

The induction of a new employee should include:

- explanation of standard elements about the organisation for all employees and of specific elements relevant to particular job roles. Standard elements may include:
 - explaining and gaining the employee's commitment to the code of conduct and the client service charter
 - making sure the employee understands their position description
 - an overview of employment conditions and contracts, including opportunities for professional development
 - overview of line management and reporting procedures
 - an introduction to policies and procedures
 - meeting clients, other staff, volunteers and management
 - introductions to key stakeholders
 - attending key meetings and networks
 - on-the-job training in systems and procedures
 - standard entry training and support
 - issues identified for the particular employee during the selection process
- a variety of methods of information transfer: written and verbal information; observation of other staff and volunteers; visits; handover from the person previously in the role; meetings with relevant personnel
- written acknowledgment from the employee that the induction has been completed according to plan (for example, a copy of the induction plan, signed by the employee and their supervisor and placed on the employee's file, confirming that it has been completed).

4.2 Volunteer induction

Volunteer induction is the process whereby volunteers are introduced to their role and orientated to the organisation. Your policy should specify the timing of any induction, who is responsible for conducting induction, the steps followed for all new volunteers, and the supporting written materials and other resources used. Clear records should be kept of the induction plan and what has been completed.

The induction of volunteers need not be as detailed or complex as that of employees, but should still include the following:

- standard elements about the organisation for all volunteers and any specific information for particular roles, including:
 - the code of conduct and the client service charter
 - the required tasks and responsibilities of the role (or position description)
 - volunteering conditions and expectations
 - relevant policies and procedures
 - introductions to relevant staff, clients and volunteers
 - on-the-job training in systems and procedures
 - standard entry training and support
 - issues identified for the volunteer during the selection process
- appropriate methods of information transfer for the particular volunteer role
- written acknowledgment from the volunteer that induction has been completed according to plan.