalDevelopment@sa.gov.au

Reconciliation of payroll payments

Line managers must approve the employee's Notice of Separation as soon as possible. Payroll SSSA requires prompt advice of any termination or transfer of employment to provide the timely and accurate calculation and processing of termination payments to the employee.

For temporary or contract employees, termination payments may also be initiated on receipt of an auto generated report.

Employees and line managers should be aware that deadlines for any given payday are 10 days earlier than the pay day to allow documents to be processed in time and to avoid overpayments.

Reconciliation of hours worked

Line managers are required to check flexitime recordings (corporate sites) or monthly leave returns (school sites) and/or any compressed weeks agreement and confirm the following with the employee:

- the timelines and agreement for making up of any debit hours and/or actioning the required pay deduction, and

- the timing of any leave required to expend credit hours.

Reconciliation of leave taken and applications submitted

Line managers are required to check the attendance of the employee and lodgement of leave requests. All outstanding leave requests should be submitted for approval or forwarded to Payroll SSSA as a high priority.

Outstanding claim forms

Line managers must make sure that any outstanding claim forms (such as for overtime, travel expenses, mileage claims or other reimbursement) are reconciled and forwarded to the relevant area of the department for processing.

Reimbursement from employee

Line managers are required to check that any outstanding monies owed by the employee, are identified.

Line managers will negotiate with the employee to either reimburse any money or provide written authorisation for the amount to be deducted from the employee's termination payment. Any unresolved issues about monies owed must be included in the comment section on the employee exit checklist.

Employees who have been part of Senior Executive Group (SEG) – substantively or temporarily in an acting role

The business unit or workgroup's officer is required to notify education.FinancialCompliance@sa.gov.au of all exiting employees who are, or have acted in, a role that is a member of SEG, at least 2 weeks before their last working day.

Employees who have been part of SEG must complete a financial declaration before their last working day. It's recommended they do this in their final working week to make sure that the responses cover as much of their tenure as possible. The declaration template is available on the financial declarations webpage and must be forwarded to education.FinancialCompliance@sa.gov.au once completed.

Advice to corporate ICT support

Prompt advice of any resignation, retirement, termination, or transfer of employment is required to make sure that access to Information and Communications Technology (ICT) systems is revoked and the security of departmental systems is protected.

The final date for access to ICT systems will usually be the employee's last day of duty. As much notice as possible, and at least **3 business days' notice** should be given to revoke access.

When an urgent cancellation of access is required, the line manager should direct the LAN manager to contact corporate ICT support as a matter of urgency, preferably by phone, and request the immediate

cancellation of any accounts and all access. The LAN manager should then complete and forward the required forms.

Department wide ICT systems and accounts

As soon as an end date is known, line managers should advise corporate ICT support using the [deactivate IT Account edIT online form](#).

Local systems and ICT accounts

The line manager is required to direct the responsible LAN manager to make sure that any access to local IT systems and accounts funded locally are cancelled. This is in addition to any access and accounts managed through IT services and may include a home office phone or cable connections.

The LAN manager should be advised about whether the employee is terminating and leaving the department or just changing roles within the department.

Network and local drive files

Line managers will make sure that the employee's work and personal files are copied, moved and/or deleted as appropriate. Care should be taken that any required business files and records are retained and remain accessible. Files to check include:

- email
- shared, group and/or personal drives
- Local computer files
- One drive and/or Teams
- Objective files.

Employee details on internal systems and databases

The employee's details should be updated on any internal systems and databases in addition to those managed by corporate ICT Support, People and Culture and Shared Services. These include:

- phone lists and directories
- internal databases and contact lists.

Corporate ICT support

Line managers are required to arrange for all ICT hardware and software assigned or loaned to the employee to be returned to the workplace. This includes, but is not limited to:

- Desktop computer, laptop, terminal, monitor, or tablet and associated items
- Mobile phones and SIM cards
- Wireless Internet dongles

- printer

- software programs, manuals, discs and licences.

Security and access

Line managers must cancel all access to departmental sites, resources and accounts. This includes the return of:

- access discs, security card(s), swipe card(s) and/or keys

- departmental name tag(s)/badge(s)

- office, cabinet and/or safe keys.

Access discs or swipe cards issued for education sites must be returned to the relevant business office manager.

Where an employee does not return their access disc or card(s), line managers will take immediate action to cancel the employee's access by contacting the relevant business office manager or leader, and request deactivation of the card and local site access.

Corporate employees

Where an access card to 31 Flinders Street, the Education Support Hub or the Education Development Centre has been issued, the employee must give the access card to their line manager. For locations with a security personnel, the line manager will return the access card to security.

Where a corporate employee does not return their access card, line managers will take immediate action to cancel the employee's access by contacting security on 8226 1530 (Flinders Street).S

Signature authorisations

Line managers must remove the exiting employee from all lists of signatories for departmental accounts and/or purchasing provisions. The appropriate timing of the removal will be determined by the line manager and may occur prior to the employee's last day of duty.

Departmental files

Line managers are required to arrange for all departmental files held by the employee to be returned and filed appropriately. Any electronic files held by the employee that include business-critical information will be copied and/or made accessible on the appropriate network(s).

Office and home office equipment

Line managers must arrange for all office and home office equipment issued by the department to be returned, including, but not limited to:

- mobile phone and/or tablet

- photocopy card(s)

- cab charge vouchers and/or cards

- first aid equipment

- home office equipment.

Motor vehicle access and journey records

Line managers must make sure that all access to government vehicles is cancelled, paperwork is up-to-date, outstanding claims are lodged and reimbursements are made. For example this includes the return of:

- all car keys and remotes*

- owner's manual*

- service log book*

- mileage log

- State Fleet vehicle card

- fuel card.

*Failure to return these items will attract penalties.

Vehicle inspection

On return of the vehicle, a Fleet SA vehicle assessor will conduct a thorough assessment listing any damage/shortfalls of the vehicle that may affect the resale value. Employees returning vehicles with excessive wear and tear will be charged on a cost recovery basis, including an administration fee to arrange the repairs of the vehicle to an acceptable standard. Goods and Services Tax (GST) is payable on all wear and tear charges and administration fees.

For more information about Fleet SA instructions, please refer to the [Fleet SA](#) website or contact the Vehicle Management team, education.fleet@sa.gov.au.

Other departmental resources

Line managers are responsible for arranging the return or appropriate reimbursement for any other departmental resources issued or loaned to the employee. For example:

- credit card(s)

- library resources and loans

- manuals, curriculum, policy and procedural documents

- teaching materials, team resources and/or text books.

Acknowledgements of service/work

Official statements of service

Current department employees can access the employee information kiosk to produce a current statement of service. Should any historical service not be included, a statement of service can be requested by completing statement of service request.

Recognising retiring employees and length of service awards

Employees who retire from the department may be invited to attend a Retirement Celebration, held annually, and will be provided with a certificate of appreciation.

Employees who have achieved 30, 40, or 50 years length of service milestones may be invited to attend a length of service celebration.

Contact the Organisational Development team at employee.recognition@sa.gov.au for more information.

Records management

Line managers must keep records of all relevant information about the employee exiting. General disposal schedules 22, 30 and 31 will assist with the management of these records, or contact the Information Management team for further information.

Grievance resolution

An employee may lodge a complaint if they consider they have been treated unreasonably or unfairly in the application of this procedure in line with the Employee complaints procedure. Contact Employee Relations at education.ECU@sa.gov.au for further information.

Roles and responsibilities

Directors, principals and preschool directors

Informing line managers of these procedures.

Management and review of the application of exit procedures for the workgroups within their areas of responsibility so that the desired outcomes are achieved.

Line managers and managers

Informing employees of these procedures.

Managing the procedures at the local level so that the desired outcomes are achieved.

Director, Workforce Management and Capability

To review this procedure every 3 years or prior as determined appropriate.

Organisational Development

Administer and manage the 'Your Experience Matters' survey ensuring the confidentiality of survey participants.

Manage the analysis of the survey feedback and provide recommendations to inform workforce strategy.

Supporting information

Your Experience Matters exit interview template

Employee exit checklist

Retiring or resigning from the department

Ending a teaching or ancillary contract early or cancelling a contract

Statement of service requests

Related legislation

Education and Children's Services Act 2019 (SA)

Public Sector Act 2009 (SA)

Related policies

Employee complaints procedure

Transfer or assignment management procedure

Right of return management procedure

Transition to retirement (superannuation) procedure

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Recognition Program.

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Contact

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