

## GUIDE TO EMPLOYEE AND VOLUNTEER INDUCTION POLICY TEMPLATE

### ABOUT THIS POLICY AREA

This policy guides how the organisation inducts employees and volunteers into the organisation. Throughout this policy and procedures, delete reference to volunteers (or employees) if your service operates with only paid employees (or only volunteers).

A written employee and volunteer induction policy is required as part of meeting Standard 8 (Induction, training and development for people working in services).

#### **Standard 8 — induction, training and development for people working in services**

*The organisation develops, implements and reviews procedures and resources for induction of employees and volunteers into the organisation.*

#### **Policy checklist**

The following checklist will help you check that an existing policy covers this area adequately.

The policy should:

- outline the timing and processes for the induction of new employees and volunteers
- indicate who is responsible for conducting induction
- explain how the induction provided to employees and volunteers is recorded
- contain clear procedures and actions
- indicate the timing of any actions
- show when it was approved
- show when it was last reviewed.

### COMPLETING YOUR EMPLOYEE AND VOLUNTEER INDUCTION POLICY

#### **Using the policy template**

The template provides some example statements. You can adapt these statements and include them in your policy or write your own statements to better suit the operations and services of your organisation.

To customise the policy template, click on the shaded sections <<Insert text>> and insert the information that is specific to your organisation.

When you have completed the policy template, delete the shaded instruction sections such as: [Refer to the employee and volunteer induction policy template guide for questions and/or examples to consider when customising this section.](#)

For further information on using the policy guides, refer to the information in *Using the policy templates and guides*.

## **Guidelines for each section of your policy**

### **1. Purpose**

When identifying the purpose of the policy, consider how it might apply to your employees and volunteers. Why is it important for the employee and/or volunteer, your clients and your organisation to manage the induction of new employees/volunteers well? How does the induction process fit within your human resource management processes? Do you need to make specific statements to ensure you are inclusive of particular groups, such as Aboriginal and Torres Strait Islander peoples, Australian South Sea Islanders, people from culturally and linguistically diverse backgrounds and people with a disability?

### **2. Scope**

To determine the scope of the policy, consider the following questions:

- Does this policy apply to all your organisation's services and to all employees and volunteers?
- Is there a standard induction program that applies to all employees/volunteers regardless of their role?
- Is induction sometimes undertaken individually and sometimes in groups?
- Do particular roles require additional or different induction?
- How does the induction of employees/volunteers relate to the induction of board or management committee members?

### **3. Policy statement**

If you are adopting the policy statement in the template, consider whether there are any additional commitments your organisation wants to make.

In identifying the actions your organisation will take to implement this policy, you should include the following:

- providing an induction program covering issues that must be covered with all new employees and volunteers, including the code of conduct and orientation to the service and organisation
- tailoring your induction program to meet the specific needs of different roles and different individual employees and volunteers, including entry-level training, role orientation, and immediate training and support needs identified during the recruitment and selection process
- providing timely induction to all new employees and volunteers
- regularly reviewing and updating your induction program to respond to newly identified issues and the changing work environment.

### **4. Procedures**

The procedures describe how your organisation achieves the aims and goals you have outlined in your purpose, scope and policy statement.

#### **4.1 Employee induction**

Employee induction is the process whereby new workers 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 employees, and the supporting written materials and other resources used. Clear records should be kept of the induction plan for each employee and what has been completed.

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.

### **5. Other related policies and documents**

List the other policies related to the employee and volunteer induction policy. The policy should be linked to:

- employee recruitment
- volunteer selection
- employee and volunteer training and development
- board induction, training and development.

### **6. Review processes**

Consider how often the policy should be reviewed and the process for doing this:

- **frequency of review:** Most policies benefit from an annual review. The experience of implementing the policy is used to decide which changes are necessary. Consider reviewing your employee and volunteer induction policy as part of an annual review of your organisation's policies or, if your organisation is small, perhaps over a three-year period. Critical incidents may prompt you to review the policy ahead of schedule.
- **responsibility for the review:** In most organisations, the person accountable for human resource management would be responsible for reviewing this policy. In small organisations, this may be the coordinator or manager. In larger organisations, this may be a human resource or personnel manager.
- **process for the review:** Decide which particular staff, volunteers, external people and organisations will provide input to the policy review, and whether clients will be involved.
- **decision-making process:** Who will review draft changes to the policy and approve changes? What will be the timeframe for the review process?
- **documentation and communication:** What records of the policy review process are needed? How will changes to the policy be communicated to staff implementing the policy? In a small organisation, this may be as simple as noting the changes at a staff meeting. In a larger organisation, an email memo may be needed.
- **key questions for the review:** Is the policy being implemented? Are procedures being followed? Is the policy clear? What has changed that may prompt a change to the policy (for example, new services, activities, job roles, policies and procedures)? Have particular stakeholders had difficulty with any aspect of the policy? Can their concerns be resolved? How does the policy compare with that of similar organisations?