

SESLHD POLICY COVER SHEET



Health
South Eastern Sydney
Local Health District

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EXECUTIVE SPONSOR	Director, People and Culture
AUTHOR	Melissa Green Consultant, Organisational Development and Learning
POSITION RESPONSIBLE FOR THE DOCUMENT	Louise Johnson Head, Human Resources, Culture and Capability Louise.Johnson1@health.nsw.gov.au
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SUMMARY	<p>The purpose of this policy is to provide a clear outline of the orientation and induction requirements at SESLHD for employees and their managers.</p> <p>The orientation and induction process aims to enable new employees to become competent and confident in their organisational knowledge and to feel a sense of belonging and connection to SESLHD.</p>

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Orientation and induction – new employees

1. POLICY STATEMENT

This policy explains the steps for orientation and induction at South Eastern Sydney Local Health District (SESLHD) for new employees and their managers.

The goal of the orientation and induction process is to help new employees feel confident in their roles and become valuable and enthusiastic members of the organisation.

2. AIMS

This policy sets the guidelines and minimum standards for a consistent orientation and induction program, which begins as soon as an employee accepts their position.

A strong orientation and induction program helps new employees become effective contributors, increasing their engagement and likelihood of staying with the organisation. The orientation and induction process lasts 12 months, and involves learning activities, mandatory and supplementary training, to support a smooth transition into the organisation and role. A diagram of the Orientation and Induction Framework is detailed below:

		Orientation			Induction
Timeframe	First available date	Day 1 to 30		Day 30 to 90	Day 90 – 365
Activity	SESLHD Corporate Orientation (Phase 2)	Mandatory Legislated Training* (Phase 1) <i>*Red flag in My Health Learning</i>	Unit Based Orientation (Phase 3)	Occupation Specific Orientation	Induction: Introduction to Work Role
Responsible for content	Subject Matter Experts	Subject Matter Experts	Local Unit	Occupation Subject Matter Experts	Various
Responsible for delivery	Culture and Capability	Line Manager	Line Manager	Occupation Specific Training Providers	Various
Performance Review Timeframe		Discuss role expectations		Performance Review and Development Plan to be discussed, agreed and documented.	Performance and Development Review complete.
		Key: Mandatory content Discretionary Training 			

3. TARGET AUDIENCE

Chief Executive, General Managers, Service Directors, Clinical Stream Directors, Culture and Capability, People and Culture, Manager Nursing Workforce, Site Partners, Local Points of Contact, Managers, Supervisors and Employees

Orientation and induction – new employees

4. RESPONSIBILITIES

General Managers/Service Directors are responsible for:

- Allowing new employees time within rostered work hours to complete Orientation activities, and that computer equipment is made available for online training.
- Supporting the delivery of the Phase 2 Corporate Orientation, through:
 - Room availability for sessions to be held at each site (where applicable e.g. RHW, TSH, SGH);
 - Attendance at 'Executive Q&A and Local Site Welcome' sessions. Where a General Manager or Service Director is unable to attend 'Executive Q&A', they may swap sessions with another member of the SESLHD leadership team. They may also delegate the 'Local Site Welcome' to a local champion or site ambassador. Where any member of the executive has delegated their attendance prior to a session, the Corporate Orientation Coordinator must be advised.
- Ensuring that Service Managers provide orientation and induction to their new employees within the timeframes set out in Appendix 1;
- Ensuring the delivery of occupation specific orientation (such as Nursing and Midwifery, Allied Health, or Medical training); and
- Monitoring compliance of Orientation and Induction of new employees of their site or service; and
- Ensuring that at their relevant site, all activities, resources and safety precautions in the Orientation Checklist are available and able to be actioned by line managers and new employees (e.g. Emergency evacuation charts up to date, safety representatives allocated).

Line Managers are responsible for:

- Informing the new employee of orientation requirements prior to starting:
Phase 1 Mandatory Training
- Ensuring that new employees complete mandatory training via MHL within the first three-months of commencing; and
- Ensuring that any induction training requirements are scheduled to occur within 12 months of employment;
Phase 2 Corporate Orientation
- Ensuring that new employees are scheduled to attend Corporate Orientation on the first available date on or after their commencement of employment, and that this is rostered to ensure the staff member is not allocated a frontline shift on this date;
- Ensuring staff attend Corporate Orientation within three months of commencement, that they know when their session will be held and receive directions to the location.
- At interview, identifying any reasonable adjustments required to support attendance of Corporate Orientation, (e.g. limited hours of employment, disability access, English literacy) and discussing adjustments with the Corporate Orientation Coordinator.
- Ensuring Unit Based Orientation is delivered to employees and on completion, a copy of the completed [SESLHD Orientation Checklist](#) is emailed to the Culture and Capability team for entry into My Health Learning;
Phase 3 Unit Based Orientation

Orientation and induction – new employees

- Organising a manual handling representative to attend the work area and complete on-the-job manual handling orientation training with the new employee or if there is no departmental contact, conduct the manual handling assessment and training exercise. Where a manual handling representative has completed the assessment, they are required to sign the relevant fields in the SESLHD Orientation Checklist. If the assessment is conducted by the manager, the manager is required to sign the manual handling fields;
- Developing a Performance Development Plan with the employee within three months of commencement.

Culture & Capability are responsible for:

- Implementation, maintenance and review of the *Orientation and Induction New Employees Policy*;
- Implementation, maintenance and review of the SESLHD Orientation Checklist;
- Ensuring the learning resources used in the orientation and induction program are consistent throughout the organisation;
- Providing feedback and recommendations on Orientation and Induction processes to the SESLHD Executive Leadership Team.

Phase 2 Corporate Orientation:

- Development, maintenance and review of the Corporate Orientation program;
- Ensuring that the content of presentations and material are in accordance with adult learning principles, and the SESLHD ['Exceptional Care, Healthier Lives 2022-2025'](#) Strategy;
- Scheduling orientation dates and venues in collaboration with site partners;
- Organising and confirming stallholders, subject matter expert presenters to present at sessions;
- Providing access and training to recruiting teams, Site Partners and the Local Point of Contact on correct use of the MS Teams Corporate Orientation channel and all booking sheets;
- Liaising with Site Partners and Local Points of Contact ahead of sessions, and as required for program maintenance;
- Supporting subject matter experts to review and update content, and coordinate amendments; and working with the Executive Sponsor (SESLHD Director, People and Culture) to review and approve updated content;
- Consulting with Line Managers to accommodate reasonable adjustments;
- Compiling data, reporting on attendance, and evaluation measures for each session. e.g. post-attendance feedback surveys;
- Recording participant attendance in MHL;
- Maintaining the Corporate Orientation Intranet Page.

Subject Matter Experts (SME) / Content Owners

- Departments that are responsible for the creation or delivery of content are to ensure the information is correct and relevant.

Orientation and induction – new employees

- Any material and that will be provided to new employees is to be submitted to Culture and Capability for approval to ensure the formatting is standardised across the district, and the content complies with adult learning principles.
- In all phases of orientation, SME's must be familiar with delivering the content and any changes that are made to the content on an ongoing basis.

Phase 2 Corporate Orientation

- Phase 2 Corporate Orientation content changes are to be submitted to the Culture and Capability team for review and inclusion on a quarterly basis.
- When changes are needed outside of the quarterly cycle (e.g. due to policy changes), the service delivery manager is advised to alert Culture and Capability of the urgency of this change, and the team will prioritise the change outside of the quarterly review cycle.
- All SME's delivering content will be encouraged to self-assess their presentation skills and access support and professional development offered by Culture and Capability. Presenters will receive feedback on their sessions from the team to support continuous improvement.

The SESLHD Recruitment team and local People and Culture are responsible for:

- Liaising with managers to select an appropriate site-based Phase 2 Corporate Orientation session on the first available program on or after their commencement of employment.
- Registering the new employee into Corporate Orientation session using the Microsoft Teams booking sheet, ensuring all data is entered in full, and correctly.
- Informing the new employee of role relevant orientation attendance requirements in the letter of offer.

Site Partners are responsible for:

- Booking a venue for Phase 2 Corporate Orientation to be held.
- During Corporate Orientation sessions:
 - Ensuring the venue is clean and is equipped with technology (microphone, PC);
 - Facilities (such as bathrooms and kitchens) are tidy prior to and during;
 - Providing coffee and tea during rest breaks;
 - Site partners are contactable during sessions to resolve any concerns at the site, that may be raised by the session facilitator, event manager or Corporate Orientation Coordinator.

The Local Point of Contact is responsible for:

- Liaising with managers to rebook staff that were absent at their registered Corporate Orientation date, or unable to attend their scheduled session.
- Reviewing Corporate Orientation session registrations and liaising with managers to ensure safe staffing levels are not impacted by session attendance.

Orientation and induction – new employees

5. DEFINITIONS

Agency Staff	Any person employed on a casual basis through an employment agency such as medical locum staff or nurses employed through a nursing workforce staffing agency.
Consumers	Consumers are members of the public who use, or are potential users, of healthcare services. It includes patients, families, carers and other support people.
Discretionary training / content	Optional training or information that enhances understanding of job role and contributes to capability development.
Employee	Any person working or contracted to work in any capacity in South Eastern Sydney Local Health District (SESLHD) or associated organisations/facilities. For the purpose of this document, this means any person working in a casual, temporary or permanent capacity including visiting practitioners and unpaid staff such as volunteers or students.
Induction	Is a program of ongoing training and support for new employees into their work role. Induction programs may include mandatory training, discretionary training and other support strategies such as mentors.
My Health Learning (MHL)	Is the state-wide web-based Learning Management System (LMS) that delivers and tracks learning for NSW Health employees.
Mandatory training	Compulsory training as determined by Legislation, NSW Health Directives, or local facility policy. Mandatory training may be applicable to all employees or be discipline specific.
Manual Handling Champions	In each facility there are manual handling champions who conduct manual handling assessments.
Orientation	A finite activity designed to introduce a new employee to the organisation and to acquaint them with the broad governance structures, policies and processes as well as responsibilities and expectations. The orientation program comprises three main activities, Phase 1, Phase 2 and Phase 3.
Phase 1	Requires completion of essential e-Learning modules in My Health Learning, which informs employees of both NSW Health and Local practices.
Phase 2	Is the face- to-face Corporate Orientation session, welcoming new employees to the organisation. The date, time and location of the employees' session is stated in their letter of offer.
Phase 3	Is the unit-based induction conducted with the assistance of a supervisor, buddy and manual handling contact. It is the final stage in the program that assists the new employee to settle into the workplace and meet their colleagues.

Orientation and induction – new employees

Site Partner	Person/s who are responsible for coordinating orientation for facilities within the Local Health District (LHD).
Stallholder	A SESLHD service or department or external organisation that is an established sponsor of SESLHD, or affiliated or associated with NSW Health that is invited to attend Phase 2 Corporate Orientation to provide information to participants in the form of a presentation during the session or as an information stall held during the day.
Student	A person undertaking work placement in an unpaid capacity for the purpose of an approved course of study, workplace assessment or work experience.
Unit Based Orientation	A support program which focuses on orientating a new employee to their job role. Unit Based Orientation must start on the day a new employee commences work in a unit/department.
Volunteer	Any person providing a service within the organisation in an unpaid capacity.

6. CONTENT STANDARDS FOR ORIENTATION AND INDUCTION

6.1 Content Areas of Orientation and Induction

Orientation is divided into the following four content areas:

Phase 1: Mandatory Training: The mandatory online modules in MHL.

Phase 2: Corporate Orientation: A face-to-face session, dedicated to welcoming the new employee to the organisation, and providing information on the organisation, positive workplace behaviours, and available support services.

Phase 3: Unit Based Orientation: Orientation into working in the department and understanding safe procedures and practices. This also involves the completion of an Orientation Checklist, and development of a Performance Development Plan.

Occupation Specific Orientation: Some occupations have specific orientation needs. These additional needs may be in the context of the work environment, location, or legislation. Some examples of these may include Radiation Safety training for those exposed to radiation, child protection training for frontline workers, food handling, or CPR. Managers will advise new employees of these requirements.

Induction is divided into the following content areas:

Corporate Training: targeted to the level and type of work the new employee will undertake. This includes training required by the organisation commonly around behavioural expectations, organisational values, human resource practices, ethics and accountability.

Orientation and induction – new employees

Role Specific Training: includes induction level training programs designed to enhance interpersonal and organisational communication capabilities. Aimed at three broad work groups: frontline administrative and support staff; clinicians and managers.

Some training activities are available through Culture and Capability and can be found in the My Health Learning catalogue.

6.2 Method of delivery

The online component of **Phase 1 Mandatory Training** is hosted by an external platform provider; MHL and is available on the intranet and internet.

New employees may gain access to on-site computer by arrangement with their Line Manager. There is also access available for contingent workers, who are required to complete the red flagged mandatory training on MHL.

Face to face orientation is offered in **Phase 2 Corporate Orientation**. The sessions are delivered in person, on a monthly basis at three SESLHD campus sites:

- Randwick;
- St George; and
- Sutherland.

Orientation session content is standardised to ensure compliance to legislative requirements and consistency of the program across the LHD.

7. PROCEDURE

7.1 Attendance requirements

All components of orientation and induction are mandatory for all new employees upon commencing with the organisation (except those mentioned in section 7.2 below).

Managers are encouraged to schedule new employees at orientation sessions in accordance with Appendix 1. All new employees are to start their Unit Based Orientation on the day they commence work in that unit/department. This is mandatory for all new starters except medical staff who are orientated by the facility based Medical Workforce Unit.

Managers are encouraged to identify and assist staff to access any training that will support the new employee to work effectively in their role. For example, interpersonal and organisational communication programs and /or human resource related programs such as recruitment and selection training. Such programs are targeted to the level and type of work the new employee will undertake in their role in the organisation.

7.2 Attendance requirements for contingent workers

Any other individual (paid or voluntary) including those on approved work and student placements, agency and locum staff, should have access to an orientation program. Students and Agency Nursing staff are required to complete mandatory online

Orientation and induction – new employees

modules assigned to them on My Health Learning. Contractors are required to complete assigned requirements online as directed.

Volunteer coordinators must ensure compliance with NSW Health Policy Directive [PD2011_033 Volunteers – Engaging, Supporting and Managing Volunteers](#) Section 3.1.1 “*What will we do?*”.

Any additional content will be determined according to the role of the individual with the organisation.

7.3 Orientation, induction and managing for performance

[SESLHDPR/415 - Performance and Talent](#) outlines the Annual Performance Review and Development Cycle. All employees are required to participate in SESLHD’s Annual Performance Review and Development process.

This process includes setting goals/ objectives, performing and developing according to those goals/ objectives, ongoing formal and informal feedback, and then engaging in an annual discussion to review and assess performance against the agreed metrics.

As per the policy, regular review meetings are to occur between the employee and their people leader to provide ongoing feedback and direction ensuring employees performance aligns with their agreed performance and development goals, in addition to team and organisation wide goals.

The Performance and Talent (PAT) system must be used to record performance and career development goals, and document Annual Performance and Development Plans.

New employees, existing employees in a new position, or those having a performance review for the first time, should discuss role expectations within one month of commencing in the position.

Within three months of commencement a Performance Review and Development Plan should be discussed, agreed and documented in the PAT system. At the end of the cycle, a Performance and Development Review should be conducted between the people leader and employee.

To assist with successfully having the review conversations and with using the PAT system people leaders and employees are encouraged to use the resources available at: [SESLHD PAT Intranet Page](#)

7.4 Recognition of prior learning (RPL)

Employees transferring from another role in SESLHD, or whose separation from SESLHD is less than 12 months may be exempt from attending Phase 2 Corporate Orientation. The employee’s line manager must complete [SESLHD Form F079 Exemption from Corporate Orientation](#) and submit it to the Cultural and Capability team for entry into the employee’s My Health Learning record.

Orientation and induction – new employees

7.5 Governance

7.5.1 Compliance monitoring

- **My Attendance** at Phase 2 Corporate Orientation is to be recorded and tracked using MHL by Culture and Capability.
- **Attendance** at Practical Fire Training is to be recorded and tracked using MHL by the SESLHD Fire Training Coordinator.
- **Induction checklists** record the completion of relevant components of orientation and induction and should be kept on the employee's personnel file at department level and in MHL by Culture and Capability.

7.5.2 Evaluating the orientation and induction programs

- A review of the content should take place on an annual basis to ensure the content is up to date and relevant;
- A biennial review of the program is to be conducted to ensure the program reflects the changing needs of the organisation.

8 DOCUMENTATION

- [Exemption from Corporate Orientation Form](#)

9 REFERENCES

Legislation

- *Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009*
- *Multicultural NSW Legislation Amendment Act 2014*
- *Government Information (Public Access) Act 2009 (NSW)*
- *Government Sector Employment Act 2013*
- *Health Administration Act, 1982 No 135*
- *Health Records and Information Privacy Act 2002*
- *NSW Children and Young Persons (Care and Protection) Act 1998*
- *Privacy and Personal Information Protection Act 1998 accompanied by the "Privacy and Personal Information Protection Regulation 2019" which provides updated guidelines for the Act*
- *State Records Act 1998*
- *Waste Avoidance and Resource Recovery Act 2001 (NSW)*
- *Waste Recycling and Processing Corporation Act 2001 (NSW)*
- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulations 2011*

External references

- [NSW Health Policy and Standards for Security Risk Management In NSW Health Agencies June 2013](#)
- [National Safety and Quality Health Service Standards – Clinical Governance Standard](#)
- [NSW Health Sector Industrial Awards](#)

Orientation and induction – new employees

Internal references

- [SESLHDPR/415 - Performance and Talent Procedure](#)

10. VERSION & APPROVAL HISTORY

Date	Version No	Author and approval notes
April 2002	0	IAHS Learning and Development Unit
Nov 2004	1	Revised September 2004 Learning and Development Unit, approved for release by the Area Policy and Procedure Committee
March 2006 – Dec 2006	Draft 1 -8	Former IAHS Policy revised and reviewed by SESIAHS Orientation Policy Working Party - amendments made to policy to include Performance Development and Mandatory Training requirements
April 2006	9	Louise Fullerton, Learning and Development Consultant, Organisational Learning Unit.
April 2012	10	Former SESIAHS Policy revised and reviewed by Nina Lord, Orientation and Mandatory Training Coordinator, Learning and Development Unit, SESLHD/ISLHD
August 2012	11	Endorsed by Peggy Pollock Acting Director Workforce Services SESLHD
September 2015	12	Reviewed and minor changes made by Learning and Development Unit.
October 2015	13	Minor changes incorporated from feedback from Orientation Working Group members – Sharon White and Karen Tuqiri (Nursing and Midwifery Practice & Workforce Unit), and Louise Johnson (Principle Consultant, Workforce Services)
July 2017	14	Minor changes incorporated from changes to the delivery of Phase 2 Corporate Orientation format, updates to titles and policy links.
August 2020	15	Minor changes to responsibilities around the delivery of Phase 2, update to department names, update of policy and associated links.
24 February 2025	15.1	Minor review to roles, responsibilities and updated references to policies and procedures.