



C-3 Staff Orientation and Induction

NQS

QA. 2.3.4	Educators, co-ordinators and staff members are aware of their roles and responsibilities to respond to every child at risk of abuse or neglect.
QA. 4.2.1	Professional standards guide practice, interactions and relationships.
QA. 7.1.2	The induction of educators, co-ordinators and staff members, including relief educators, is comprehensive.
QA. 7.2.1	A statement of philosophy is developed and guides all aspects of the service's operations.
QA. 7.3.1	Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements.
QA. 7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service.
QA. 7.3.4	Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.
QA. 7.3.5	Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly.

National Regulations

Reg. 145	Staff record
Reg. 147	Staff members
Reg. 168	Education and care service must have policies and procedures
Reg. 171	Policies and procedures to be kept available

Policy Statement

We aim to ensure there is an effective process in place to enable staff to be fully equipped to carry out their duties in the best possible way. An orientation process will be developed and carried out for all employees in the Centre, providing them with a clear understanding about the service and its operations and what is expected of them within the Centre.

Related Policies

- Concord OSHC Policy A-3: Philosophy
- Concord OSHC Policy A-12: Policy Development and Review
- Concord OSHC Policy A-15: Role of Management Committee
- Concord OSHC Policy A-17: Privacy and Confidentiality
- Concord OSHC Policy C-2: Conditions of Employment



- Concord OSHC Policy C-4: Staff Professionalism
- Concord OSHC Policy C-5: Professional Development
- Concord OSHC Policy C-6: Staff Review and Appraisal
- Concord OSHC Policy C-7: Grievance Procedures
- Concord OSHC Policy C-8: Disciplinary Action
- Concord OSHC Policy C-9: Relief Staff
- Concord OSHC Policy C-10: Volunteers/Students/Visitors
- Concord OSHC Policy C-12: Communication
- Concord OSHC Policy C-13: Interactions with Children
- Concord OSHC Policy D-1: Dealing with Medical Conditions
- Concord OSHC Policy D-9: Emergency Procedures
- Concord OSHC Policy D-22: Child Protection
- Concord OSHC Policy D-23: Child Management / Behaviour Guidance
- Concord OSHC Policy D-28: Workplace, Health and Safety
- Concord OSHC Policy D-29: Manual Handling
- Concord OSHC Policy E-1: Daily Routines

Procedure

The Director or nominated representative will conduct the orientation process as soon as possible, after the applicant has accepted a position at the Centre.

The orientation process will include:

- A brief history of the service
- Introductions to existing staff and Management Committee members
- Guided tour of the service
- Being shown where all relevant records are kept
- Discussion about working arrangements and expectations, including code of conduct and duty of care
- Discussion surrounding WHS in the workplace, emergency procedures, day-to-day routines and child protection, including instruction on being a mandatory reporter
- Information about the review and appraisal system
- Opportunity to ask any questions regarding the Centre or expectations

The new staff member will be provided with the following information:

- Centre operation and hours
- The Centre philosophy and relevant Policies
- Staff Information Booklet
- Parent information Booklet
- Staff code of conduct
- Job description
- Emergency procedure duties
- Grievance Procedures



- List of current staff, Management Committee and Administrative Services and their positions
- Terms and conditions of employment
- Children's Services Award (2010) information
- Staff Information form for completion
- Bank details form (including Superannuation information)
- Tax File Number Declaration
- Probation period and review and appraisal procedure
- Appropriate lines of communication with staff and management

After a period of one week the new staff member will have a sit down meeting with the Director to address any questions or issues they may have once they have been in the Centre.

Sources

- Educational and Care Services National Regulations 2011
- National Quality Standard
- Children's Services Award 2010
- Work Health and Safety Act 2011
- Commission for Children and Young People Act 1998
- Children (Education and Care Services National Law Application) Act 2010
- Network of Community Activities Factsheet – 'Staff Orientations'
- Network of Community Activities Policy: Staffing- Section C: Staff Orientation

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