**Inducting Your New Staff - A Guide For Supervisors**

Sample

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**Inducting your New Staff**

Induction is a structured and supportive method of introducing a new staff member to their role, their work area and [Company Name].

As a Supervisor at [Company Name], you play a vital role in welcoming and introducing new staff to our workplace and providing the necessary information and support.

Accordingly, this Guide has been developed in two parts to assist you with this process:

1. The first section provides guidance on how to induct new staff, as well as a range of information and resources that Supervisors should discuss with their new staff member.

2. The second part is the Induction Checklist. This checklist consists of information that should be provided, and tasks and activities that should be undertaken during Induction. The checklist is grouped by timeframe and activity in order to assist Supervisors with this process.

**The Induction Checklist should be completed by the Supervisor and given to the local HR area, or business manager.**

If you would like additional information, your local HR staff can provide you with support and

guidance in relation to your new staff and induction, and we encourage you to seek their advice.

A range of information to support new staff is also available online:

[Company Name Intranet Site]

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**Induction At [Company Name]**

**Why Provide Induction?**

Commencing a new job can be a daunting process. There are new people to meet, new systems and culture to understand, and a job to perform. The transition to a new workplace is made easier and more effective for both the individual and [Company Name] if there is a comprehensive induction process in place, which systematically introduces and welcomes the new staff member to our workplace.

[Company Name] is a large and complex organisation. Even if a new staff member has come from another similar company, all workplaces are different, and roles across organisations differ greatly. All new staff need, and deserve to be introduced to their new job, their workplace and [Company Name], in a structured and supportive manner.

Good induction processes contribute to: staff retention, reduced costs associated with staff turnover, job satisfaction and productivity.

**What Is Induction?**

Induction is a structured and supportive method of introducing a new staff member to an organisation.

It should communicate [Company Name’s] strategic directions, policies and procedures to new staff and include an introduction to their role and their immediate work area. It is also a means by which information and resources are provided to new staff in a timely manner.

Induction at [Company Name] should provide a staff member with:

* a thorough explanation of their role and responsibilities (referring to their role statement or position description)
* an understanding of their supervisor’s expectations (using the Supporting our Staff framework)
* an understanding of where their job fits into their immediate work area, their Division and the organisation more broadly
* an explanation of the probation process
* information about relevant [Company Name] orientation and induction programs and events
* access to [Company Name’s] online learning programs
* Work health and safety (WHS) information (including identification of any WHS training required for the role)
* an introduction to key colleagues in the work area
* an introduction to colleagues who can provide support and advice (such as first aid officer, administrative staff etc.)
* an appreciation of the [Company Name’s] expectations with respect to professional behaviour
* guidance on where to find information about [Company Name] policies, procedures, services and support.

**Who Delivers Induction & When?**

It is the responsibility of a new staff member’s supervisor to ensure that their new staff member is ’inducted’ – to their role, to their work area and the [Company Name]. The supervisor may provide all of the information, or they may have other key people in the Division assist with this. However the induction is ‘delivered’ to the new staff member, the supervisor must monitor and ensure it has been provided.

The Induction Checklist incorporated in this guide provides a time frame for the completion of various stages of induction.

**The Supervisor’s Role in Probation**

Probation is a vital element of the induction process. The purpose of probation is to provide a period at the commencement of employment in which a probationary staff member’s suitability to the position, to the [Company Name] and to the particular workplace can be assessed. During a probation period, the [Company Name] will offer appropriate support, development opportunities and feedback to assist the probationer to achieve confirmation of employment.

As a Supervisor it is part of your role to understand the probation process, and to follow the probation procedure as it relates to your new staff members. You can seek advice on probation matters from your local area HR staff.

**Online Induction**

A range of online learning programs are available to all [Company Name] Staff via the online training site. We expect all new staff to complete the modules relating to the Code of Conduct, Workplace Discrimination and Harassment and Work Health and Safety (WHS).

**Orientation Programs & Events**

The central Human Resources (HR) Division coordinates and delivers a range of initiatives to introduce new staff to [Company Name].

Supervisors should let their new staff know about such opportunities and encourage attendance.

These initiatives are complemented by Division induction processes (also known as ‘local area induction’).

Supervisors should check with their local HR area as to induction processes or activities in their Division.

The following events and programs are scheduled throughout the year, and we invite all new staff to register and participate in these:

**[Company Name] Induction Program**

This program is scheduled every two months and is open to all staff members.

It provides a broad range of information to help staff understand the [Company Name] context and to settle in to their new roles, working as part of the [Company Name] Community. The event includes presentations from various guest speakers, refreshments, and a guided tour of the organisation.

**Formal Welcome from the General Manager / Vice President**

In March and September each year, new members of staff are invited to attend the General Manager’s Welcome to New Staff. As part of this event, the GM will formally welcome participants to [Company Name] and provide an overview of the bigger issues affecting our organisation. In addition, participants will hear from other new members of staff, as they share their personal perspectives, tips and advice on being a new member of staff.

Participants will also be given the opportunity to meet with other new staff over morning tea and to network in groups.

**Senior Leader Induction (participation by nomination process)**

This program is an introduction and orientation for new senior staff – either new to [Company Name] and commencing in a senior role, or new to a senior role at [Company Name]. The program is conducted as a series of small group meetings.

Senior Leader Induction aims to support and assist new senior staff to ensure they are confident about the administrative/management requirements of their position, gain awareness about key contacts during the early phase of their new role, and learn from the experience of others. In particular, the program covers the role and responsibilities of senior staff in the [Company Name] context with an emphasis on key knowledge areas around people, finance and budgets. It provides opportunities to meet other senior staff, establish relationships across the company, and have more ready access to key information and people to support new senior staff in their role.

\*Senior roles vary across [Company Name]. This program targets senior staff with significant management or leadership responsibilities who are new to [Company Name]; or are new to their senior role (having previously worked at [Company Name]); and are in roles such as –Division Director, Head of Department, General Manager, Division Executive Officer, or similar level senior roles within your Division.

Participation is via a nomination process: nominations are sought from each Division twice per year.

Interested staff should speak with their local HR staff or HR Manager.

**Career Development At [Company Name]**

[Company Name] is committed to the development of its staff and encourages every employee to take advantage of the range of training and development opportunities on offer, and to be actively engaged in their own career management.

Some essential components of successful and healthy careers are:

* ensuring your job aligns with your values and interests
* supervisors and staff members having regular career conversations
* supervisors and staff members discussing and managing workloads effectively
* focussing on improvement and innovation
* fostering good relationships with co-workers and identifying, and working towards goals.

To help foster this, (in addition to a discussion about the new staff member’s position and work area), as a supervisor you should initiate a discussion with your new staff member which:

* clearly articulates the work expectations for the new staff member - this is particularly important for a successful introduction to their position and career at [Company Name]
* provides an opportunity to share ideas for development to achieve these work expectations as well as to assist the individual work towards their career goals.

A range of career and professional development services and activities are available for staff at [Company Name], and are provided by many different areas across the organisation.

**Health & Wellbeing At [Company Name]**

**Work Health & Safety**

[Company Name] aims to be an influential leader in the fields of work health and safety (WHS) and injury management. [Company Name]’s Strategic Plan commits [Company Name] to provide a work environment that is attractive, well maintained, accessible and safe.

[Company Name] is committed to providing employees, customers, contractors and visitors with a safe and healthy environment. [Company Name] strives, through a process of continuous improvement, to fully integrate work health and safety into all aspects of its activities.

Induction is a vital opportunity to ensure that your new staff member has the necessary information and training relating to Work Health and Safety in their new role at [Company Name].

During induction, WHS should be given special consideration. [Company Name’s] Work Health and Safety Management Arrangements provide guidance about responsibilities, WHS management and operation. It is important that the staff member is made aware of the importance of hazard and incident reporting, and is encouraged to openly discuss WHS concerns and helps to constructively find solutions.

The Induction Checklist included in this information pack, also provides broad guidance on some key information supervisors should cover during induction. Additional information is available from the Health Safety and Work Environment Branch or website. Information about WHS training is available. Specialised WHS training for supervisors is also available and highly recommended.

**Balancing Life & Work**

[Company Name] recognises that staff have responsibilities and commitments extending beyond their work, and is committed to providing policies, practices and services to assist staff members to successfully manage the competing demands on their time. Beyond creating a supportive policy framework and structures, [Company Name] also strives to foster a supportive organisational culture, which will benefit staff and greatly assist [Company Name] in reaching its strategic goals.

As a supervisor, it’s important to discuss work-life balance as part of your regular conversations with your new staff member, in order to:

* have an awareness of the staff member’s situation (family, study, health and caring commitments)
* discuss working hours and workloads
* make use of [Company Name] policies and procedures
* provide appropriate support to your staff.

It is essential that you explore the options and encourage new staff to seek assistance, while also keeping the area’s organisational requirements in mind. HR provides confidential services to assist staff and managers to deal with work-related issues and personal issues.

**Workplace Diversity & Inclusion**

[Company Name] is committed to inclusion and equal opportunity, valuing the contribution and input of all. It seeks to engage employees from every segment of society in its pursuit of excellence and values the contribution of each and every member of the community.

The Workplace Diversity and Inclusion Unit (DIU) is responsible for promoting a working environment that values diversity, promotes inclusion, and is committed to ensuring equality of opportunity for all staff. The unit focuses on staff diversity through involvement and consultation, data analysis and policy development; designing and delivering training initiatives and awareness raising campaigns; and provides advice, support and guidance on equality and diversity related issues to all staff.

Supervisors should ensure that new staff are aware of the Code of Conduct which provides a broad framework for the identification and resolution of issues concerning the conduct of [Company Name]’s employees and guides staff in their dealings with colleagues, [Company Name] and the local, national and international communities. New staff should also be made aware of the policies and guidelines of relevance to equity and diversity. These include policies on equal opportunity, work and family balance, disability, discrimination, harassment and bullying as well as policies and procedures for handling complaints and staff grievances.

**Locations**

Staff located away from the main office, or who work from home, may need additional induction information and support from their Supervisor.

For example:

* a teleconference, video-conference or a visit to the main office may be set up to meet colleagues they will deal with on a regular basis
* special work health and safety information and training may be required and arrangements made to attend such training
* identifying and explaining the expected modes and/or frequency of communication that is expected
* discussing any special equipment and or resources that are required
* explaining requirements and processes around travel, expenses, reporting, administration and such
* discussing any different or special conditions of employment or expectations that the new staff member should be aware of.

Supervisors should contact their local HR Staff who will be able to assist with identifying the support and information you need to provide to your new staff member who is located away from the main office.

**Induction Checklist**

**Purpose**

The purpose of this checklist is to assist Supervisors to provide a thorough and timely induction for their new staff member.

**Instructions**

1. Supervisors of new staff should complete the checklist on the following pages. The checklist is grouped by timeframe and by type of activity to assist with this process.

2. Supervisors will need to have several conversations with their new staff member to complete this checklist, ensuring that the new staff member has the necessary information and support in their new role.

3. Supervisors may provide all of the information on the checklist themselves, or may have other key people in the Division assist with this. The supervisor must ensure that induction is completed.

4. On completion of the checklist, the Supervisor should ensure that the new staff member and local HR office receive a signed copy for their records, to be placed on the official personnel file.

Employee’s Name: .............................................................................................................. (Including title – eg Dr, Mr, Mrs, Ms, Mx, other)

Position/Job: ..............................................................................................................

ID: ..............................................................................................................

Division: ..............................................................................................................

Start Date: ..............................................................................................................

Supervisor’s Name: ..............................................................................................................

Supervisor’s Contact: E : ............................................ T: ...........................................

Office Location: ..................................................................................................

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| **Week prior to commencement of new staff** | **Person Responsible** | **Date completed** |
| Workstation/office set up (telephone, computer, printer access). Request nametag for office (if appropriate). |  |  |
| Confirm starting date with the new staff member and inform them when to arrive, where to park and where you will meet them. |  |  |
| Inform/email other staff about the new staff member’s arrival and role |  |  |
| Allocate time to spend with your new staff member on their first day. |  |  |

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| **Induction: First Day** | **Person Responsible** | **Date completed** |
| Welcome  Greet new staff member, show office/workstation, give tour of work area. Introduce to immediate work colleagues and to departmental administrators, finance, HR and IT staff for future support contact. |  |  |
| Explain local area induction process. Ensure signed letter of offer is returned to HR team. |  |  |
| Access  Attend Security for [Company Name] Identification and car parking. |  |  |
| Workstation  If not already organised – arrange for office/workstation, computer, phone, desk, chair, name-tag for office, and other equipment as required for role. If ready, show staff member office/work area. |  |  |
| Check that workstation is set-up and adjusted correctly to suit staff member. |  |  |
| IT & Communications  Explain telephone system and assist with voicemail set-up. |  |  |
| Notify reception in your area of employee's details. Add staff member details to staff directory on [Company Name] website. |  |  |
| Establish email address/account, add to any circulation lists, show work directories/drives. Add full signature block to new staff member’s email setting. Provide list of Division acronyms. |  |  |
| Ensure access to Internal Email Directory, introduce to – or provide contact for - local IT support staff, advise on external/internal mail process, photocopying, and stationery supplies etc. |  |  |
| Work Environment  Show emergency exit locations, assembly points for evacuation, emergency information and procedures. |  |  |
| Show emergency equipment and safety devices required for work, e.g. first aid box, fire extinguisher, safety shower, eyewash station etc. |  |  |
| Non-smoking workplace (explain appropriate areas for smokers if relevant). |  |  |
| In work area: show location of light switches, toilets, showers, coat lockers, tearoom, and other facilities. |  |  |
| Provide office map. |  |  |
| Explain security services |  |  |
| Explain parking regulations/locations and other transport options – buses and bus  routes, cycle paths, cycle-sheds, car-pooling. |  |  |

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| **First Week** | **Person Responsible** | **Date completed** |
| Job Role & Responsibilities  Discuss Position Description, responsibilities and performance expectations, professional development - using the Supporting our Staff Policy and forms. Identify and plan work appropriate for first week at work. |  |  |
| Explain where role fits within the immediate area, Division and [Company Name]. Show organisation and Division structure chart. |  |  |
| Explain the Probation process, and activities required by staff member in order to fulfil probation requirements. Explain the work from home policy. |  |  |
| Explain and show the Code of Conduct and the process for handling personal problems or complaints including bullying or sexual harassment. |  |  |
| Explain personal resources available to staff:  HR, Employee Assistance Program, Health Service etc.  Discuss Delegations (provide information), and identify any specific delegations associated with the staff member’s role. |  |  |
| Work Health & Safety (WHS) |  |  |
| Explain WHS policy, Health and Safety Management Arrangements and hazard  management procedures, and location on [Company Name] intranet website. |  |  |
| Explain the process for reporting hazards and incidents, and location on [Company Name] website. |  |  |
| Introduce to local area Work Health and Safety Representative, WHS Committee Chair, first aid officer, safety officer, chief emergency warden, Rehabilitation and Compensation Officers. |  |  |
| Consider any specialised WHS training required to undertake job safely and efficiently. |  |  |
| Working Conditions & Environment  Explain: working hours, tea and lunch breaks, flexi-time, pay days, how to apply for leave |  |  |
| Provide Division structure information – key staff, contact information and phone lists. |  |  |
| Discuss [Company Name] Policies and where to find them. |  |  |
| Show around of area: food outlets, banks, post office, bike lockers, sports and cultural facilities. |  |  |

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| **First Month** | **Person Responsible** | **Date Completed** |
| Conduct Probation Meeting (refer to the [Company Name]’s Probation Policy). |  |  |
| Check Staff member’s attendance at Induction event/s. |  |  |
| Check with staff member regarding professional development activities. |  |  |
| Discuss with staff member their work progress - ‘how things are going’. |  |  |
| Identify and explain relevant meetings, committees, networks, communities of practice – relevant to individual staff member, (especially where attendance is required). |  |  |

Supervisors should note that the following activities need to be carried out later in the year.

Please Note: HR or other appropriate staff in your area will resubmit this document to you at the appropriate date for you to action the following tasks with your staff member.

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| **Six months – One year (or up to three years)** | **Person Responsible** | **Date Completed** |
| Conduct mid-cycle discussion regarding work performance, achievement of expectations and development activities. |  |  |
| In conjunction with review of job performance, confirm or annul probation (depending on position type). |  |  |
| Conduct an end-of -cycle discussion regarding work performance, achievement of expectations and development activities for the year. |  |  |

On completion of this checklist, the Supervisor should provide a copy to the new staff member and a copy to the HR Office in your Division for their records. A copy should also be retained by the Supervisor.

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| Comments by Supervisor |
|  |
| Comments by New Staff Member |
|  |
| Is there any additional information required by the staff member – if so, please describe here: |
|  |

**Induction Completion**

Staff Member

I have completed an induction process with my Supervisor and/or other delegated staff member.

I have received/completed training applicable to my appointment. I have complied with all requirements of my Offer of Appointment.

Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Including the title – e.g. Dr, Mr, Mrs, Ms, Mx, other)

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Supervisor

I confirm that induction has been provided and certify that the above mentioned staff member has completed induction procedures and received all appropriate training as identified during the induction process.

Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position/Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of other delegated officer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of other delegated officer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Copy of this Checklist sent to Division Human Resources: Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Copy of this Checklist provided to new staff member: Date: \_\_\_\_/\_\_\_\_/\_\_\_\_