

When I'm at work: Supported employee induction

Learner's workbook

Contact details

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Department: Australian Government Department
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When I'm at work: Supported employee induction
Learner's workbook

Contents

Introduction	1
What is induction?	2
Who to contact	3
General information	5
The Disability Services Standards.....	6
Expectations.....	13
For your own notes.....	14
The induction process.....	15
Overview of the workplace	18
Who's who.....	19
Map of the Disability Business Service	20
Emergency procedures and phone numbers	21
Policies, services and facilities	23
Amenities	24
Cafeteria.....	24
Social club.....	24
Code of conduct	25
Dress standards	25
Roles and responsibilities.....	26
Smoking	26
Alcohol	27
Working hours and meal breaks.....	27
Applying for leave.....	28
Training at work.....	29
Access and equity	29
Complaints about work.....	29
Disability	30
Equal employment opportunity.....	30

Harassment and bullying.....	31
Privacy and confidentiality.....	31
Security of personal belongings and vehicles	31
Cabcharge vouchers	32
Public transport	32
Occupational health and safety (OH&S)	33
WorkCover/workplace incident.....	34
First aid procedures.....	34
Pay details.....	35
Superannuation	35
Policies	35
Human resources	35
Employee Advisory Group.....	36
Employee representative.....	36
Support services.....	36
Further information	37
Induction checklist	39
Induction checklist.....	40
The DVDs.....	43
Questions about the DVDs.....	44

Introduction



What is induction?

Induction is about making you feel welcome in your new job and making sure that you know where to go if you have a question, comment, or problem. It is also about helping you as a new supported employee. We do this by providing information and learning opportunities to help you understand the importance of your job.

Your induction explains:

- what your job is
- why your job is important
- what is expected of you
- what training you will receive
- what you will need to do
- who your buddy is
- the behaviour expected of you
- who you should speak to for further information when you need it.



Insert caption for picture above

Note: Replace with picture relevant to your organisation.

When I'm at work: Supported employee induction

Learner's workbook

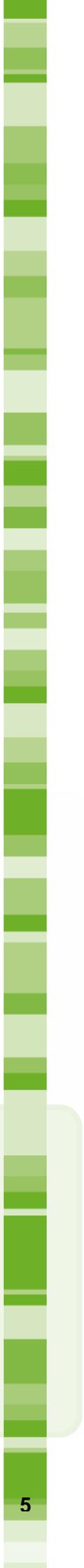
Who to contact

This workbook contains information that you need to know, no matter what your job is.

To help you, a contact name and phone number are provided at the end of most entries in this workbook. As an example, this is your supervisor/team leader.

Contact: **Name – Number – Photo**

General information



The Disability Services Standards

What are the Standards for?

The Disability Services Standards are rules that tell Disability Business Services how to make sure they give people with disability a good quality service.

The Australian Government gives money to Disability Business Services to:

- help people with disability find and keep a job
- support people with disability in their jobs.

In return, the Australian Government expects every service in Australia to follow the Standards.

The Standards tell your workplace how to make sure that it:

- has the right attitude to working with you
- gives you the right help to find and keep a job
- finds the right way to help you get the job you want
- has the right staff to do the work
- is well-managed.

There are 12 Standards, and they are listed on the next few pages of this workbook.

Standard 1 Service access

A fair go for everyone

Your workplace must treat you fairly no matter:

- what age you are
- whether you are a woman or a man
- what country you or your family comes from
- what colour you are
- what your religion is
- what extra support needs you have.

Your workplace must have fair rules. These rules must be written down so that you can see them if you want to. You can ask to see the rules any time you want. If your workplace says they cannot help you, they must have a good reason, and they need to explain the reason to you.

Standard 2 Individual needs

Getting help that is right for you

Your workplace should help you in the way that is best for you and not just the way that is easiest for them. They can help you to:

- think about your work goals, for example, what kind of work you want, or how many days a week you can work
- work out a plan to help you meet your goals
- identify and provide training
- follow your plan
- keep your plan up to date.

Standard 3 Decision-making and choice

Having your say

Your workplace has to give you choices. It has to listen to you about:

- what kind of jobs you want
- how it can do things better.

It also has to act on what you said.

Standard 4 Privacy, dignity and confidentiality

Respecting your privacy

Your workplace must always treat you with respect. It must keep your information in a private place. If your workplace wants to give your information to someone else, they have to:

- tell you who they want to give it to
- tell you why
- ask you if it is okay, and get signed permission from you.

If you say it is not okay, then your workplace must not give the information.

Standard 5 Participation and integration

Taking part in the community

Your workplace should help you to:

- be involved in the community
- use services in the community.

Standard 6 Valued status

Being important in the community

The Australian Government believes that the community values people more when they give something back to the community in:

- paid work
- or
- volunteer work.

Your service should help you to be important in the community by:

- helping you to learn new skills
- helping you to keep your skills up to date
- building your confidence in your skills and abilities.

Standard 7 Complaints and disputes

Getting something done about a complaint

When you first join a Disability Business Service, they should tell you how to make a complaint if you have a problem. If you make a complaint, your workplace should:

- listen to you
- be happy to help you
- help you to explain what the problem is
- try to fix your problem
- tell you about other people or places you can talk to about your complaint.

Your workplace must keep your complaint private.

Standard 8 Service management

Running the service well

Your workplace should be well-organised and managed. It should:

- be up to date with the best ways of working with you
- use money from the Australian Government in the best way
- keep making the service better
- have a business plan for running it in the best way
- show you the business plan if you want to see it.

Your workplace should listen to what you, and other service users, say. They should act on what you say to make the service better.

Standard 9 Employment conditions

Your right to fair wages and conditions

Employment conditions are things like:

- holiday pay
- sick leave
- safety
- wages.

When you start a new job, your workplace must explain:

- your employment conditions
- how your wages are worked out.

You can have a support person or advocate with you when you talk to your workplace about these things.

Standard 10 Service recipient training and support

Learning the right skills for your job

Good training and support mean you have the skills to get a job you like. Your workplace must give you the training you need to:

- find a job that you will like
- keep a job
- learn how to do new jobs
- keep your skills up to date.

Standard 11 Staff recruitment, employment and training

Having staff who know the best ways to help you

Your workplace should:

- know what skills the staff need to help you as an employee
- find the right staff to help you
- make sure the staff keep their skills up to date.

Standard 12 Protection of human rights and freedom from abuse

Being safe and respected

Your workplace must look after your rights:

- at work
- when you are training.

They must make sure that nobody can:

- hurt you
- talk to you in a way that you do not like
- show you disrespect because you are a person with disability.

If you ask your workplace for help, they must do their best to help you.

Source: Department of Families, Community Services and Indigenous Affairs Australia, and, *Disability Services Standards and your service: Easy English version*, FaCS1437.0401, Department of Families, Community Services and Indigenous Affairs, Sydney.

Expectations

When you start a new job, it is important that you know what is expected of you, and that you know what to expect of your new job.

You need to make sure that you ask questions if you have any. Do not be afraid to ask questions. The more you know about your new job, the easier it will be for you to do your job well.

Your workplace may expect you to:

- know what is expected of you
- know what the workplace goals are
- respect the people in your team
- get along well with people
- be honest when you deal with people
- deal with arguments if they happen
- follow the workplace's policies and procedures.



Insert caption for picture above

Note: Replace with picture relevant to your organisation.

The induction process



The first day

On your first day, your workplace will:

- welcome you and show you around
- introduce you to the people you will be working with
- tell you about the pay and administration processes, for example, completing leave forms or making a complaint
- tell you about workplace health and safety.

At the end of the first week

At the end of the first week, your supervisor will take you back through your induction process to make sure you understand what has been covered. Your supervisor will also clear up any questions you might have after working for a week.

At the end of three months

After three months, you will have a meeting with your supervisor to talk about how you have been going. This meeting is called a probationary review meeting. Things you might talk about include:

- the confirmation of your employment
- how everyone's performance is evaluated
- the system used to regularly evaluate your and other supported employees' performance (performance appraisal)
- the wages system
- goals for you
- the letter of appointment you are given.

Your workplace will also set a date for your next appraisal.

At the end of 12 months

You should have settled in by now and learned lots of new skills. These skills will be written down to show what areas you can work in and what machinery you can use. At this time, you will also have had a wage assessment that may lead to better pay because of the skills you now have.

When I'm at work: Supported employee induction

Learner's workbook

About your workplace



Overview of the workplace

Insert your own text here by deleting this shaded explanatory text and insert the overview text pertaining to your organisation. Ensure you write in plain English that is easy to understand.

Outline in your first paragraph where and when the organisation was first set up. Explain the organisation's aim. Then add the following information.

- What does the organisation do and why?
- Who does the organisation employ and why?
- What are the organisation's goals?
- Explain that the organisation is a Disability Business Service with a dual purpose, this being to provide a service to supported employees with disability, and to meet its business goals and targets.
- Expand on how the organisation is structured, how it is funded, and the ethos it works under.
- Finish by outlining where the new supported employee fits in, how his/her position relates to other positions, and how important it is in the overall scheme of things.



Insert caption for picture above

Note: Replace with picture relevant to your organisation.

When I'm at work: Supported employee induction

Learner's workbook

Who's who

The supervisor/team leader
conducting your induction is:

insert name/s

Board of directors

insert name/s

Chief executive officer(s)

insert name/s

Finance and administration
manager(s)

insert name/s

Operations manager(s)

insert name/s

Service development manager(s)

insert name/s

Business development manager(s)

insert name/s

Training services coordinator(s)

insert name/s

Payroll administrator(s)

insert name/s

Social Club Committee(s)

insert name/s

Employment consultant(s)

insert name/s

Administration staff

insert name/s

Training assistant(s)

insert name/s

Team leaders

insert name/s

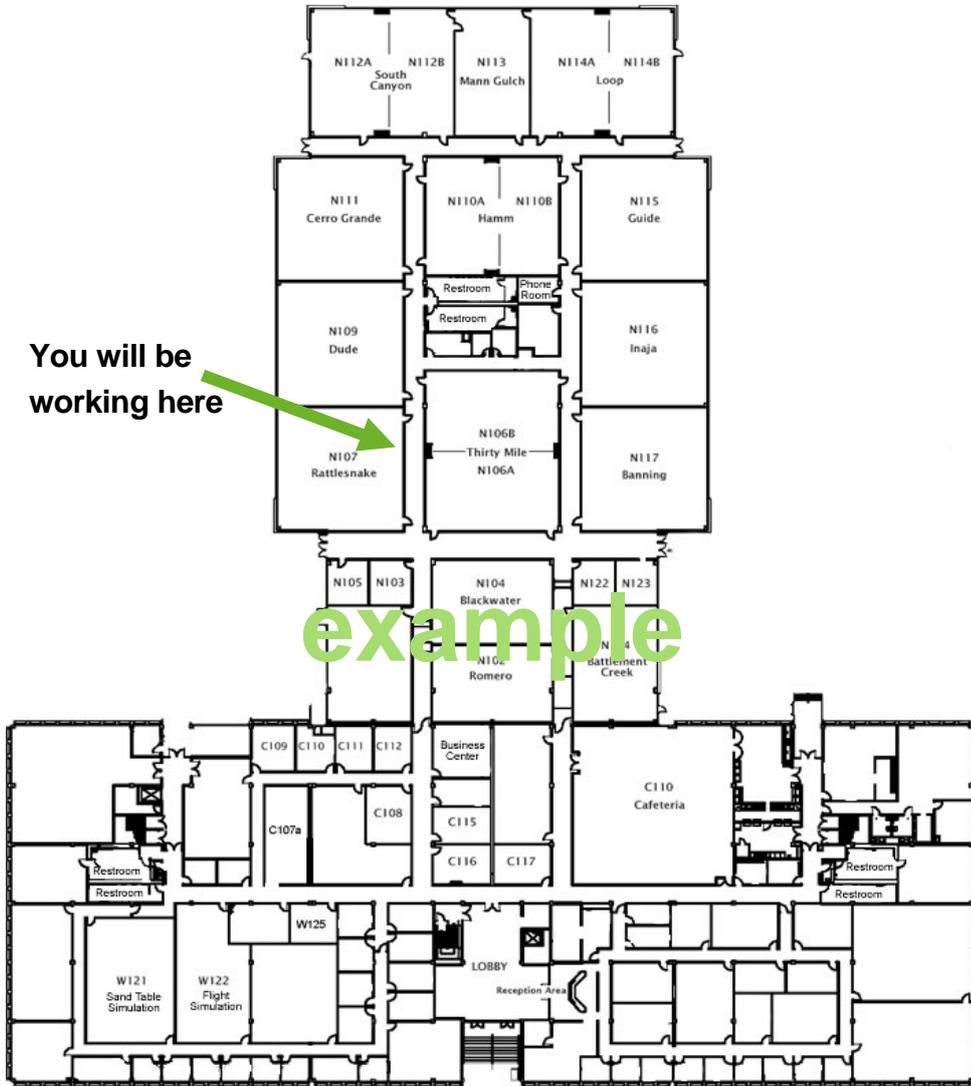


Insert caption for picture above

Note: Replace with picture relevant to your organisation.

Map of the Disability Business Service

Note: Replace diagram with map of your organisation.



Insert caption for diagram above

Emergency procedures and phone numbers

Emergencies can happen at work and **insert name of service** has trained people and procedures in place to help you. We practise these procedures at regular intervals to help ensure your safety. In an emergency, wardens direct you to a safe location. In any emergency, follow the directions of police and emergency services staff.

Contact: **Name – Number – Photo**

Phones

We update the internal telephone directory regularly, and send any changes in telephone numbers to reception so that the directory can be updated. You can find the telephone directory at (insert location).

(Insert name of service) phones are mainly for business use. Phones should not be used for personal calls, except in the case of emergencies. If you need to use a phone for personal reasons when you are at work, speak with your team leader or supervisor.

You can ring the following emergency numbers from any of the workplace phones.

First aid contact **Name – Number – Photo**

Emergency **0-000 (the normal '000' number may require an initial '0' to get an outside line)**

Facilities manager **Name – Number – Photo**

On-site supervisor **Name – Number – Photo**



Policies, services and facilities

Amenities

Toilets for people with disability are located at various points in (insert name of service.) Shower facilities, for both men and women, are available at (insert location) (refer to the map of the organisation found in this workbook).

Contact: **Name – Number – Photo**

Cafeteria

The cafeteria is located (insert location) (refer to the map of the organisation found in this workbook). The cafeteria is open between (insert times.)

Contact: **Name – Number – Photo**

Social club

We would like you to join our social club. It is a good opportunity to meet staff and other supported employees from (insert name of service).

Members of the club meet for activities.

Contact: **Name – Number – Photo**



Insert caption for picture above

Note: Replace with picture relevant to your organisation.

Code of conduct

The workplace's code of conduct tells you how you should work and interact with staff and other supported employees. As a new supported employee, you should receive a copy of your workplace's code of conduct.

Contact: **Name – Number – Photo**

Dress standards

You are expected to dress in a manner that suits your job and your workplace. Your workplace gives you information about what you are expected to wear at work, including any Personal Protective Equipment (PPE) that you might need.

Contact: **Name – Number – Photo**

Roles and responsibilities

This area should be tailored to the individual depending on the work s/he will be doing. Generic information such as workplace behaviour, communication and chain of responsibility/reporting procedures should also be reflected here.

Contact: **Name – Number – Photo**



Insert caption for picture above

Note: Replace with picture relevant to your organisation.

Smoking

Insert organisational smoking policy here. For example, you are not allowed to smoke in any of the buildings, workplaces and vehicles of (insert name of service). You are not allowed to smoke near any doors into the buildings of (insert name of service). Please read and take notice of all non-smoking signs. You are allowed to smoke in some areas. These are located at (insert areas).

Contact: **Name – Number – Photo**

When I'm at work: Supported employee induction
Learner's workbook

Alcohol

Insert organisational alcohol policy here. For example, you are not allowed to drink alcohol during work hours at (insert name of service). You are not allowed to come to work if you are affected by drugs, alcohol or any other illegal substance.

Contact: **Name – Number – Photo**

Working hours and meal breaks

Insert organisational/individual industrial award policy here. For example, your specific hours of work are defined by the industrial award that you work under. The hours that you have to spend at work are specified in your letter of agreement. Normal work hours for supported employees are from 8.30am to 5.00pm, Monday to Friday. This may vary depending on your award and your job.

(Insert name of service) has morning and afternoon tea breaks at these times: (insert break times). You are welcome to use the kitchen facilities of (insert name of service) if you would like to.

Contact: **Name – Number – Photo**



Insert caption for picture above

Note: Replace with picture relevant to your organisation.

Applying for leave

If you are away from (insert name of service) for reasons other than work, you must (insert organisational leave procedure).

You have to apply for leave via this process if you want:

- annual leave
- sick leave
- compassionate leave
- family leave
- long service leave
- parental leave.

When you have completed a leave form, ask your team leader or supervisor to sign it. Then, give it to the human resources department so that it can be approved.

If you are not able to complete a leave form and receive approval before you begin leave (for example, if you are sick), you should tell your team leader or supervisor (by phone if you can). You will have to fill in a leave form as soon as you are back at work again.

Administrative staff can give you leave forms.

If you need any help with taking leave, speak with your team leader or supervisor.

Contact:

Name – Number – Photo

Training at work

Your training does not stop after the training you get when you first start your job. (Insert name of service) provides you with many training opportunities while you work for us. Ask your team leader or supervisor about the training that is available to you.

Contact: **Name – Number – Photo**

Access and equity

Insert organisational access and equity policies/procedures here. For example, the access and equity policies of (insert name of service) make sure that you are treated fairly and without discrimination while you are at work. The Access and Equity Committee monitors (insert name of service) to make sure that all its supported employees and staff are looked after in this way.

Complaints about work

Insert organisational complaints policies/procedures here. For example, if you have a complaint about something at work, speak first with your team leader or supervisor about it. Your team leader or supervisor must also keep your complaint private. You can also contact the Complaints Resolution and Referral Service (CRRS) on 1800 880 052 for help and advice about complaints in the workplace.

Disability

Insert organisational disability policies/procedures here. For example, the disability liaison officer (DLO) is responsible for helping supported employees with disability if they need assistance. The Disability Discrimination Act says that it is important that (insert name of service) takes away any barriers that stop people from making the most of their opportunities. Please note that not all Disability Business Services have a disability liaison officer.

Contact:

Name – Number – Photo

Equal employment opportunity

Insert organisational equal opportunity policies/procedures here. For example, (insert name of service) employs an equity officer who you can contact about equal opportunity. You can talk to the equity officer in private. The equity officer can tell you about your options and/or your tasks.

Harassment and bullying

Insert organisational harassment and bullying policies/procedures here. For example, (insert name of service) does not tolerate harassment and bullying in the workplace. Harassment and bullying are not allowed under the policies of (insert name of service). If you are harassed or bullied, or if you think that another supported employee has been harassed or bullied, you should talk to your team leader or supervisor. Your team leader or supervisor must keep private any details about you and what you say about these things.

Contact: **Name – Number – Photo**

Privacy and confidentiality

Insert organisational privacy and confidentiality policies/procedures. For example, you have the right to privacy and confidentiality. Your workplace keeps all your information in a private place. If (insert name of service) wants to give your information to someone else they have to tell you who they want to give it to, they have to tell you why, and they have to ask you if it is okay. If you say it is not okay to show your information to someone, then (insert service) must not show them.

Security of personal belongings and vehicles

Insert organisational security policies/procedures here. For example, remember that security of your personal things such as wallets and purses is your responsibility. Please do not leave them unattended in staff offices, classrooms, work spaces, tea-rooms or vehicles. If you lose something, check with (insert name of contact or area). If you bring your own vehicle to work you must look after it.

Contact: **Name – Number – Photo**

Cabcharge vouchers

Insert organisational Cabcharge policies/procedures here. For example, Cabcharge vouchers are available if you need to use a taxi for work. Your team leader or supervisor must say it is okay to use a Cabcharge voucher. You must collect the voucher before your journey, as taxi companies do not let you charge them after the trip.

When you use a taxi, the driver completes the details on the voucher. You need to sign it, insert the details of the trip, for example, 'airport to city' and return the voucher to (insert name of department or contact). The trip is then billed to (insert name of service).

Contact: **Name – Number – Photo**

Public transport

Buses arrive and leave from the bus shelter in (insert name of street/road). You can catch other public transport from (insert area/location). Bus timetables are available from (insert area/location).

Contact: **Name – Number – Photo**



Insert caption for picture above

Note: Replace with picture relevant to your organisation.

When I'm at work: Supported employee induction

Learner's workbook

Occupational health and safety (OH&S)

Insert organisational OH&S policies/procedures here. Occupational health and safety (OH&S) is everyone's responsibility.

(Insert name of service) maintains a very high standard of occupational health and safety, and has a number of ways to make sure it meets those standards

If you are aware of an activity that you think is unsafe or could affect your safety or that of another person, don't ignore it. You must tell your supervisor or your OH&S representative about it straight away.

The OH&S committee meets every two months. It then speaks with management on the performance of OH&S for (insert name of service).

You can find the OH&S policy at (insert location).

Contact:

Name – Number – Photo



Insert caption for picture above

Note: Replace with picture relevant to your organisation.

WorkCover/workplace incident

Insert organisational WorkCover/workplace incident policies/procedures here. For example if you are injured at work, you need to complete and submit the business service's form called (insert name of form).

The human resources department and the OH&S Committee use the form to monitor the types of injuries that are happening. This helps (insert service) to identify emerging issues, monitor OH&S initiatives and put improved safety practices in place.

Even if you are not actually injured but you think a work practice is unsafe or there is the risk of injury or incident, you should fill in the (insert name of form). You can find this form at (insert location of form).

If you are not sure what you should do, talk about it with your team leader or supervisor.

Contact: **Name – Number – Photo**

First aid procedures

Insert organisational first aid policies/procedures here. For example, you can find the first aid procedures of (insert name of service) with the other workplace procedures. If you need a first aid officer, there is a list of current first aid staff in the reception area of each department, at the front of the (insert name of service) phone book, or you can contact (insert name of contact).

Contact: **Name – Number – Photo**

Pay details

Insert organisational pay details here. For example, your salary is paid directly into your nominated bank/credit union account each fortnight. You are paid every second Friday and we do our best to make sure that your pay is in your account no later than the day before.

Superannuation

Insert organisational superannuation policies/procedures here. For example, there are several superannuation schemes available. Most new supported employees will be part of the (insert name superannuation scheme). For more information, speak with (insert contact name).

Contact: **Name – Number – Photo**

Policies

The policies of (insert name of service) are written down and it is easy to find copies of them.

Details of these policies are available from (insert name of contact).

Contact: **Name – Number – Photo**

Human resources

Insert name of organisational policies/procedures here. For example, the human resources department looks after new employees, training, OH&S, staff administration, pay, and equal employment opportunity. You should contact the human resources department if you have questions about any of those things.

Contact: **Name – Number – Photo**

Employee Advisory Group

Insert name of organisational employee policies/procedures here. For example, (insert name of service) has an Employee Advisory Group. See (insert location) for details.

Contact: **Name – Number – Photo**

Employee representative

Insert organisational employee policies/procedures here. For example, a member of the Employee Advisory Group is elected as the employee representative. This employee representative has the following responsibilities: (insert responsibilities)

Contact: **Name – Number – Photo**

Support services

Insert organisational support services policies/procedures here. For example, the support services of (insert name of service) is a group of people whose job is to help you with issues that may come up during your work. The services available are:

- counselling
- career counselling
- disability services
- welfare services
- youth services.

All services are free and are not discussed with other people. We encourage you to familiarise yourself with the services.

Contact: **Name – Number – Photo**

When I'm at work: Supported employee induction

Learner's workbook

Further information

You can find further information on noticeboards at (insert location).



Induction checklist

Induction checklist

To be completed with your supervisor or team leader

Name _____

Department _____

Date completed _____

Done	Workplace matters	Notes
	Workplace structure – management, key personnel and relevant roles and responsibilities	
	Site layout (including provision of map of workplace)	
	Communications and management structures	
	Occupational health and safety	
	Accident/hazard reporting	
	Emergency procedures, fire drill, first aid	
	Security	
	Absenteeism and lateness	
	Holidays	
	Sickness	
	Time and attendance system	
	Complaints procedure (including CRRS)	
	Grievance procedures	
	Discipline procedures	
	Information technology (IT), including access to email, Internet and phone	

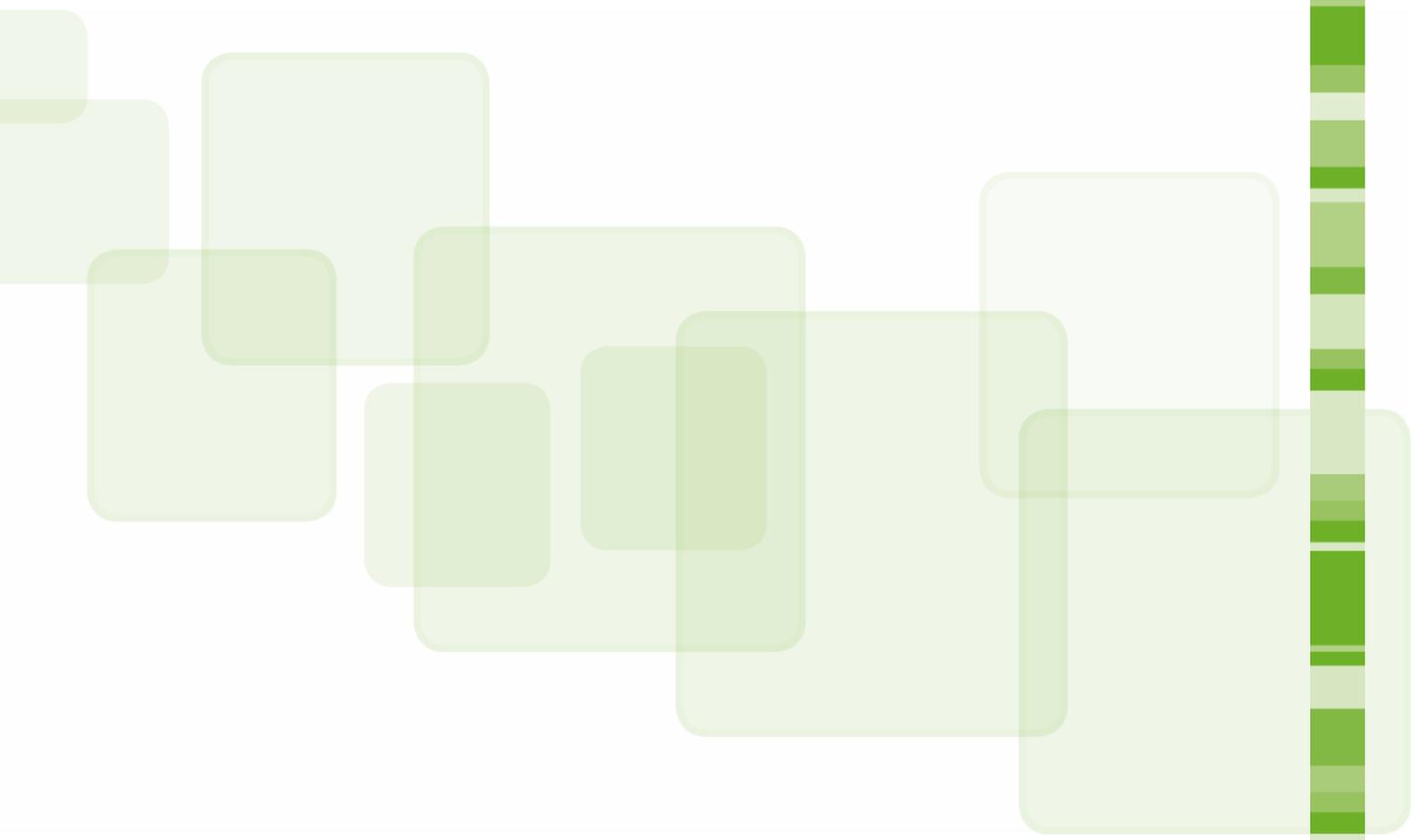
When I'm at work: Supported employee induction

Learner's workbook

Done	Employment position matters	Notes
	Facilities and amenities	
	Job description – duties, what will you be doing?	
	Training support, assistance, mentoring, training and development	
	Job-specific health and safety training	
	Performance appraisal and reporting	
	Personal protective equipment (PPE)	
	Handling and storage	
	Timings/work hours and meal-breaks	
	Use and care of, and issues with, tools and equipment	
	Initial points of contact for help - buddy, team leader, supervisor	
	Work space or work station	
	Technical training	
	Stationery and supplies	

Done	Individual matters	Notes
	Rights and legal issues	
	Pay/wage assessment	
	Access to personal data	
	Restricted areas, access, passes	
	Food and drink areas	
	Dress codes	
	Transport and parking	
	General administration	
	Smoking policy and designated areas	
	Social activities and clubs	

The DVDs



Questions about the DVDs

Name _____

Department _____

Date completed _____

Question	Response
What does your workplace expect of you by the end of the first day?	
What does your workplace expect of you by the end of the first week?	
What does your workplace expect of you by the end of three months?	

Question	Response
What does your workplace expect of you by the end of twelve months?	