

Induction and Orientation Policy Directive

Version No.: 2.0
Approval date: 24 October 2017

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**Government
of South Australia**

SA Health

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Induction and Orientation Policy Directive

1. Policy Statement

All new and transferring employees should be provided with the appropriate induction and orientation irrespective of level, position or employment status. Induction and Orientation is an integral part of developing our culture within SA Health and the aim is for employees to be welcomed and integrated into the work environment as soon as possible to become effective and productive employees and team members.

This Policy Directive outlines SA Health's strategies for providing induction and orientation to all employees consistent with the Guideline of the Commissioner for Public Sector Employment on Induction. It provides the basis for induction and orientation programs in SA Health, and is directly related to the induction and orientation resources. The resources, which include templates and guiding documents, are designed to support Local Health Networks (LHNs)/Department for Health and Ageing (DHA)/SA Ambulance Service (SAAS), and workplaces across SA Health in planning, developing and updating their induction and orientation programs.

2. Roles and Responsibilities

This policy applies to all SA Health employees. This may include contractors, students and volunteers, however the manager/supervisor of the contractor, student or volunteer is responsible for determining the level and depth of induction and orientation taking into account the relevance to the position and duties, the length of service, level of responsibility, and the nature and degree of the risks associated with the particular tasks of the position.

This Policy Directive relates directly to SA Health Induction and Orientation processes only, it does not provide specific direction or information about organisational training or professional competencies/requirements.

1. SA Health Executive will:

- Ensure an induction and orientation policy is in place.
- Demonstrate a commitment to induction and orientation by providing the appropriate resources to support compliance with this policy.

2. People and Culture Unit (or appropriate unit overseeing Induction and Orientation) will:

- Provide the appropriate induction and orientation resources (e.g. Guide, templates) for LHN's/DHA/SAAS and workplaces to use in their own induction and orientation programs.
- Provide all broader SA Health content to be included in any of the developed resources (e.g. templates).
- Regularly review and conduct evaluations of the induction and orientation resources to reflect organisational changes and needs.

3. Local Health Networks (LHNs)/ Department for Health and Ageing(DHA)/SA Ambulance Service (SAAS), and Workplaces will:

- Provide induction and orientation for employees.

- Use the Induction and Orientation Guide and other available resources to assist in planning, developing and structuring induction and orientation materials and programs.
- Ensure the appropriate processes are in place for employees to suitably undertake induction and orientation within the required timeframes.
- Ensure that induction and orientation is delivered by suitably qualified and experienced individuals.
- Regularly review, evaluate and update their induction and orientation materials and programs accordingly in case of organisational change and need.

4. Managers/Supervisors will:

- Appropriately plan for and manage the induction and orientation process ensuring all new employees undertake the induction process and attend an orientation session (or equivalent) irrespective of the level or type of appointment, within the required timeframes.
- Determine the depth of induction and orientation for contractors, volunteers, students considering such variables as length of service and the nature and degree of the risks associated with the particular position.
- Ensure induction and orientation activities and documentation are organised, completed, and forwarded to the appropriate person for filing or recording. E.g. Induction Checklist and evaluation forms.
- Enable review and evaluation of induction and orientation through various forms including employee feedback, evaluation forms, workforce training and assessment activities, and risk management activities.

5. Employees will:

a. New Employees:

- Familiarise themselves with and participate in their induction and orientation obligations within the prescribed timeframes.
- Review and familiarise themselves with the information provided to them at induction and orientation, such as an induction manual or online resources.
- Provide feedback to enable review and evaluation of induction and orientation.
- Maintain a record of their induction and orientation for reporting purposes.

b. Existing employees:

- If appropriate attend relevant induction and orientation when changing roles and/or locations.
- Welcome new employees into the organisation, workplace and team, and provide relevant peer support.

6. Local Human Resources will:

- Ensure managers are appropriately encouraged and supported to provide induction and orientation to new employees.
- Facilitate induction and orientation by ensuring appropriate resources are up to date and available for managers and their new employees.
- Regularly evaluate induction and orientation processes.

3. Policy Requirements

3.1 Induction and Orientation

A strong workforce delivers strategic and operational priorities for SA Health. To be successful, new employees or employees new to a particular role or workplace need to have a clear understanding of priorities, responsibilities and expectations to demonstrate SA Health values. Induction and orientation provides the basis to do this, and is the foundation for relationships between employees and SA Health as a whole.

Induction and orientation:

- is vital in engaging new employees and making them feel valued and welcome;
- is a key enabler for performance by supporting role clarity, social integration and employee engagement resulting in positive morale, increased motivation, job satisfaction and commitment;
- assists employees in understanding the broader SA Health context, their local health network or health service, and their local workplace whilst also ensuring familiarity with the physical work environment and work groups;
- provides a process for formally introducing and integrating an employee into the culture, values and norms of SA Health;
- ensures employees develop a clear understanding of roles, responsibilities, structures, policies, procedures, priorities, key stakeholders and deliverables; and
- complies with relevant work health and safety and regulatory requirements such as Commonwealth/State legislation or Accreditation Standards, or as determined by SA Health to meet the organisation's needs.

3.2 Induction and Orientation in SA Health

Induction is an employee's introduction to their local workplace which includes their division, department, team, and work site in which they are primarily located or work from time to time. The induction process includes the completion of an induction checklist and review of the induction manual upon commencement.

Orientation is an employee's introduction to the organisation (SA Health and the LHN/DHA/SAAS in which they work) which provides an overview of all organisational information to employees including attendance at an orientation session.

It is essential that all new employees undertake induction and orientation and within dedicated timeframes. Besides being new to SA Health, this may also include:

- an employee transferring from another SA public sector agency;
- an employee moving roles within SA Health;
- an employee working in a new physical location or team;
- an employee who is in a new line management or expanded management role;
- an employee who is new to an executive or chief executive role; or
- a contractor, volunteer, or student who is temporarily providing services within SA Health.

It is a core responsibility of managers to ensure that new or transferred employees complete induction and orientation, and determine the depth of induction and orientation for contractors, volunteers, students considering such variables as length of service and the nature and degree of the risks associated with the particular position.

3.3 Induction and Orientation Resources

A suite of SA Health wide induction and orientation resources including templates and guiding documents have been developed for LHNs/DHA/SAAS and workplaces to plan, develop and update their induction and orientation programs.

The resources:

- outline the foundation for a systematic and consistent approach to the design and application of induction and orientation across SA Health meeting any legislative and public sector requirements;
- provide a clear and reliable overview about the broader SA Health context including purpose, strategy, management and the services we provide;
- allow for LHN/ DHA/SAAS and local level requirements to be captured ensuring employees gain an enhanced understanding of the LHN/DHA/SAAS in which they work and their local workplace; and
- supply templates for the minimum information that should be provided to employees throughout induction and orientation.

Access to Induction and Orientation Resources

- The SA Health Induction and Orientation Policy Directive and associated resources are available on the [SA Health Intranet](#).
- Resources are updated regularly to ensure accuracy, relevancy and continuous improvement. Therefore materials should be accessed via the SA Health Intranet rather than printing and filing materials locally where applicable.
- For specific information about induction and orientation and how to utilise and apply the resources initially refer to the Induction and Orientation Guide.

Using Induction and Orientation Resources

There may be a variety of contributors who participate in the delivery of the various components of a formal induction and orientation program. However, LHNS/DHA/SAAS should apply a structured approach to employee induction and orientation, adopting appropriate processes and methods to deliver induction and orientation to employees at critical timeframes. Broadly, they should use the resources to:

- commit appropriate resources and expertise to support induction and orientation;
- develop and provide access to appropriate induction and orientation materials in a format that meets literacy, cultural, language and learning needs of participants;
- consider a staged approach to induction and orientation for new employees, the Induction and Orientation Flowchart and Induction and Orientation Guide provide information on the timing of induction and orientation processes;
- ensure alignment of induction and orientation processes and the requirement for any mandatory training and Performance Review and Development plans;
- establish a process for monitoring and recording employee participation in induction and orientation; and
- establish a process for employees to undertake the evaluation of effectiveness of induction and orientation processes and programs.











4. Implementation & Monitoring

Compliance with this policy will be monitored via the following mechanisms:

- induction and orientation is integrated into SA Health and LHN/DHA/SAAS organisational plans and policies;

- number of visits to the Induction and Orientation page on the SA Health Intranet;
- formal annual reviews are undertaken to ensure the accuracy and effectiveness of the information and resources provided; and
- attendance and evaluation form templates have been provided to:
 - evaluate the quality of induction and orientation programs;
 - identify appropriate content is being provided in induction and orientation programs;
 - ensure content is regularly updated and enables continuous quality improvement in the standard of the materials;
 - monitor the number of evaluation forms being completed;
 - verify the understanding of the health portfolio; and
 - gain knowledge of induction and orientation activities that may have increased productivity and performance at work

5. National Safety and Quality Health Service Standards

									
National Standard 1 Governance for Safety and Quality in Health Care	National Standard 2 Partnering with Consumers	National Standard 3 Preventing & Controlling Healthcare associated infections	National Standard 4 Medication Safety	National Standard 5 Patient Identification & Procedure Matching	National Standard 6 Clinical Handover	National Standard 7 Blood and Blood Products	National Standard 8 Preventing & Managing Pressure Injuries	National Standard 9 Recognising & Responding to Clinical Deterioration	National Standard 10 Preventing Falls & Harm from Falls
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6. Definitions

In the context of this document, the following definitions shall apply:

- **employee:** for the purpose of induction and orientation resources, an employee is defined as any new starter including an ongoing, casual or term/temporary employee. This also can include agency staff, contractors, volunteers, and students on placement.
- **induction:** an employee's introduction to their local workplace which includes their division, department, team, and work site in which they are primarily located or work from time to time.
- **induction process:** a process which the employee completes upon commencement of their new role and which includes the completion of an induction checklist and review of the induction manual.
- **induction and orientation program:** a program which all employees must complete to familiarise themselves with the organisation and their local workplace.
- **manager:** for the purpose of induction and orientation resources, a manager is defined as any Executive Director, Director, Manager, Supervisor, Coordinator, Team Leader.
- **orientation:** an employee's introduction to the organisation (SA Health and the LHN/DHA/SAAS in which they work) which provides an overview of all organisational information to employees including attendance at an orientation session.

- **orientation session:** is a half or full day session held regularly for participants to be provided with an overview of organisational information about SA Health, their local health network/health service, and local workplace.
- **participant:** Any employee, new or ongoing, who is participating in induction and orientation.

7. Associated Policy Directives / Policy Guidelines and Resources

- [Guideline of the Commissioner for Public Sector Employment: Induction](#)
- [SA Health Respectful Behaviours Policy](#)
- [SA Health Performance Review and Development Policy](#)

Induction and Orientation Resources

- Induction and Orientation Guide
- Induction and Orientation FAQ
- Induction and Orientation Flowchart
- Welcome Letter
- SA Health Induction Manual
- Fact Sheet Induction Manual Content
- Induction Manual Template
- Induction Checklist for Employees
- Induction Checklist for Volunteers, Students, Contractors and Locums
- Induction Evaluation Form
- Orientation Session Agenda
- Orientation Session Attendance Sheet
- Orientation Session Evaluation Form
- Checklist for Organising Orientation Session
- Orientation Session Presentation Template

8. Document Ownership & History

Document developed by: Organisational Development, People and Culture, Finance and Corporate Services

File / Objective No.: 2011-06642

Next review due: 24 October 2022

Policy history: Is this a new policy (V1)? **N**

Does this policy amend or update an existing policy? **Y**

If so, which version? **Version 1.0**

Does this policy replace another policy with a different title? **N**

If so, which policy (title)?

Approval Date	Version	Who approved New/Revised Version	Reason for Change
04/08/2011	V1.0	Portfolio Executive	Original Version
24/10/2017	V2.0	Don Frater, Deputy Chief Executive	Minor updates to policy and to align with new policy templates