NEW EMPLOYEE INDUCTION GUIDELINE

1.   INTRODUCTION

This guideline outlines the training process a manager/coordinator/supervisor/team leader (Management) must complete for inducting a new employee and record using the New Employee Induction Checklist. This checklist has items to be completed by management prior to employment and within the first weeks of employment.

2.   SCOPE

This guideline applies to all Council Management, employees, contractors and agency staff.

3.   DEFINITIONS

Word/Term	Definition
Agency Staff	For the purpose of this policy 'agency staff' refers to an individual engaged through a labour hire company for a temporary period of time to perform work for Council.
Contractor	For the purpose of this policy 'contractor' refers to a company or individual engaged via a contract to perform work for Council and is paid via invoice.
Employee	For the purpose of this policy 'employee' refers to any person engaged directly by Council and paid under Council's payroll processes (permanent, casual or temporary employees, full-time and part-time)
Volunteer	Volunteering is freely giving your time and energy to benefit another individual, group, community or cause.

4.   GUIDELINE

The purpose of an induction is to provide a holistic induction program for your new employee that is consistent, engaging and communicates key messages at the right times. This will enable individuals to transition into their role quickly and effectively and so they are aware of compliance and safety obligations. Take the time to do this induction correctly. You may need to take your employee to visit other people, departments or site locations and have regular follow-up discussion.

4.1.   Prior to commencement

This section outlines tasks that are required to be completed by management prior to the employee commencing.

4.1.1 Confirm onboarding requirements and acceptance has been received with People and Culture

Contact People and Culture Operations at 9262 6498 or pcoperations@whitehorse.vic.gov.au to ensure necessary onboarding requirements including pay details and salary spreadsheet (if applicable) have been completed and the acceptance of offer / signed contract has been received.

4.1.2 Contact new employee to confirm start date, where to report to, available parking

Contact your new employee either via phone or email to provide further information about their first day. This includes confirming their start date and what time to arrive along with where to report to, who to ask for and available parking. Access a Civic Centre Parking Map via the intranet.

4.1.3. Schedule time to welcome the new employee on their first day and to commence their induction

Ensure you have time set aside on your new employee first day to welcome them and commence their induction program. Block out time in your diary and allow half a day. This can be in one session or you may choose to break it up over the day.

4.1.4 Communicate new employee's arrival to the team

Send an email to the team introducing your new employee, when they will be starting, what their role will be and relevant contact details.

Example:

Hi XX

I would like to take the opportunity to welcome <new employee's full name> to the team in the position of <position title>. He/She will be commencing on <commencement date> and will be providing assistance with "insert position summary".

<New employee's first name> can be contacted via email or on 9262 XXXX. He/She will also be a part of the <insert email address for group email> email group.

We welcome <new employee's first name> to the <team/department name> and look forward to his/her input!

If located at the Civic Centre, ensure you send an email to Reception@whitehorse.vic.gov.au to let them know the date, time and new employee name so that they can be prepared for their arrival.

4.1.5 Allocate and set up a workspace

Identify where your new employee will be working from and allocate them a space. Ensure that the space is clean and free from other clutter, provide them with desk storage or a locker, organise stationery and order business cards (if applicable). You might like to consider a few personal touches, such as a name tag, print out useful documents, prepare a manual (if appropriate), or arrange a desk plant.

Contact People and Culture to arrange a new employee welcome pack for day 1.

4.1.6 Complete IT New User form for computer/phone access and applications

To request technology requirements for your new employee you will need to submit an [IT New User Form](#) via the intranet. IT requires a minimum of five working days notice. Technology requirements can include a laptop, a mobile phone, shared mailboxes or group emails, applications and licenced applications.

Tip: List any assets and equipment issued on the checklist.

4.1.7 Arrange Access and training with Purchasing Officer

Employees who are required to make purchases of goods and services on behalf of their team/department will be required to attend training. The session will demonstrate Council's current electronic procurement system and associated processes and procedures in compliance with the Procurement Policy. Prior to attending the training session you will need to complete the [Portal New User Template](#) via the intranet.

4.1.8 Organise building access and identification

Depending on the role and the department, your new employee may require building access (swipe card and/or key), identification (ID card and name badge), Whitehorse sticker for their car or an authorised officer card. Contact People and Culture to confirm the requirements for your new employee.

For temporary Civic Centre employees, Operations Centre, Aqualink and Box Hill Town Hall refer to [Building Access](#) via the intranet for contact information for swipe cards and keys. All general access swipe cards will give the user access to the Civic Building from 7am till 7pm, extended hours can be requested with manager approval.

4.1.9 Arrange car (if relevant) with Fleet

For positions that have access to a company vehicle arrangements will need to be made through Catherine Singh or Nolan Erasmus. This includes selecting the type of car and arranging a fuel card. For further information refer to [Fleet Vehicle Safety Policy](#) via the intranet.

4.1.10 Identify a team buddy

It is helpful for a new employee to have a buddy within the team who can assist them to settle into the team and Council. Identify someone in the team who would be suitable in assisting your new employee and ensure they have time set aside throughout week 1.

4.2. Commencement – Day 1

4.2.1 Welcome new employee and provide overview of first day

When your new employee has arrived welcome them and take them to your department first. Show them where they can put their belongings and introduce them to other members of the team. Also provide them with an overview of their first day so that they know what to expect.

4.2.2 Provide building access and identification

- Contact People and Culture to arrange a time to bring your new employee to introduce them to People and Culture Operations, have a photo taken for their ID card and authorised officer card (if applicable) and collect a Whitehorse sticker for their car.
- Contact the relevant department to arrange a time to collect building access and keys for temporary Civic Centre employees, Operations Centre, Aqualink and Box Hill Town Hall. Refer to Building Access via the intranet for contact information.

Advise:
- All lost cards should be reported as soon as possible to the relevant department to enable cards to be deactivated and another card issued.
- Swipe cards are used for building access and printing services.

4.2.3 Introduction to the team and key staff members

Allow time to introduce your new employee to other team members and relevant key staff. These may include relevant employees and managers from other departments which the role is required to interact with, CEO's office, Customer Service, Payroll, People and Culture, IT, and Finance. Access an Organisational Chart via the intranet.

4.2.4 Introduce "team buddy" and advise new employee when they will be meeting

Allow time to introduce your new employee to their team buddy and for them to spend some time together. Outline when they will meet, the types of things that they will cover ie. Relevant work and software as well as exchange contact details.

4.2.5 Provide a tour of the workplace

Take your new employee on a tour of the workplace including lunchroom, toilets and change rooms, print rooms, fire exits, meeting rooms, stationery cupboards, First Aid Officer, etc. Access a teams location map – Civic Centre or Operations Centre via the intranet or your own location map if at one of the many other council sites.

4.2.6 Provide a copy of the position description and discuss responsibilities and tasks

Advise:
- *Position Description:* Set aside some time to take your new employee through their position description; to discuss their responsibilities and tasks, set clear expectations and objectives as well as any high level training requirements. Also take the time to answer any questions they may have about the role.
- *Position Classification:* Discuss with your employee that the information contained within the position description is used to classify the position against the definitions in the collective agreement. A classification is based on the position and not the person.

4.2.7 Discuss employment conditions and specific department conditions

Advise:

- *Collective Agreement:* is a written contract between the employer and a union that outlines many of the terms and conditions of employment for employees. Access a copy of the Council Collective Agreement 2019 , its sucecssor or view a hard copy located in lunch rooms and noticeboards.
- *Specific conditions of employment*: Discuss any employment terms and conditions specific to your local work area as outlined in the collective agreement.
- *Ordinary hours of work*: Discuss the normal practices within your team with relation to working hours and what times the work must be completed within (ie. 8.30am and 5.30pm). If your new employee is part time, confirm what days and hours they will be working. Outline when lunch breaks are normally taken (ie. 12pm and 2pm) and ensuring adequate coverage to provide customer service.
- *Payroll*: Council employees are paid fortnightly on a Thursday into nominated bank account(s), in arrears from Monday to Sunday. Discuss with your employee if they are on the indoor or outdoor payroll, how their hours are recorded (timesheet, Time Target, or attendance registers), access salary sacrifice for superannuation contributions, Council Leisure centre membership fees, Council childcare fees and motor vehicles. Payslips can be emailed to your personal email, or if applicable accessed via Employee Self-Service. Access Pay and benefits information via the intranet.
- *Salaries*: Discuss with your employee if they are a banded or annualised employee and if they are annualised what their additional component comprises of (additional hours, market rate or otherwise). Employees will increment on their position anniversary until they reach the top of the banding, when they have been satisfactorily performing in their role. In addition employees will receive an increase in September in line with the collective agreement pay scales. Discuss any allowances that your employee is entitled to including; meal, employee in charge, industry, trade and first aid (where applicable).
- *Flexibility:* Council is committed to developing a workplace culture that promotes a healthy work-life balance and has established a range of flexible work options. Access Flexibility options via the intranet.
- *Leave:* Council has a range of leave options available to full time and part time employees. Leave should be discussed with a supervisor prior to taking and submitted through a leave request form or Employee Self Service. Outline who to contact when needing to access leave and how to notify. Refer to Leave via the intranet.

4.2.8 Discuss appropriate dress code

Advise:
- All employees are required to wear attire that is appropriate to their position and work area which is generally considered to be standard business style garments which may include, but is not limited to, tailored and dress pants, skirts or dresses and smart shirts, cardigans, vests or tops.
- Employees who are required to or choose to wear Council work-wear must wear it in its entirety at all times during working hours.
- On designated casual clothes days appropriate casual clothing may be worn including collared shirts or polo shirts, vests, smart t-shirts or cardigans; smart casual trousers, skirts or dresses; or dress shorts; denim and shoes or sandals (no thongs or ugg-boots).
- Occupational health and safety requirements relevant to the particular work group must be observed.
- *Uniforms:* Some departments and positions are required to wear a Council uniform. Order and issue your new employee with uniform in line with department processes.

Tip: For further information in relation to appropriate dress attire, refer to Employee Conduct Policy.

4.2.9 Explain the probationary period

Advise:

- All permanent employees will initially be employed under a probationary period of six months (or less depending on the length of employment) in accordance with the Fair Work Act 2009.
- The probationary period is used to assess the fit and match between the employee, the position, and Council.
- Regularly meetings will be held between the employee and the manager to discuss progress, check attendance or enrolment in necessary training and provide feedback / assistance where needed.

4.2.10 Advise details of Corporate Induction Program

Advise:

- *Corporate Induction and Bus Tour:* Council run a corporate Induction and bus tour which will provide an opportunity to meet the CEO and other new staff members as well as learn more about working at Council. In addition you will participate in a bus tour of the Whitehorse municipality key sites and we will stop at various workplaces for tours.

- *Online Induction Program:* Council run an online induction which will provide an overview of the organisation, the key functions of Council, services and operations of departments as well as employee benefits and resources.

- *Department / Team Induction:* an overview will be provided of your team and department including specific processes for storage of information, handling certain requests, team coverage requirements, meeting schedules and social gatherings.

4.2.11 Provide EAP detail/card

Advise:
- Employees of Whitehorse City Council are able to access employee assistance program services through Caraniche.
- Caraniche services are confidential and include counselling, critical incident stress management, supervision, consultancy, management assistance, mediation, training and evaluation.
- Employees can contact Caraniche directly, either by phone, email or through a direct booking on their website. There are three consulting rooms within the Whitehorse municipality located in Blackburn, Box Hill and Burwood East. In addition, Caraniche also have a number of other accessible locations within close proximity to Whitehorse.

4.2.12 Commence OH&S Checklist (to be completed in first week)

The OH&S induction is to provide your new employee with essential safety information. You are required to provide this induction training to meet your training obligation under Council's OHS Management Responsibilities Policy. Take the time to do this induction correctly. You may need to take your employee for a walk and have a follow-up discussion. Access the OH&S New Employee and Volunteer Induction Checklist via the intranet.

4.2.13 Arrange Authorised Officer ID

Ensure appropriate appointment, authorization to outline regulations/acts applicable to the position and be authorized by CEO. Manager to provide Team Leader Governance who will record this in the Authorised Officers Register. (People & Culture will arrange issue of an ID card and advise Team Leader Governance of the issue date).

4.2.14 Site and copy licences and certifications

Advise:
- Licences and certificates are recorded in DevelopMe; this includes all types of vehicle licences, Working with Children Checks, professional registrations (e.g. nursing, immunisation, engineering) and Construction White Card.
- Submit details of required documents Licences and Certificates Collection via the intranet. Alternatively managers and nominated DevelopMe Department administrators can add and edit licences via Quick Links on manager dashboard of DevelopMe.

4.1.15 Collect computer/phone and assist with setup

Arrange with Information Technology for equipment requirements to be set up and installed including computer (desktop or laptop), a phone (desk phone or mobile phone), emails (shared mailboxes or group emails) as well as any specific software (applications and licenced applications).

Advise:
- *Laptop and PCs:* Connect to WiFi and VPN, add programs to your startup folder, automatically launch applications and learn how to configure your screen layout.

- *Desktop Phones:* The phone system (Interaction Desktop) automatically starts up when you turn on your PC or laptop. Discuss how to login, manage their status, answering and transferring calls as well as conference calling.

- *Printing:* Follow me printing is available from any Council site. Discuss how to connect to a printer, print at the printer or from a mobile device, print without your access card, and how to scan to email.

- *Log a service desk request:* If you require assistance from IT you need to submit a service desk request. The request will be allocated to a team member who will be in touch to assist. The status of a request can also be tracked. Alternatively IT can be contacted on 9262 6513.

Tip: Access [Information Technology](#) via the intranet for guides, forms and set up.

4.1.16 Arrange collection of car (if relevant) with the Fleet Team

Make time to arrange collection of a car, fuel card and e-tag (if applicable) with the Fleet Team.

Advise:

- *Access Levels:* Outline the type of usage assigned to the new employee's vehicle access – unrestricted/restricted private use, commuter use or restricted use. (Refer to the Fleet Policy for definitions).

- *Drivers of vehicles:* The nominated driver must ensure that no-one except members of their immediate family who hold valid and current driving permits or licences may drive the vehicle. Employees with private use of a Council vehicle may use the vehicle to assist learner drivers who are members of their direct family

- *Presentation:* The main driver of the vehicle is responsible to ensure Council vehicles are kept in a clean and tidy condition to ensure that a professional image of the Council is presented at all times. The vehicle may be cleaned using the facilities at the Operations Centre.

- *Use of Vehicles:* Council vehicles provided to the employee under the terms of this policy must not be used for a private taxi service, such as Uber, or for any other commercial gain.

- *Servicing*: People allocated fleet vehicles are responsible for arranging servicing and maintenance in accordance with manufacturer manual.

- *Fuel card*: All nominated drivers will be issued with a fuel card for all fuel purchases at staffed facilities. The card is specific to the vehicle, not the nominated driver. It is the driver's responsibility to keep the fuel card in a safe place in the vehicle at all times. Notify the Fleet Coordinator about lost or stolen fuel cards to have them cancelled immediately.

- *E-Tag*: If the driver intends to use a vehicle not equipped with a Council funded E-tag on a toll road for business related purposes, a toll travel day pass can be arranged through Council's Fleet Team with at least 3 days' notice.

- *Emergency Breakdowns*: If an emergency breakdown occurs the driver must first contact the roadside assist service provider if available to the make and model that is being driven. The sticker will be on the windscreen.

- *Motor Vehicle Accidents*: To make a claim about a motor vehicle accident, the following documents outline what you need to do: [Process for Motor Vehicle Accidents](#), [CGU Motor Vehicle Claim Form](#) and [Motor Vehicle Accident Procedure Flow Chart](#). Copies of these documents are to be kept in all Council vehicles. Vehicle claims are managed by the Risk Health and Safety Team.

Tip: Refer to the [Fleet Policy](#) via the intranet.

4.3 First Week – some actions may be delegated to the Coordinator or Team Buddy

4.3.1 Schedule meetings for the first week and send meeting invitations for regular meetings

Schedule a meeting for day 2 to address any questions that may have arisen from the first day and offer any assistance. Also schedule a meeting for the end of the first week to maintain contact, answer any questions that may have arisen over the first week, seek their reactions to the first week and offer assistance.

4.3.2 Send meeting invites for regular or upcoming meetings

Send meeting invitations for regular or upcoming meetings including weekly progress meetings, fortnightly or monthly team meetings, birthday morning tea's, upcoming training etc.

4.3.3 Arrange for visits to offsite locations (if required of position)

Schedule time over the first week to visit offsite locations as they are required of the position. You might also like to identify other venues of interest that they can visit in their own time.

4.3.4 Arrange meetings with key people

Schedule meetings with relevant key people within Council to assist the employee to perform their role. This may be;

- Team members or managers within the department

- Team members or managers within other departments where necessary to perform tasks or projects

- Team members or individuals from other areas where necessary to gather information or perform tasks including Corporate Information, Information Technology, Finance, Payroll, Compliance, Facilities, Community Development.

4.3.5 Establish work objectives for the probation period

Performance objectives and expectations should be clearly communicated, and any concerns with performance should be raised with the employee as they arise.

Tip: Refer to the intranet for assistance with setting SMART objectives

4.3.6 Schedule monthly meeting to review progress

Schedule a regularly monthly meetings to enable the opportunity to review progress with objectives, work through the induction checklist, identify any gaps in resources, information, training and discuss how they are settling into the team and Council.

4.3.7 Provide an overview of Council's organisation structure and where they are placed

Advise:

- Discuss the different Divisions and respective departments. Refer to Executive and Teams via the intranet

- Show the organisation structure and identify key stakeholders. Refer to Organisational Chart via the intranet

- All employee details can be found using the employee directory. Refer to Employee Directory via the intranet

Tip: More information is available via the induction modules.

4.3.8 Provide an overview of Council's vision and values

Advise:

- The Council Plan will guide the work of Council to ensure we continue to be a healthy, prosperous and sustainable community supported by strong leadership and community partnerships. The plan supports the Council Vision. Refer to Council Plan via the external website.

- The Council Vision is a high level strategic document that articulates the aspirations of the community about the future. It is a broad set of statements about the type of city the community wants to see in 10 years

including high level goals that describe how this might be achieved. Refer to [Council Vision](#) via the external website.

4.3.9 Provide an overview of Department strategies or plans

Provide copies or location of any strategies or department plans. Have a discussion around how each position within the team contribute towards the goals and objectives outlined and provide details of the review cycle / process.

4.3.10 Discuss and plan for development needs

- Discuss initial learning requirements, including;
    - o Complete role specific training requirements (job role)
    - o Complete any systems training (see Learning and Development Needs on checklist)
    - o Complete online Induction Modules
    - o Complete online or face to face compliance training. Refer to [Compliance Training](#) via the intranet.
- Plan any additional development needs identified during interview or induction process.
- Provide a demonstration of DevelopMe. Refer to [DevelopMe](#) via the intranet for how to guides.

TIP: Headphones can be collected from People and Culture

4.2.11 Organise an overview of purchasing

Advise:

- Employees who are required to make purchases of goods and services on behalf of their team/department will be required to understand the [Purchasing Policy](#)
- Employees will also be required to attend [training](#). The session will demonstrate Council's current electronic procurement system and associated processes and procedures in compliance with the Procurement Policy.
- Reminder to ensure prior to attending the training session that you complete the [Portal New User Template](#) via the intranet.

4.3.12 Provide overview of how to access Council resources

- *Meeting Rooms:* Council have a range of meeting rooms and Council-owned venues which can be booked for meetings. Refer to [Meetings Rooms and Catering](#) via the intranet for information about meeting spaces, catering and notifying of visitors.
- *Council Pool Cars:* Whitehorse City Council has pool cars available for employees who need to travel for work purposes. You need to book a car through the online booking system, [PoolCar](#). The system operates like a shared calendar, so you must make a booking to ensure there is a car available when you need it.
- *Bike Shelter:* Staff and community members can use the bike shelter located next to the Nunawading Library. This includes access to showers and change rooms for staff within the Civic Centre. Refer to [Bike Shelter](#) via the intranet.
- *Myki cards:* Myki cards are available for employees who need to travel as part of their job. There are ten Myki cards available at the Civic Centre and five Myki cards at the Operations Centre. Refer to [Book a Myki](#) via the intranet
- *Print Room:* Council has a dedicated print room for all your large printing requirements and mail outs. Email Gloria.Parsons@whitehorse.vic.gov.au with instructions of what you are after.

Tip: Refer to [Facilities](#) via the intranet.

4.3.13 Discuss and provide reading material or direct to intranet

- Provide a tour of [Intranet](#) including;
  - o Quicklinks and applications
  - o [People and Culture](#) information
  - o [Corporate templates](#), and [Policy Library](#),
  - o News, social hub and council calendar.

- [Communicate and engage](#) including strategic marketing and communications requests, accessible communication, writing style guides and corporate templates.

- Customer Service [CARES](#) principles including departmental guidelines, complaint management and occupational violence procedures.

- Provide an overview of the application of Council [Delegations](#) and further information on the process associated with the exercise of delegated authority (if applicable)

5. REVIEW

Responsible Manager: Head of People and Culture

Date Adopted: December 2020

6. APPENDICES

- New Employee Induction Checklist

NEW EMPLOYEE INDUCTION CHECKLIST

This form is to be completed by Department Managers/Team Leaders for every new employee and will be retained on the employee's personal file. Please ✔ each task as it is completed and return to People and Culture at the conclusion of the induction process. Please complete the steps as relevant to the position.

Employee: **Commencement Date:**
Position:
Department: **Team:**

PRIOR TO COMMENCEMENT

Task		Task	
Confirm onboarding requirements and acceptance has been received with People and Culture		Complete IT New User form for computer/phone access and applications.	
Contact new employee to confirm start date, where to report to, available parking		Arrange Access and training with Purchasing Officer	
Schedule time to welcome the new employee on their first day and to commence their induction		Organise building access and identification security pass and name badge (if required) with People and Culture	
Communicate new employee's arrival to the team		Arrange car with Fleet	
Allocate a workspace		Identify a team buddy	

COMMENCEMENT – Day 1

Task		Task	
Welcome new employee and provide overview of first day		Explain the probationary period	
Provide building access and identification		Advise details of Corporate Induction Program	
Introduction to the team and key staff members		Provide EAP detail/card	
Introduce "team buddy" and advise new employee when they will be meeting		Commence OH&S Checklist (to be completed in first week)	
Provide a tour of the workplace		Arrange Authorised Officer ID	
Provide a copy of the position description and discuss responsibilities and tasks		Site and copy driver's licences and certifications	
Discuss employment conditions and specific department conditions		Collect computer/phone and assist with setup	
Discuss appropriate dress code		Arrange collection of car	

FIRST WEEK – some sections may be delegated to the Coordinator or 'team buddy'

Task		Task	
Schedule meetings for the first week and send meeting invitations for regular meetings		Provide an overview of Council's vision and values	
Send meeting invites for regular or upcoming meetings		Provide an overview of Department strategies or plans	
Arrange for visits to offsite locations		Discuss and plan for development needs	
Arrange meetings with key people		Organise an overview of purchasing	
Establish work objectives for the probation period		Provide overview of how to access Council resources	
Schedule monthly meeting to review progress		Discuss and provide reading material or direct to intranet	
Provide an overview of Council's organisation structure and where they are placed			

LEARNING AND DEVELOPMENT NEEDS

HP Records Manager		Compliance programs (classroom or online e)	
Procurement Portal & Invoicing Process		Mercury (recruitment and ePerformance)	
MagiQ (budgeting)		InfoCouncil (reports)	
Weave (mapping)		Synergi (OHS system)	
Report Writing (if applicable)		IPS (asset management system)	
Cammsstrategy (reporting)		Chem Alert	
Pathway		Standard Operating Procedures	
Better Impact			
DevelopMe (Learning Management System)			

ASSETS AND EQUIPMENT ISSUED

Laptop		Motor Vehicle	
Mobile Phone			
Uniform			

PROBATION PERIOD MONITORING

	MONTH			
ACTION	**1**	2	**3**	**5-6**
Arrange a meeting to discuss progress and provide assistance where needed				
Ensure employee has attended or enrolled in the Induction programs				
Ensure employee is on target to successfully complete their 6 month probation period				