



Policies, Procedures and Guidelines

EMPLOYEE EXIT POLICY

CSG018

BACKGROUND

Lachlan Shire Council (LSC) will efficiently and effectively manage the cessation of employment, so as not to inconvenience the employee but to also improve LSC's standing and operations whilst maintaining Council's reputation amongst remaining employees.

There are many reasons for an employee to leave LSC. The information and opinions held by a departing employee may also be invaluable, to help retain future employees, improve LSC operations and determine any potential or existing issues within Council.

OBJECTIVE

The objective of this policy is to ensure that employees leaving LSC are interviewed about their experience during their employment. This feedback will enable the People and Organisational Development Team to identify any key areas requiring attention or any opportunities for improvement in our ability to respond to employment related issues and in turn retain high performing employees.

SCOPE

Exit interviews will be conducted with all permanent employees leaving LSC due to resignation or retirement. All documentation relating to an exit interview is to remain confidential and used for statistical purposes only.

DEFINITION

'Exit Interview' means a standard format questionnaire which captures feedback data from terminating employees.

POLICY

When an employee first notifies their supervisor of intent to resign or retire the following procedure should be adhered to:

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- the supervisor should ask for written confirmation from the employee, including effective last day of employment. At this time the employee can also request a Statement of Service and Employment Separation Certificate.
- the supervisor should notify the relevant Director and Manager – People and Organisational Development as soon as possible;
- the resignation letter should be given directly to the Records Officer in order to electronically register the resignation which will then be forwarded to Manager – People and Organisational Development;
- Manager – People and Organisational Development will acknowledge the resignation and arrange for a confidential face to face exit interview if possible;
- the acknowledgement will be copied to personnel file and payroll to ensure that:-
 - the period of notice given by the employee is in accordance with the relevant Award.
 - all entitlements related to the employee is accounted for and is to be paid in accordance with LSC's 'in arrears mandate' (i.e. one week after cessation),
 - all outstanding monies owed by the employee to LSC have been accounted for and will be deducted from the employee's final pay
 - insurers are informed that the employee is leaving if the employee has a current or ongoing workers compensation claim
- The following items are required to be returned to the employees relevant supervisor on last day of employment with LSC:
 - all keys including, door, safe, filing cabinets etc
 - tools and equipment e.g. computers, mobile phones, tools of trade
 - books, software and other documents
 - passwords for computer programs
 - leaseback car/vehicle

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- credit cards including fuel cards with all outstanding personal charges to be recouped prior to termination
- business cards of departing employee
- A Certificate of Service will be provided (by payroll) to the employee upon termination. LSC staff may provide phone references or personal references provided they are not written on LSC letterhead. It is necessary to ensure that the contents of the reference are not a misrepresentation of the former employee's record of service by depicting that the employee's service was either better or worse than it was, staff are required to take a level of care when providing references.
- The Manager – People and Organisational Development will tabulate exit interview answers bi-annually to assist with policy development and organisational improvement. This information is confidential and will not be attributed to any employee who has left the employ of LSC.

Exit interviews may also be conducted where possible with other persons concerned with LSC by the appropriate department – specifically work experience students.

RELATED DOCUMENTS

Employee exit questionnaire

GENERAL MANAGER

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