

Induction Guideline and Procedure

Framework

This document is part of the Induction framework, which includes:

- *Public Sector Act 2009*
- *Public Sector Regulations 2010*
- *Public Sector (Honesty and Accountability) Act 1994*
- Code of Ethics for the South Australian Public Sector
- South Australian Public Sector Wages Parity Enterprise Agreement: Salaried 2014 and any successor Agreement
- *South Australian Public Sector Salaried Interim Award*
- *Work Health and Safety Act 2012*
- *Work Health and Safety Regulations 2012*
- Determinations and Guidelines of the Commissioner for Public Sector Employment
- Induction Policy
- Induction Checklist (New Full-time and Part-time employees)
- Corporate Training
- Procedure - Contractors, Other Workers and Visitors
- Fact Sheet - WHS Requirements for Contractors
- Induction Checklist (non AGD employees)
- *Independent Contractors Act 2006*
- Frequently Asked Questions: Probation

Who needs to comply with this Guideline and Procedure

All employees in the Attorney-General's Department ("AGD") must comply with this Guideline and Procedure and the related Policy.

What is covered by this Guideline and Procedure

This Guideline and Procedure covers the approach to be followed when inducting new employees in the AGD. Responsibilities of the induction process are prescribed in the *Induction Policy*.

The induction of contractors of any type (including consultants and labour hire staff), volunteers, work experience participants and placement students is covered by the *Procedure - Contractors, Other Workers and Visitors*.

Guideline and Procedure

Induction of new employees in the AGD, or an existing employee commencing in a new role within the AGD, covers a range of activities commencing from when a new employee accepts an offer of employment (i.e. prior to commencement) and continuing throughout the first month working in the role. In some circumstances, induction activities may continue past the first month, though should be completed within a reasonable time (e.g. Executive roles),

A thorough induction process will include Corporate, Business Unit and Role-Specific information and requirements.

The *Induction Matrix* below provides an overview of activities that should be undertaken in particular circumstances.

1. Corporate Induction

AGD Human Resources provide a corporate induction for new employees in AGD. The corporate induction includes:

- an overview of the AGD;
- the roles and responsibilities of the Department and its goals and priorities;
- the AGD's continuous Business Process Improvement methodology;
- Work Health and Safety obligations;
- responsibilities and obligations under, for example, the Code of Ethics for the South Australian Public Sector, the *Independent Commission Against Corruption Act 2012* and the Directions and Guidelines issued by the Independent Commissioner Against Corruption;
- information about services available to public sector employees (i.e Super SA, Maxxia, OPTUM);
- mandatory training modules; and
- the *Induction Checklist* for line managers to complete with new employees.

The AGD *Induction Checklist* outlines the key activities which must be undertaken, and information to be covered, in the induction of a new employee during the first 2 weeks of them commencing work in the AGD. This will assist in ensuring new employees can operate in a safe manner at work and incorporates tasks and functions specific to AGD, in addition to requirements likely to be included in a Business Unit or role-specific induction.

Details of the corporate induction and mandatory training modules are available on the HR Intranet and are subject to change.

An employee can request Recognition for Prior Learning (RPL) of mandatory training modules by contacting Human Resources (agd.learninganddevelopment@sa.gov.au). Requests must briefly detail the reason(s) for seeking RPL and must be endorsed by the employee's manager. Requests will be considered on a case-by-case basis.

2. Business Unit Induction

Business Unit Heads should consider the need for and appropriateness of a local Business Unit-level induction program. Any such program may take various forms, such as intranet content, information sheets or employee handbook, forum or email. Alternatively, this content may be devolved to immediate managers to deliver as part of the role-specific induction content.

The content and means for delivery should be clearly documented and responsibilities assigned, to ensure adequate induction practices are in place at a Business Unit level.

The Business Unit induction program should include:

- an overview of the Business Unit (structure, leadership, purpose and objectives);
- key performance indicators or objectives;
- Business Unit procedures
- Administrative practices (i.e. Business Unit intranet, SharePoints, file management systems, time and attendance records); and
- other relevant information that may assist a new employee to integrate into the Business Unit.

3. Role-Specific induction

Line managers are responsible for ensuring that new employees in the AGD are provided with and undertake an induction appropriate to their role.

The *Induction Checklist* must be completed within two weeks of the employee commencing work in the AGD or in a new role in the AGD. A copy of the completed Induction Checklist must be forwarded to Human Resources as record of completion of induction requirements.

If specific local site induction requirements are not covered in the *Induction Checklist*, the relevant manager will ensure these aspects are covered during the local site induction.

Table 1: Induction Matrix

Employee Mobility	Corporate Induction	Business Unit Induction	Role-Specific Induction	Additional requirements and considerations
New Employee to AGD	X Ensure mandatory training is completed	X	X	Attend DPC SAES induction program (Executives only)
AGD employee moving to a SAES executive role <i>within</i> Business Unit	X Ensure mandatory training completed for managerial roles		X	Attend DPC SAES induction program (Executives only)
AGD employee moving to a SAES executive role <i>outside</i> Business Unit	X Ensure mandatory training completed for managerial roles	X	X	Attend DPC SAES induction program (Executives only)
AGD employee moving to a <u>managerial</u> role <i>within</i> Business Unit	X Ensure mandatory training completed for managerial roles		X	
AGD employee moving to a <u>managerial</u> role <i>outside</i> Business Unit	X Ensure mandatory training completed for managerial roles	X	X	
Non-managerial AGD employee moving <i>within</i> Business Unit			X	
Non-managerial AGD employee moving <i>outside</i> Business Unit		X	X	

Date approved 6 November 2015	Approved by Chief Executive	Date for review November 2017	Responsible Unit Human Resources	Version 1.0
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Attachment A: Induction Check List (new full-time and part-time employees)

This Induction Checklist ensures every new employee in the AGD, or an existing employee commencing in a new role within the AGD, is provided with the necessary information and access to assist them in succeeding from day one and assist in ensuring they can operate in a safe manner at work.

- managers must complete this checklist with respect to every new full-time or part-time employee in AGD, starting from the time of an offer of employment and it must be completed within 2 weeks of the employee's commencement in the AGD;
- for any activity on the Checklist which is not applicable to a particular employee please indicate "N/A";
- once the process and checklist is completed it must be signed by the manager and the employee, and a copy sent either via internal mail to Human Resources, AGD, or via email to agd.learninganddevelopment@sa.gov.au.

Employee's name		Start date	
Role title		Division/Section	
Manager's Name			
Pre-commencement: Prepare for the new Employee			
Employment Contract			
<ul style="list-style-type: none"> Email signed contract, letter of appointment, and documentation to SharedServicesSA:Payroll11Documentation and CC AGD: Human Resources – must be in advance of Payroll Deadline 			<input type="checkbox"/>
Building Access			
<ul style="list-style-type: none"> Arrange security access to workplace (mil key, photo ID, etc) 			<input type="checkbox"/>
Work Area & Access			
<ul style="list-style-type: none"> Allocate work station/area (give consideration to and organise any special requirements if required) Arrange necessary equipment including desk, chair, computer, telephone, stationery Arrange computer network access with ICT, including adding to relevant email distribution list(s) Arrange any necessary delegations (i.e. HR or Financial) and/or systems (e.g. CHRIS/Basware) Prepare <i>ergonomic assessment for individual workstations</i> for completion during first week If applicable, ensure relevant employment arrangements have been completed (e.g. mobile phone, credit card, vehicle, etc) 			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Communication			
<ul style="list-style-type: none"> Send a 'Welcome' email <u>confirming their start date, time, location and arrival procedure, including request to read the <i>IT and Security policies</i> and return a signed copy of the <i>Information Security Policy Employee Acknowledgement Form (no access to ICT services will be provided until the signed form is received by CST)</i></u> Advise colleagues in work area of the new employee, their start date and working arrangement (e.g. full-time or part-time) Advise security of new starter's commencement date Plan an <i>Induction Schedule</i> and book any required meetings with staff as part of induction (e.g. direct reports, stakeholders, etc) Identify a 'buddy' (another employee who can support the new employee during the first days and months) Prepare Induction to provide to new employee on first day 			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
All Steps Complete?	Manager's signature:		<input type="checkbox"/>



Orientation: First Day

Welcome

- Welcome employee and provide congratulations on winning role
- Provide a electronic access/hard copy of the Induction
- Discuss the employee's position/role and how employee fits into the team, section and Department
- Clarify hours of duty / rosters & flexitime (if applicable), including how to use timekeeping system
- Is made aware of casual days (if applicable) and advised of any social club, etc

Site Tour

- Show personal work station/area, complete an Ergonomic Workstation Assessment, and explain seating arrangements of area
- Show and explain photocopier/printer/scanner operation, stationary supplies, etc.
- Identify entry/exit doors (note any requirements e.g. Mil card: and time restrictions e.g. mail room), including emergency exits
- Inform location of employee toilets
- Explain food and beverage options including lunch room, kitchen and/or nearby purchasable options
- Inform location of employee change area and showers, and Health and wellbeing room / sick room (if one is available)

Security/ Access

- Arrange for ID Photo and security pass - explain requirement to wear at all times however to remove when leaving building for personal safety
- Explain security arrangements (e.g. access hours, storage of personal belongings, etc)

Business Support

- Explain computer logon process and routine password reset requirement (ensure computer access/login is functioning)
- Provide electronic/hardcopy of section/Business Unit phone list, and explain how to use phone, including:
 - Internal phone directories - How to answer the phone - Use of voice mail (if applicable)
 - Dial '0' for outside line - How to transfer and pick up other call
- Check Microsoft Outlook (email) access is established and explain how to use emails, calendars, creating meeting requests and inviting attendees, booking meeting rooms, setting out of office alerts and set up signature and disclaimer block as per ICT Email Policy, Security Awareness online Training (offered through the [ICT intranet](#))
- Informed of any regular meeting(s)
- Add new employee to SA Direct
- Show and explain mail setup, internal/external mail systems and Departmental mail protocols
- Show and explain filing system
- Provide information relating to procurement processes and financial, HR and procurement delegations (if applicable)
- Provide information relating to Information Sharing Guidelines, its purpose and application, and further training required (if applicable).

WHS

- Introduce to Work Health and Safety (WHS) *intranet page*
- Explain emergency evacuation procedure (i.e. alarm sounds, evacuation route, and assembly area)
- Ensure you are informed of any disability which may affect the staff member's ability to hear an alarm or evacuate the site: so that appropriate evacuation strategies can then be determined
- Identify Fire Warden, First Aid Officer, Health & Safety Representative, and Conduct Contact Officer

<ul style="list-style-type: none"> Identify location of local fire extinguishers and first aid kit 	<input type="checkbox"/>
<ul style="list-style-type: none"> Identify location of any hazardous material or machinery in the work area 	<input type="checkbox"/>
<ul style="list-style-type: none"> Explain the employee's responsibilities under the WHS&IM policies/procedures and WHS Act 	<input type="checkbox"/>
<ul style="list-style-type: none"> Explain how to report an incident, injury or hazard using the <i>Hazard Incident Reporting Module</i> 	<input type="checkbox"/>
<ul style="list-style-type: none"> Explain free confidential employee assistance program and how to anonymously contact the provider 	<input type="checkbox"/>

Getting Started: Week 1 & 2

Learning AGD

<ul style="list-style-type: none"> Introduce to AGD Intranet, including directing employee to the <i>My Induction</i> intranet page 	<input type="checkbox"/>
<ul style="list-style-type: none"> Explain where to locate: <ul style="list-style-type: none"> General information about role and functions of AGD Policies and procedures required and/or relevant to the role Attorney Generals Department Organisational <i>chart</i> and <i>SA Strategic Plan</i> Business Unit Organisational structure and role key internal and external stakeholders Business Unit's business plan 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<ul style="list-style-type: none"> Discuss ethical responsibilities and expectations of behaviour under the <i>Code of Ethics for the South Australian Public Sector</i>, <i>Social Media Conduct guide</i>, the <i>Directions and Guidelines for Inquiry Agencies, Public Authorities and Public Officers</i> issued by the Independent Commissioner Against Corruption, and the AGD's commitment to broader government initiatives (i.e. White Ribbon campaign, Anti-racism campaign, Reconciliation Action Plan). 	<input type="checkbox"/>
<ul style="list-style-type: none"> Ensure employee understands AGD's <i>Workplace Conduct Policy</i> and standards and duties of employees under Part 3, Section 5 (6) and Part 4, Section 15 of the <i>Public Sector Act 2009</i> 	<input type="checkbox"/>
<ul style="list-style-type: none"> Ensure employees are aware of the AGD <i>Complaints, Compliments and Feedback Policy and Guidelines</i> and their role in implementation 	<input type="checkbox"/>

Expectations - check

<ul style="list-style-type: none"> Discuss and clarify roles and responsibilities with employee, including probation period 	<input type="checkbox"/>
<ul style="list-style-type: none"> Ensure employee is aware of: <ul style="list-style-type: none"> Next pay day Different types of leave and how to apply Where to find information about superannuation, salary sacrifice, and union membership Employee wellness program For HR advice knows areas HR Business Partner Any financial/procurement and/or human resource delegations assigned to the position 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<ul style="list-style-type: none"> Set a time for an initial Performance Review and Development discussion and regular progress meetings throughout probation (1, 3, 6, 9 and 12 months/or end of probation are ideal) 	<input type="checkbox"/>
<ul style="list-style-type: none"> Arrange ongoing 1:1 performance discussion times 	<input type="checkbox"/>

Mandatory training

<ul style="list-style-type: none"> Enrolled in all mandatory training courses as defined in the <i>My Induction</i> intranet page 	<input type="checkbox"/>
<ul style="list-style-type: none"> If required, enrolled in WH&S training (refer to WH&S training matrix on the intranet) 	<input type="checkbox"/>

This checklist must be returned to Human Resources within 2 weeks of the new employee's commencement with the Attorney-General's Department.

Employee's signature: _____

Date: _____

Supervisor's signature: _____

Date: _____

Forward this signed Induction Checklist to Human Resources

For Office Use:

Received in HR: _____

