

EMPLOYEE INDUCTION BOOKLET

FOR SMALL BUSINESSES

Current as at April 2001

*Helpful suggestions and hints for employers to
successfully introduce new employees to their
business.*

*This kit includes examples, check lists and
suggested forms for ensuring important
information is not overlooked.*

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INTRODUCING NEW EMPLOYEES

Induction is the process of introducing new employees to the company, to their supervisors and co-workers (if there are any), and to their jobs. After you have completed the necessary paperwork, you'll want to concentrate on bringing your employee into your business by arranging for an induction.

Whatever form it takes, an induction session serves several purposes:

It gets the new worker started on productive activity.

It ensures that new employees get accurate information. Co-workers do not always give the right answers, for whatever reasons.

It gives you the chance to develop good work habits in your new employee.

It can help the newcomer feel welcome, relieve anxiety, and start the person toward being a loyal, productive member of your business.

But what should an induction cover?

Items to consider could include:

- a review of the job description *1 with the new employee, so he or she knows what the specific duties will be (although the employee should have a general idea from the interview) some discussion of what your business does and what your business goals are
- how the employee's job fits into the overall picture
- basic work rules
- compensation and benefits
- a tour of the workplace.

* Job descriptions are good to have for several reasons. They help in:

- interviewing and selecting employees
- introducing new employees
- evaluating the performance of an employee
- motivating employees
- comparing pay between employees
- determining the essential functions of a job.
- job descriptions don't have to be complicated.

For a sample Job description, refer to Appendix 1, page 15.

The following information should assist you in organising a successful introduction to the job and to your business.

The First Step

On the Employee's First Day

When the employee arrives on the first day of work, some of the first things to do are:

1. Show the employee where his or her work area will be.
2. Show the employee where he or she can store personal effects safely, if not at a desk.
3. Give the employee a tour of your workplace, pointing out the restrooms, break room, supply room or area and first aid kit.
4. Introduce the employee to any other employees or co-workers.

1 The job description is the written outline of what the job you're hiring for entails. It is written to describe work currently organised and performed by a fully qualified employee (who possesses knowledge, skills and experience required by the position).

Work Smarter Not Harder

Running a small business is hard work, so you won't be able to spend a great deal of time with the employee. To free up your precious time you might want to designate a trustworthy employee to be the new employee's "buddy" in case the employee has questions.

Early on the First Day

At some point in the first few hours that the employee is at work, you should:

1. Process any employment forms (including tax forms).
2. Give the employee any information about the job, your business and your products or services.
3. Tell the employee that you are available for questions after the employee has reviewed the information.
4. Arrange for lunch (if you like) with the employee and any other co-workers.

During the First Week

When bringing an employee into your business, it is important to make sure that he or she isn't overwhelmed with information on the first day. Think about what can wait, but which should happen in the first week, including:

1. Arranging for any training that is needed ensuring that you cover the following:
 - the job description or responsibilities
 - performance expectations
 - schedules
 - recording work time
 - equipment and materials
2. Make sure you ask the new employee at the end of the week if any questions or problems have arisen and deal with any concerns raised.

Employee guidelines have a broader use than just for inducting a new employee. The way your employees act and treat co-workers and customers can make or break a small business.

The following information may help you shape the business the way you want it.

Employee Guidelines

It's tempting to feel that, if work guidelines or law, don't require rules, there's no reason to bother with them. While you may save yourself some time initially by not worrying about guiding principles, chances are that not having guidelines will cause you some problems in the future, particularly if you have at least a handful of employees.

There are three good reasons to consider having formal work rules in your business:

1. Law (eg Sexual Harassment, Anti Discrimination, Workplace Health & Safety) requires some guidelines and policies.
2. They can help you protect your business - many customers will go where they get the best service.
3. They can help you maintain a high quality of work life for your employee.

An employer has the right to expect his or her employees to conform to an acceptable standard of conduct. Employees who act in an unseemly or unreasonable way can hurt your business by creating unhappy workers or, even worse, unhappy customers or clients. While you may feel that it should be obvious what is appropriate and what is not, it is very risky to assume every employee has the same point of view. One of the best ways to make it clear what behaviour you expect of your employees is to have a set of general guidelines (Appendix 7).

Written guidelines can go a long way in informing your employees what you expect of them and the consequences of not meeting expectations. A person who has been advised that some types of conduct are unacceptable then cannot claim ignorance when he or she does something improper. Also, written guidelines serve to remind employees that you're serious about presenting the business to the public in the best possible light.

All employees have the right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive, including sexual harassment.

The Commonwealth Sex Discrimination Act 1984, describes what is sexual harassment and is an Act relating to discrimination on the grounds of sex, marital status, pregnancy, potential pregnancy or family responsibilities or involving sexual harassment. The following is an extract from the Act.

The Meaning of Sexual Harassment

Definition: 'a person sexually harasses another person (the person harassed) if:

1. The person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed; or
2. Engages in other unwelcome conduct of a sexual nature in relation to the person harassed; in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.
3. Conduct of a sexual nature includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing.'

What is not sexual harassment? Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behaviour that is not welcome, that is personally offensive, that debilitates morale, and that, therefore, interferes with work effectiveness.

The Queensland Anti Discrimination Act 1991 also sets out definitions of non-acceptable behaviour.

One of the purposes of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation.

Meaning of discrimination on the basis of an attribute:

Discrimination on the basis of an attribute includes direct and indirect discrimination on the basis of:

1. a characteristic that a person with any of the attributes generally has; or
2. a characteristic that is often imputed to a person with any of the attributes; or
3. an attribute that a person is presumed to have, or to have had at any time, by the person discriminating; or
4. an attribute that a person had, even if the person did not have it at the time of the discrimination.

The following Induction Booklet is designed to take you through the induction process, step by step.

There is a flow chart that you can use as a guide.

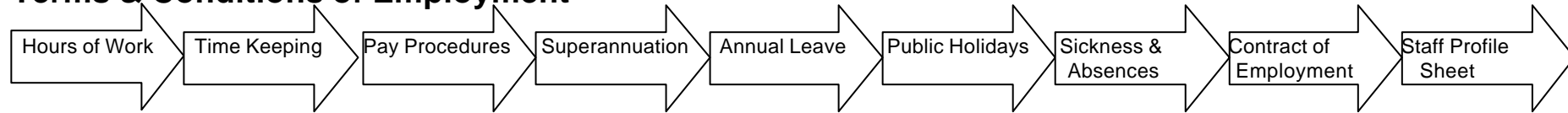
Each topic on the flow chart is set out in a check list format in the pages following the chart.

You can copy this checklist each time you employ someone new and tick the activities as you do them.

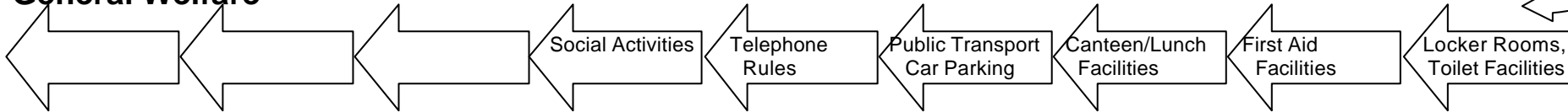
Good luck.

INDUCTION FLOW CHART

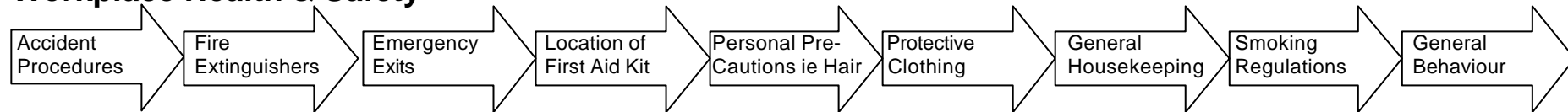
Terms & Conditions of Employment



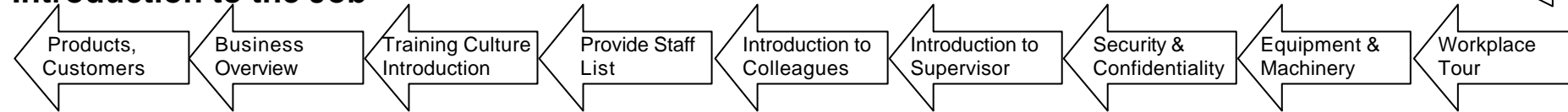
General Welfare



Workplace Health & Safety



Introduction to the Job



The Job itself

INDUCTION FLOW CHART

Initial Check List

Terms & Conditions of Employment			
Content	Points To Be Covered	Instruction/Aids Required	Check ✓
Hours of Work	Starting & Finishing times Meal & tea breaks Overtime arrangements	Applicable award	
Time Keeping	Location of time sheet/cards etc	Time sheet/card. (Appendix 2A & 2B) Show location during factory inspection	
Pay Procedures	Amount, time & method of payment.		
Superannuation	Qualifying period Contributions - Company & Employee	Application Form	
Annual Leave	Entitlements. Process for applying for leave. Any mandatory close down periods	Applicable award. Leave application form. (Appendix 3)	
Public Holidays	Entitlements - work on public holidays	Applicable award	
Sickness & Absences	Leave entitlements: <ul style="list-style-type: none"> • Sick leave • Maternity leave • Paternity leave • Family leave • Long Service leave • Bereavement/emergency leave Regulations for sick leave (ie Doctor's certificate required after 2 days) Authority required for absences	Applicable award. Sick leave form	
Contract of Employment	This should cover written particulars of the main terms & conditions of employment. Forms required, ie Employment Declaration Form (Taxation Department)	Applicable award. Letter of appointment - if applicable. (Appendix 4) Employment Declaration Form	
Staff Profile Sheet	The new employee should supply personal contact details in case of emergencies. This should include nearest relative and a list of any allergies	An Employee Information Sheet. (Appendix 5)	

INDUCTION FLOW CHART

General Welfare			
Content	Points To Be Covered	Instruction/Aids Required	Check ✓
Locker Rooms, Toilet Facilities	Location of facilities. Any rules regarding the use of locker rooms or other areas where staff may store belongings during the day.	Layout of building, with relevant areas marked. (Sample - Appendix 6) Include in workplace tour.	
Canteen/Lunch Facilities	Location of facilities. Any rules regarding their use, ie is coffee supplied, who washes dishes etc.	Layout of building, with relevant areas marked. Include in workplace tour.	
Smoking Regulations	When and where smoking is permitted.		
Public Transport, Car Parking	Bus and train timetables. Location of bus stops and railway stations.	Bus and train timetables.	
Telephone Rules	<ul style="list-style-type: none"> • How to use the telephone system. • Taking of messages. • Rules of usage, ie, personal calls. • Location of nearest public telephone. 	Any manual for using telephones.	
Social Activities	Do staff regularly socialise?		

INDUCTION FLOW CHART

Workplace Health & Safety			
Content	Points To Be Covered	Instruction/Aids Required	Check ✓
Accident Procedures	<ul style="list-style-type: none"> • Routine to be followed for simple and emergency situations • Use of accident report form or logbook • Importance of having all injuries treated and recorded • Do you have a Workplace Safety Officer? 	Accident report form or log book.	
Fire Drill & Alarms	<ul style="list-style-type: none"> • What to do in the event of a fire • Location of fire alarms and how they should be activated • Where to assemble after evacuation of premises 	Have emergency numbers located next to all telephones. Mark assembly location on the map of the premises and surrounding area.	
Fire Extinguishers	<ul style="list-style-type: none"> • Location of extinguishers • How to use extinguishers 	Mark locations on the map of the premises.	
Emergency Exits	Point out location of emergency exits and stairs	Mark locations on the map of the premises.	
First Aid Facilities	Location of first aid box and location of trained first aid staff.	Map of premises, with relevant areas marked. Include in workplace tour.	
Personal Precautions	<ul style="list-style-type: none"> • Situations where long hair, loose clothing, and jewellery may be hazardous. • Specify rules, ie hairnets 		
Protective Clothing and footwear	<ul style="list-style-type: none"> • Is protective clothing required? If so in what areas • Is protective clothing supplied? • How is it issued? • What happens in the event of loss or damage? 	A brochure of clothing, footwear or other protective equipment.	
General Housekeeping (Accident Prevention)	Discuss: <ul style="list-style-type: none"> • Safety responsibilities, employers and employees • Untidiness - how this leads to accidents. • Disposal of wastes etc • Checking of equipment 	Workplace Health & Safety Act Material Data Sheets	

INDUCTION FLOW CHART

Workplace Health & Safety - <i>continued</i>			
Content	Points To Be Covered	Instruction/Aids Required	Check ✓
General Housekeeping (Storage of Flammable Goods & Environmental Hazardous Substances)	Location of emergency procedure information Discuss reason for flammable & hazardous goods area	Goods usage instruction and/or material handling sheets Mark location on map of premises.	
General Housekeeping (Power Leads, Air Hoses etc)	Location of power leads Company policy re power leads & hoses over walkways etc Power leads safety tags Area for damages leads & hoses	Company policy manual. Safety check list	
General Housekeeping (Waste Management)	Location of designated waste disposal bins Location of waste fluid drums Discuss waste management policy - reasons etc and safe disposal	Company policy manual. Mark location on map of premises.	
Machinery & Equipment	Demonstrate the safe usage of equipment used in your business	Manuals for all equipment Safety work sheet	
General Behaviour	Discuss acceptable and non-acceptable behaviour, including sexual harassment. Discuss the possible safety consequences of practical jokes.	General Behaviour Guidelines (Appendix 7)	

INDUCTION FLOW CHART

Introduction to the Job			
Content	Points To Be Covered	Instruction/Aids Required	Check ✓
Workplace Tour	General layout of premises Show new employee the areas mentioned previously: Time sheet/cards Toilet facilities/locker room Canteen/lunch facilities Fire extinguishers Emergency exits First Aid facilities	Map of the premises	
Machinery & Equipment	Demonstrate the safe usage of the equipment to be used in job	Manuals for all equipment Safety work sheet	
Security & Confidentiality	Explain any security obligation that must be observed and the business's policy about confidentiality	Hand out material covering requirements	
Introduction To Colleagues	Introduce new employees to immediate supervisor and any colleagues	Informal introductions but avoiding use of nicknames	
Provide Staff List	A chart or list of employees with roles and responsibilities indicated	Employee list	
Introduction to the Company Training Culture	Describe and discuss: Company training history Training plan Apprenticeships (if applicable) Traineeships (if applicable) In-house training Off the job training	Company training manuals Log books (apprenticeship or traineeship).	
Business Overview	Describe and discuss: Company History Your competitors Market trends Business aims	Any brochures or information sheets available	
Products & Customers	Describe and discuss: Your product or service Your customers Level of customer service expected	Any brochures or information sheets available Customer expectations	

INDUCTION FLOW CHART

Introduction to the Job - <i>continued</i>			
Content	Points To Be Covered	Instruction/Aids Required	Check ✓
The Job Itself & Expectations	Describe and discuss: Duties What other jobs feed into or rely on this job What is the new employees expectations of the job When and if meetings occur Provide sample of product (if appropriate) Outline priorities of work tasks	Job Description (Sample - Appendix 1). List of Tasks Any product samples	

JOB DESCRIPTION FORM

Job Title: _____	Date: _____
Incumbent: _____	Employment Status:
Business Name: _____	Permanent <input type="checkbox"/>
Supervisor's Name/Title: _____	Temporary <input type="checkbox"/>
	Full-time <input type="checkbox"/>
	Part-time <input type="checkbox"/>
	Standard hours worked: _____ /wk
When was the last time this position description was updated? Date: _____	
What is the overall purpose and objective of this position (why does the position exist)?	

List in order of importance the major responsibilities of the job and estimate the percentage of time spent on each responsibility (the main function of the job may or may not be the one where the most time is spent).	
1. _____	_____ %
2. _____	_____ %
3. _____	_____ %
4. _____	_____ %
5. _____	_____ %
6. _____	_____ %
Total:	100%
Is this position closely, moderately or minimally supervised? _____	
Please explain: _____	
Does this position have supervisory responsibility? Yes _____ No _____	
If yes, list the number and title for positions that directly or indirectly report to this position	

What kind of work experience (including length of time), training, and/or level of education is necessary for this position? _____	

List any required technical skills: _____	

What other special training and/or abilities are necessary to qualify for this position?	

MINIMUM REQUIREMENTS (What is required to perform the essential duties?)	
• _____	
• _____	
• _____	
I have reviewed and determined that this job description accurately reflects the position.	
Supervisor's signature _____	Date: _____
Employee's signature _____	Date: _____

LEAVE APPLICATION

PAYROLL NUMBER:						
PERSONAL DETAILS: SURNAME						
GIVEN NAME						
PHONE NUMBER:						
SECTION:						
ADDRESS WHILST ON LEAVE:						
PHONE NUMBER:						
ARE YOU WISHING TO: (Please tick appropriate box) 1. APPLY FOR LEAVE <input type="checkbox"/> 2. AMEND LEAVE <input type="checkbox"/>						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
LEAVE TYPES: (apply in days)						
Recreational	Sick	Long Service	Maternity	Paternity		
DATE OF FIRST DAY:			DATE OF LAST DAY:			
APPLIED FOR HRS/DAYS OF LEAVE:			HOURS:		DAYS:	
APPLICANT'S SIGNATURE:			DATE: / /			
The undersigned (Manager/Supervisor approves the above leave and pay in advance)						
Signature:			Date: / /			
Print Name:			Phone Number:			

APPOINTMENT LETTER

'Use letterhead or insert company details'

'Date'

*'Employee Name
& Address'*

RE: Your appointment to the position of: "**Job Title**"

Dear *'Employee Name'*

This letter is to confirm your employment from *'date'* as *'job title'* at a salary based on *'award or agreement'* that is currently \$ *'salary per week or fortnight'*

'Specify any benefits or conditions'

Normal hours of employment are *'number of hours'* per day including *'time'* for lunch breaks. Your salary will be reviewed every *'time period, eg. Twelve months'*.

I would also like to confirm your commencement date as *'date'* at *'time, am / pm'*. You should report to *'insert name'* at *'insert location'*.

I would like to take this opportunity to welcome you to the company, etc.

Yours faithfully

'Name'
'Manager / Business Owner'

EMPLOYEE INFORMATION SHEET

Name: _____

Position/Job Title: _____

Address: _____

Home Phone: _____

Mobile Phone: _____

Emergency Contact Details*

Name:

Name:

Address:

Address:

Phone (Business Hours):

Phone (Business Hours):

Phone (Outside Business Hours):

Phone (Outside Business Hours):

Are you a subscriber to the Queensland Ambulance Service (*Please tick*) Yes No

Optional:

If you would like your work colleagues to know about any conditions you have that may assist in emergency care (eg. Haemophilia, diabetes, asthma) please provide details below:

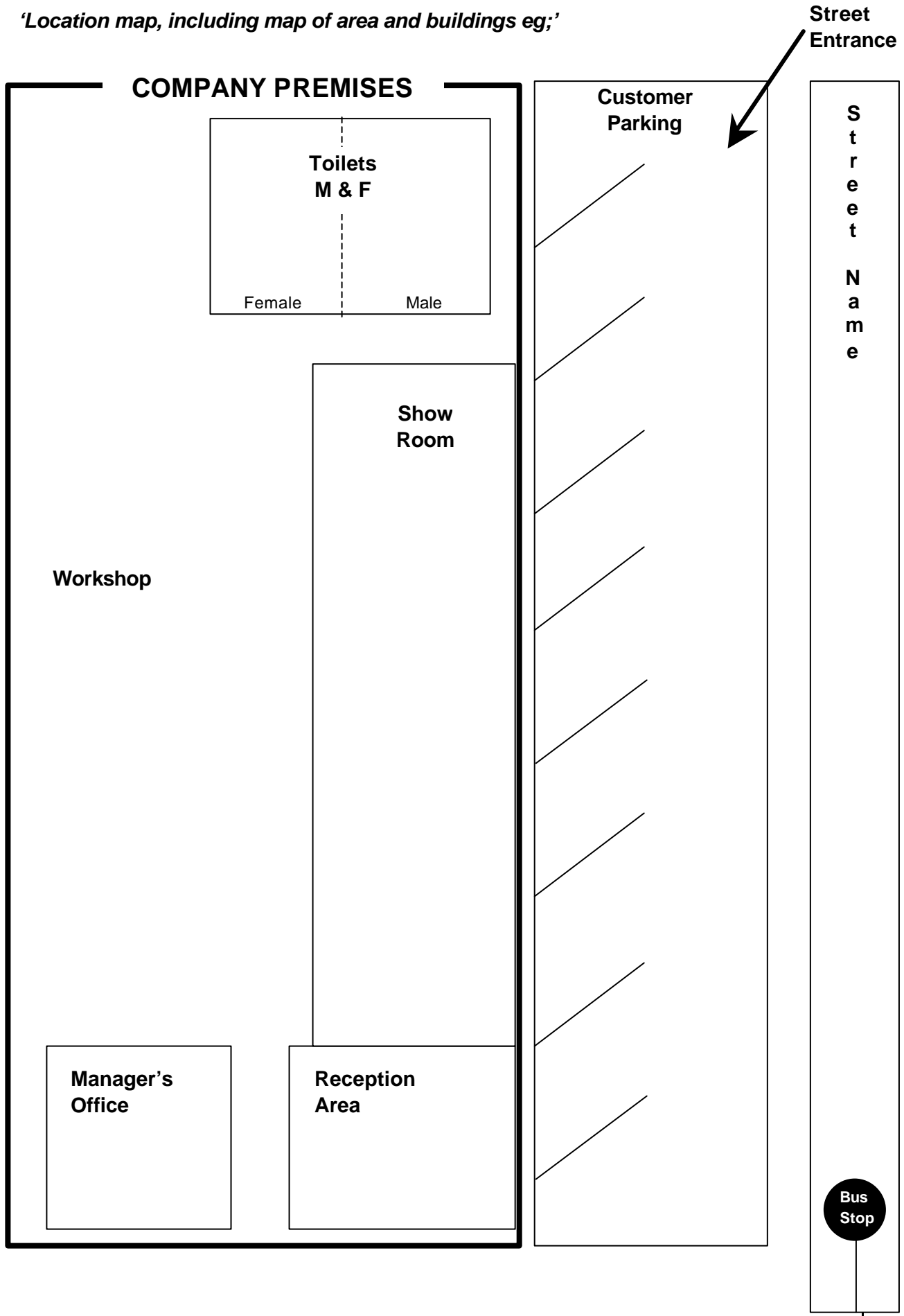
Emergency Medical Contact (Name):

Phone Number: _____

****Note: It is important to ensure you have current information in case of emergency. Please place on employee file and review regularly.***

BUSINESS LAYOUT

'Location map, including map of area and buildings eg;'



GENERAL WORK GUIDELINES

[Company name] wants to encourage a safe and pleasant work atmosphere. This can only happen when everyone cooperates and agrees to suitable standards of conduct.

The following are acts that the company considers unacceptable. Any employee found engaging in these will be subject to disciplinary actions including reprimand, warning, suspension, or dismissal:

- Failure to be at the work place, ready to work, at the regular starting time.
- Wilfully damaging, destroying, or stealing property belonging to fellow employees or the company.
- Fighting or engaging in horseplay or disorderly conduct.
- Refusing or failing to carry out any instructions of a supervisor.
- Ignoring work duties or wasting time during working hours.
- Coming to work under the influence of alcohol or any drug, or bringing alcoholic beverages or drugs onto company property.
- Intentionally giving any false or misleading information to obtain a leave of absence.
- Using threatening or abusive language toward a fellow employee.
- Smoking contrary to established policy or violating any other fire protection regulation.
- Wilfully or habitually violating health and safety regulations.
- Failing to wear clothing conforming to standards set by the company.
- Being late or taking unexcused absences from work.
- Not taking proper care of, neglecting, or abusing company equipment and tools.
- Using company equipment in an unauthorised manner.
- Possessing firearms or weapons of any kind on company property.