



POLICY	
Employee Induction and Orientation	
Scope (Staff):	All employees
Scope (Area):	Child and Adolescent Health Service (CAHS)

Aim

To ensure the timely onboarding of employees to become effective, safe and well-informed team members increasing productivity, retention rates, improved morale and workplace safety.

Definitions

Corporate Induction is the overarching health service introduction, which is a formal and structured program of welcome and information by the employer.

New Employee is any person who is engaged under a:

- permanent contract;
- fixed term contract for longer than two (2) months; and
- casual contract who may be engaged on an irregular basis for one month or more.

Returning Employee is an existing employee returning to CAHS after a period of absence, for example due to secondment or parental leave.

Onboarding is the action or process of integrating a new employee into an organisation.

Workplace Orientation is a localised program coordinated by the manager that welcomes an employee into the workplace to familiarise them with the service, local site/s, department and their role.

Principles

- The induction and orientation program is designed to provide employees with the necessary knowledge and skills to work safely within the health service¹. The orientation includes but is not limited to policies, procedures and protocols; risk management processes; quality assurance, improvement and monitoring systems; emergency management; occupational safety and health; human resources processes; and information and communication systems.
- Induction and orientation activities shall also include information relevant to employment conditions, duties, responsibilities and accountabilities in accordance with relevant legislation and the direction of the health service.
- Managers play a pivotal role in the onboarding process for new employees and are responsible for coordinating the induction and orientation process for all employees within their work areas.
- A Manager may assign particular duties of the orientation process and align the employee with a buddy or mentor during the orientation process however the

Manager is ultimately responsible for ensuring employees have been appropriately orientated within their area.

- Where a new employee may not be engaged in employment for a period exceeding two (2) months, the Manager needs to adopt a risk-based approach to prioritise the essential components of Induction and Orientation as relevant to the employee and situation.
- A returning employee and their Manager will determine which essential components of a workplace orientation may need to be revisited to ensure the employee continues to be an effective, safe and well-informed team member.
- Information and resources for Induction and Orientation can be found on [HealthPoint](#). Health Support Services (HSS) provide all new CAHS employees with a new hire pack that includes the below listed documents to support the on-boarding process:
 - All Employees receive:
 - Welcome to the Team. A New Employee's Guide to the Child and Adolescent Health Service
 - CAHS Confidentiality Form
 - Site/Role Specific documents if available and applicable:
 - ID/Access Badge Application Form
 - Uniform Requisition Form
 - Site Map/s
 - [Parking Application forms](#)

Corporate Induction

- Effective Corporate Induction is critical to ensuring that employees are able to contribute to the vision, mission and values of CAHS and are aware of their obligations in relation to their employment.
- Corporate Induction is designed to complement the workplace orientation by providing the new employee with relevant information relating to CAHS, expected workplace behaviour, responsibilities, safety and quality, emergency management, occupational safety and health and employee support mechanisms.
- All new employees must complete a Corporate Induction within two (2) months of commencing employment.

Workplace Orientation

- New employees should undertake a local workplace orientation program that ensures they are informed about their specific workplace and location and assists in the integration into their position and team.
- Managers are expected to prepare a structured local site specific workplace orientation program to enable new employees to feel accepted, be part of the team, and be productive ('work ready') as soon as possible upon commencement.

- All new employees must participate in a workplace orientation that starts on the first day of employment. Activities should at a minimum include:
 - Administration and communication activities prior to the employee commencing.
 - Communication with the employee on their role and how it fits within the organisation; as well as performance expectations of the role; and an overview of mutually held objectives; and strategies relevant to the position.
 - Local physical facilities and workplace safety matters including emergency management and infection control.
 - Policies, protocols, procedures, guidelines and governance requirements.
- Generic orientation checklists for employees covering core orientation topics are available on [HealthPoint](#).
 - Services/departments that have developed their own orientation checklists should ensure the topics covered in the standard CAHS checklists have been incorporated.
- The workplace orientation should be reviewed on a regular basis to ensure currency, with a minimum expectation that it is reviewed annually.

Roles and Responsibilities

Executive Directors

- Ensure 100% of new employees have attended a Corporate Induction within two (2) months of employment.
- Ensure service areas have structured orientation programs within their work areas.

Manager

- Ensure that processes and learning resources within work areas support the employee during the orientation period.
- Communicate the orientation program to all new employees on the first day of employment.
- Coordinate the attendance of the new employee to a Corporate Induction within the first two (2) months of employment.
- Engage with the employee in relation to their interests and commitments outside of work and be cognisant of Equal Opportunity requirements and cultural considerations. Ensure your employee is supported.
- Explain acronyms as they are used until the employee is familiar with them.
- Follow up with the employee regularly throughout the orientation program and their probationary period (if applicable) to ensure they have settled in well.
- Keep a record of the employee's orientation program.

Employee

- Participate in Corporate Induction and workplace orientation programs as required.

- Apply the knowledge acquired through induction and orientation in the course of their employment.

Buddy/Mentor

- Provide a safe and welcoming environment for the employee to ask questions.
- Be proactive in supporting the employee with information, advice or by linking them to relevant areas of the organisation.
- Champion safe work practices and organisational values, and comply with organisational policies and procedures.
- Maintain contact with the employee over the orientation period, providing a higher level of involvement during the first few weeks.

Corporate Learning and Development

- Coordinate and facilitate the Corporate Induction.
- Maintain a list of attendees and alert the Manager for those that did not attend.
- Conduct a periodic review of the objectives, content and outcomes of Corporate Induction.

Health Support Services

- Send CAHS specific documents to all new employees in the new hire packs.

Record keeping

- Attendance at Corporate Induction is recorded in iLearn the CAHS Learning Management System (LMS) by Corporate Learning and Development.
- Records of the completed orientation process should be signed and dated by the Manager and employee and stored in a secure and confidential departmental file.
- Records produced as a result of this policy will be maintained in accordance with the [CAHS Recordkeeping Plan 2015027](#).

Compliance


- Managers should inform the LMS Systems Administrator of employees who will not be employed for longer than two (2) months to ensure they are coded accordingly.
- Reports on compliance will be generated through Corporate Reporting and provided to the Health Service Executive Committee (HSEC).

Related internal policies, procedures and guidelines
Mandatory and Core Requirement Training (CAHS Policy Manual)

References
1. National Safety and Quality Standards: Standard 1

Useful resources (including related forms)
Induction and Orientation HealthPoint page
Welcome to the Team. A New Employee's Guide to the Child and Adolescent Health Service
Line Manager On-boarding Checklist (Generic)
Workplace Orientation Checklist (Generic)
Managers Pre-commencement (CACH) Checklist for new employees
Site Orientation (CACH) Checklist for New Employees
New Starter Site Orientation (CAMHS) Checklist

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