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| **Purpose** | The purpose of the orientation/induction process is that new employees:   * Become comfortable and familiar with the organisation/services. * Understand the objectives of the organisation, structure, roles and communication within the organisation. * Gain a sound understanding of the expectations for their role, the people accessing and using the service and the services they work with.   To ensure all statutory documentation and other commencement documentation is completed and submitted to the manager and administration. |
| **Scope** | The processes described apply to all new employees. |
| **Policy** | It is the responsibility of the Manager to ensure that the new employee has enough general information to understand what the organisation will expect of them and what they can expect of the organisation.  (Training given during the orientation/induction phase is noted in the Training and Workforce Development policy/procedure.) |
| **Definitions** | |
| **Induction** | The new employee getting familiar with the job context internally and externally. |
| **Orientation** | The new employee being introduced to the immediate job and organisational internal processes. |
| **References** | |
| **Standards** | [NZS 8134:2008 Health and Disability Services Standards](http://www.health.govt.nz/system/files/documents/pages/81341-2008-nzs-health-and-disability-services-core.pdf) |
| **Guidelines** | [Employment NZ: Induction](https://www.employment.govt.nz/starting-employment/hiring/induction/)  [Human Resources NZ: Induction](https://www.hrinz.org.nz/Site/Resources/Knowledge_Base/I-P/Induction.aspx)  [Let’s Get Real Human Resources Tool](https://www.tepou.co.nz/initiatives/lets-get-real/107) |
| **name of service**  **documents** | Employee Handbook  Induction/orientation checklist  Workforce Development and Training |



**Prior to new employee commencing employment**

**Preparation for Orientation/Induction**

**Manager/………..**

**Ensures completion of**

* police vetting,
* ID badge provided,
* employment agreement was signed,
* personnel records,
* keys, safety code provided,
* induction/orientation check list.

**Ensures completion of**

* IRD registration,
* Kiwi Saver,
* employee details and emergency contacts,
* bank account details taken.

**Orientation Programme**

**First day of employment**

**Manager/……….. & Employee**

**Manager/………..**

**Arrange:**

* Powhiri or Whakatau.

**Confirm:**

* Employment agreement.
* Position description.
* Orientation & induction time frames.

**Discuss:**

* Orientation/induction pack.
* Code of conduct.
* Policies/procedures relevant to the role.

**Do:**

* tour of the building and surroundings
* introduction to staff
* introduction to service users

**Induction Programme**

**Within 6 months of employment**

**Manager/Team Leader & Employee**

* Meet relevant internal and external service providers and agencies.
* Get familiar with the roles of internal and external service providers.
* Complete training modules as documented in the Workforce Development and Training policy/procedure.

**Consultation**

|  |  |
| --- | --- |
| Group/Role | Date |
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