New Staff Induction policy

1. Background

It is a WA Public Service Standard requirement to onboard new employees commencing with the organisation. Induction is one component of the onboarding process.

Onboarding includes:

- Pre-employment processes such as credentialing employment checks, Pre-employment Health Assessments, Aged Care and Criminal Records Screening.
- Induction: the process of welcoming and supporting newly recruited employees to adjust to their new roles and their working environments. The induction timeframe typically is the first three months of commencing work.

Various directorates and teams manage the onboarding process.

This policy defines the induction requirements for new employees to acquire the necessary knowledge, skills and behaviours, in order to become a safe and effective employee.

Induction is underpinned by the Employee Development policy by which employees have regular discussions with their line manager to plan, reflect, celebrate successes and identify further supports where required.

2. Policy statement

WACHS is committed to the effective induction of all new employees. Induction welcomes new employees to the organisation and provides them with key information and networks to assist them to settle effectively and efficiently into their new roles. This approach aims to contribute to overall employee wellbeing and maximises their potential for a long and rewarding career in WACHS.

Induction for employees must include:

- The organisational culture - understanding the broader organisational context such as strategic direction, values and policies and procedures.
- Workplace orientation – familiarisation with immediate workspace, site.
- System orientation to ensure that new employees know how to access Information and Communication Technology (ICT) systems, clinical applications and other necessary applications to successfully undertake their role.
- Job requirements, the duties and responsibilities relevant to all new employees, their employment and work environment.
- Occupational Health and Safety instructions necessary to protect new employees and their colleagues from risk to their health and safety.
- Connecting new starters to their teams, networks, community and region.

- Completion of an Induction Pathway program that guides new starters through their first three months of employment.

This policy applies to all new employees within WACHS, which includes:

- full-time, part-time or casual employees
- permanent or fixed term contract employees
- external employees such as agency, volunteers, contracted medical practitioners that have a contract for greater than three (3) months.

The induction process commences on employment with WACHS and takes three months to complete. External staff/ contractors who are employed for less than three months are required to complete the WACHS FastTrack Induction requirements.

WACHS Induction consists of two mandatory components, one supporting components and one optional regional induction component:

2.1   Primary supervisor eLearning
(Mandatory: eLearning, once only requirement)

The WACHS Primary Supervisor Learning Framework, located in the Learning Management System (LMS), contains an eLearning program *How to Onboard New Staff.* This eLearning program outlines requirements, key resources and strategies to effectively undertake onboarding (pre-employment, induction and employee development stages) with their new employees.

2.2   Induction Pathway package - for all new starters
(Mandatory: declaration package, once only requirement)

The All WACHS Staff Learning Framework contains an Induction Pathway declaration package for all new employees to complete. It includes:
- an eLearning introduction to the organisation and essential information for all employees
- simple tools and guides that provide a structured approach for the new starter to complete all set requirements.

2.3   WACHS Induction Directory

An intranet portal is available on the WACHS website, providing information for each of the WACHS operational areas. This site will help the new employee navigate their way to services and resources.

2.4   Regional induction (optional requirement)

New employees are encouraged to attend available regional induction programs. Regional induction content includes specific items such as:
- introduction to their region and key employees
- regional strategic plans
- local emergency plans and emergency response procedures
- other regional-specific processes and resources.

Regional induction is designed to complement the WACHS Induction Pathway program and should not duplicate any content already provided.

3. Definitions

Onboarding	The over-arching process which refers to the way that new employees acquire the necessary knowledge, skills, and behaviours in order to become effective organisational employees.
Induction	The process for welcoming and supporting newly recruited employees to transition effectively and safely into their new roles and working environments. This is undertaken in the first 3 months with the organisation

4. Roles and Responsibilities

4.1 WACHS executive and regional executive teams are responsible for monitoring compliance with the policy e.g., employee completion of the induction process.

4.2 Managers are responsible for:
- Ensuring that the new employee is supported in their transition into their new workplace and role;
- Scheduling and facilitating two Employee Development (ED) meetings (within the first month and then week 12) with all new starters in the team. The first three (3) months of commencing employment is an important time for the employee to have ED/ mentor meetings and to complete their required training;
- Assigning a suitable mentor, where appropriate, however the manager remains accountable for induction completion;
- Providing any job guides and/or processes for the new employee;
- Rostering employees to ensure there is dedicated time to complete/attend the required education outlined in the Learning Framework in the WACHS LMS;
- Ensuring employees have access to a computer and the necessary support to complete training via the LMS.

4.3 New employees are responsible for completing the mandatory requirements set out in the WACHS Induction Pathway declaration package, within the first three months of commencing work.

4.4 WACHS learning and development roles are responsible for:
- Conducting regular reviews of the programs in the Learning Framework (mandated training).
- Maintaining records and providing monthly reports on Learning Framework activity.

4.5 Regional learning and development and education roles are responsible for:
- Providing additional support where required to the line manager and/or the new employee. This support may include providing guidance to the line managers on what resources are available for Induction, assisting with access to the LMS or coordinating skills days.

- Facilitating the delivery of regional induction (where applicable). This includes ensuring content is not a replication of the WACHS Induction Pathway and has a specific regional focus.

5. Compliance

Failure to comply with this policy may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the Integrity Policy Framework issued pursuant to section 26 of the *Health Services Act 2016* (WA) and is binding on all WACHS employees which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency employees) and persons delivering training or education within WACHS.

6. Records Management

All WACHS training records are to be stored in the WACHS LMS.
All WACHS corporate records must be stored in the approved Electronic Documents and Records Management System in line with the Records Management Policy.

7. Evaluation

WACHS L&D will provide compliance reports on Induction Pathway compliance each month to the WACHS Executive and regional executive teams, for review and any appropriate action. The measure of compliance must be greater than 90%.

The induction policy is to be reviewed as stated in the Program Development Procedure. Program content review will be undertaken annually. Feedback from the Reflective Practice Activity will form the basis for this review.

8. Standards

National Safety and Quality Health Service Standards – Standard 1

9. Legislation

Health Services Act 2016 (WA)
Public Sector Management Act 1994 (WA)
Occupational Safety and Health Act 1984 (WA)
Equal Employment Opportunity Act (1984) (WA)

10. References

NMAHS HRM08 New employee Orientation and Induction Policy
SMAHS HR17 Orientation and Induction of staff within SMAHS

11. Related Forms

WACHS Employee Development Process and Forms

12. Related Policy Documents

WACHS Records Management Policy
WACHS Employee Development Policy
WACHS Learning and Development Program Development Procedure
WACHS Workforce Learning and Development Policy (Appendix A: WACHS Learning Framework Structure)

13. Related WA Health System Policies

MP 0124/19 Code of Conduct Policy

14. Policy Framework

Employment

This document can be made available in alternative formats on request for a person with a disability

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