

Staff induction policy and procedure

Purpose and Scope

All new staff members and volunteers will be provided with access to organisation policies and procedures and a formal induction into their role to enable them to:

- understand their responsibilities and duties, how the organisation operates and what is expected of them
- settle into their role quickly, perform their duties competently and contribute effectively to the work of the organisation.

Responsibilities and delegations

This policy applies to	CEOs, managers and supervisors, in relation to new staff and volunteers.
Specific responsibilities	Governing body: responsible for ensuring the organisation has systems in place to adequately induct staff into the organisation. CEO/Manager: responsible for ensuring induction is undertaken according to current policies and procedures. Direct supervisor: responsible for preparing and overseeing individual staff induction.
Policy approval	Governing body.

Policy context – this policy relates to:

Standards	• Family and Community Services Act 1972 • National Disability Insurance Scheme Quality and Safeguarding Framework • National Standards for Out-of-Home care (NOOHCS) • The Office of the Guardian for Children and Young People - Charter of Rights
Legislation	• Children and Young People (Safety) (Transitional Provisions) Regulations 2017 • Children and Young People (Safety) Act 2017 • Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017 • Disability Discrimination Act (DDA) 1992 • National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 • National Disability Insurance Scheme Act 2013 • The Disability Act 2006 • The Disability Services Act SA 1993
Contractual obligations	• Government of SA, DCP Contract Management Framework • NDIS Code of Conduct
Organisation policies	Workforce Health and Safety Professional Ethics and Conduct

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Forms, record keeping, other documents	Induction Checklist Induction Powerpoint Presentation
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Definitions

Induction: the formal process of welcoming and orientating new staff and preparing them for their new role, so they understand their responsibilities and the organisation's requirements, processes and expectations.

Staff: employees, contractors and volunteers who work for the organisation. Employer responsibilities to staff can differ depending on the employment relationship and the work performed, so organisations need to adjust induction processes to address the status of staff.

Procedures

The HR Advisor, Disability Services will be responsible for ensuring that all new staff employee's contractors and volunteers) receive formal induction and orientation to the organisation and their duties.

The HR Advisor, Disability Services will:

- prepare induction kits for new staff members, to include:
 - organisation background, purpose and philosophy
 - legal requirements and organisation-wide policies (e.g. anti-discrimination, workplace ethics and behaviour, code of conduct, workplace health and safety, performance management)
 - review of the terms and conditions of employment (e.g. work hours, supervision, leave entitlements, any special conditions of employment)
 - organisational structure
 - expectations (e.g. dress code, workplace attendance, use of email and mobile phones)
 - building orientation, including evacuation procedures
 - pay procedures and payroll details
 - introduction to key members of staff
 - specific job/role-related information
 - an overview of line management and reporting procedures
 - an introduction to policies and procedures
 - induction checklist of items
- tailor the induction program to meet the specific needs of different roles and individual staff, and any immediate training and support needs identified during the recruitment process
- encourage the new staff member to bring new ideas to the role and organisational processes
- commence the induction program on or near the first day of employment
- if required, assign a buddy who will provide general support (e.g. answer general questions, introduce other staff, provide solutions and referrals to resolve administrative needs)
- regularly follow up the staff member's induction during the first week and month
- at the end of the induction period, refer ongoing development needs into performance development and management processes
- ensure that the new staff member and they (or the appropriate manager sign the induction checklist on completion. This should occur within the first month.

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Training and Certificates required

Access4u is committed to ensuring all staff maintain the knowledge and skills required to provide safe, high-quality support to participants and families. Employees are expected to complete mandatory training and actively participate in ongoing professional development relevant to their role.

Prior to commencing with Access4u, all employees will be required to complete and hold the following:

- NDIS Quality and Safeguards Commission Worker Orientation Module 'Quality, Safety and You', 'Supporting Safe and Enjoyable Meals', 'Supporting Effective Communication'
- Valid and current NDIS Worker Check, prior to commencing any work at Access4u. Mentors must have a valid worker check
- Valid and current Working With Children Check, prior to commencing any work at Access4u. Mentors must have a valid worker check
- Child Safe Environments, Through Their Eyes (or Responding to Risks of Harm or Neglect training)
- First Aid and CPR

Access4u will provide employees with the required training prior to commencement:

- Manual Handling (theory)
- Infection Control
- Any further High Intensity training required for specific clients.
- Cyber Security
- Complaints and Incident Management
- Supported Decision Making

The HR Advisor will:

- Ensure that all staff are informed and appropriately trained on all protocols and agreements surrounding provision of clinical care; and
- Ensure staff are committed to upholding those principles/protocols.

Department for Child Protection (DCP)

Role and function of Department of Child Protection:

The Department of Child Protection in Australia plays a crucial role in safeguarding children from abuse and neglect. Its primary functions include:

- **Reporting and Investigation:** The department investigates reports of suspected child abuse or neglect and ensures that children's safety is prioritized.
- **Assessment and Intervention:** It assesses the situation and provides necessary interventions to protect children's welfare.
- **Family Support Services:** The department offers support services to families involved in child protection cases, helping them to improve their circumstances.
- **Legal Compliance:** It ensures compliance with child protection legislation and supports the implementation of best practices in child welfare.
- **Community Engagement:** The department engages with the community to raise awareness about child protection issues and promote a culture of safety. The department's work is guided by principles such as the best interests of the child, participation of children and young people in decision-making

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processes, and the protection of human rights. It collaborates with other agencies and works to address cultural sensitivities, especially with Indigenous communities. The department also faces challenges such as resource shortages and socioeconomic pressures, but it remains a vital part of the nation's commitment to safeguarding vulnerable youth.

Employees in the DCP sector will require the following prior to commencing:

- Complete and pass a psychometric testing
- Relevant qualification of certificate IV or higher
- Introduction to Child Car Restraints V1 DCP mandated
- DCP Mandated Fire Safety Training
- Use of Child Car Restraints (Practical)
- Assist with Medication
- Introduction to the SA Child Protection System
- Providing Care for CALD Children and Young People
- Therapeutic Care Training
- Understanding Trauma and Trauma-Informed Approaches in Children and Young People
- Cultural Awareness

Work Health and Safety (WHS)

As part of the induction process, all new staff will receive information and training regarding Work Health and Safety (WHS) requirements to ensure they understand their responsibilities in maintaining a safe workplace.

During induction, staff will be provided with information relating to:

- The organisation's commitment to providing a safe and healthy work environment in accordance with the Work Health and Safety Act 2012 (SA) and associated regulations.
- Employee and employer responsibilities for health and safety in the workplace.
- Identification of hazards and the process for reporting hazards, incidents, injuries and near misses.
- Safe work practices relevant to their role.
- Notifiable Incidents
- Emergency procedures, including evacuation processes and emergency contacts.
- Infection control practices and manual handling procedures where applicable.
- The process for raising health and safety concerns and accessing support.

All staff are required to take reasonable care for their own health and safety and that of others, follow safe work procedures, and report any hazards or incidents as soon as practicable.

Conflict Management

As part of the induction program, staff will be informed of the organisation's expectations regarding professional behaviour, respectful communication, and the management of workplace conflict.

Induction will include:

- Signing the Access4u Staff Code of Conduct Agreement to acknowledge understanding of expected professional standards and behaviour.
- The process for raising concerns, complaints or grievances.
- Awareness of the organisation's procedures for managing bullying, harassment and discrimination.
- Strategies for maintaining professional boundaries when working with colleagues, participants and families.

Staff are expected to approach conflict constructively, communicate respectfully, and seek support from their supervisor or manager where issues cannot be resolved informally.