

INDUCTION AND MENTORING



What is induction?

Induction is the formal and informal process by which a person becomes familiar with, and able to participate effectively in, their new work environment.

Effective induction is necessary for engaged and productive working relationships, service user outcomes, and employee wellbeing.

What does induction involve?

Induction involves ensuring all new employees have what they need to do their job competently, safely and effectively, and to know what is expected from them in the workplace.

Induction involves setting the scene for a positive ongoing working relationship with the organisation, colleagues and service users.

It is critical that all employees have at least a basic understanding of the human rights based approach to disability service provision, including how to recognise and respond to abuse and neglect. These form the basis of person-centred service provision and effective safeguarding. Training in this area is strongly recommended for inclusion in organisational induction programs for disability service providers (see suggested resources below).

There are various legal induction requirements. These may vary between states. They include: Work Health and Safety (WHS), workplace relations, disability service provision, key organisational policies and procedures, and any required core training. Employers need to understand their legal responsibility in these areas.

An effective induction may therefore include individual 'on-the-job' instruction, relevant checklists and supervisor or manager sign-off for site or job specific information, as well as participation in required group induction or training experiences, such as assisting with medications.

Induction can also involve shaping and supporting:

- Employee alignment with organisational strategy
- Positive culture development
- Employee engagement
- Employee wellbeing

This kind of induction might take the form of a 'centralised' induction day, which is sometimes called an orientation day. It involves all new, and sometimes longer-term, employees, and can include:

- Introductions by senior managers
- An overview of key policies and procedures
- An explanation of the organisation's history
- Discussion of culture and values
- Contributions from people with lived experience, supporters, carers and other key stakeholders
- An experience of the service being provided or field trip to other sites

NDS has developed a number of materials to support staff induction, including human rights, zero tolerance for abuse and the role of the worker in a person-centred service delivery model. These NDS materials and resources for induction are available at little or no cost and are listed at the end of this Info Sheet.

What is mentoring?

Mentoring is generally understood as:

- A means to support someone to develop their knowledge, social capital or psychosocial support
- A communication-based relationship
- Sustained over a short or long period of time
- Existing between a person with greater knowledge, skills, wisdom or experience in the field of endeavour (the mentor) and a person with less knowledge, skills, wisdom or experience in the field of endeavour (the mentee)
- Being undertaken in an area relevant to the mentee's work, career or professional development

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What does mentoring involve?

Mentoring can be a formal relationship organised through a workplace's official mentoring program, or an informally-agreed relationship between two people. Mentoring relationships might be with someone from inside or outside the organisation.

Whether it is a formal or informal arrangement, it is important that both people have agreed to a mentoring relationship in which:

- The necessary skills, knowledge and wisdom requirements are clear
- A general structure is agreed upon for meeting times and places
- Roles and responsibilities are defined
- Short and long-term goals are set
- A person-centred environment of mutual trust and communication is established

The need (or request) for mentoring can be identified during the selection or induction process as a skill gap is identified; during performance appraisal as a capability development need; during induction; or at any stage throughout the employee life cycle as an effective means of building required skills, knowledge and wisdom.

What's the evidence for induction and mentoring?

A well-structured induction process allows a person to more quickly and easily settle into the workplace and learn about their job. A supportive induction process can help to retain employees by equipping them well and making them feel valued from the start of the employment relationship.

Engagement research shows that highly-engaged employees are more productive, take less sick days and stay with the organisation longer. They:

- Understand the organisation's purpose and strategy

- Understand how their position contributes to the achievement of that purpose and strategy
- Are recognised for their contribution
- Have a sense of being valued, respected, fairly treated and listened to

Induction is the gateway between recruitment and day-to-day organisational life. It can positively engage employees. Further, it can demonstrate that your organisation meets legislative obligations and is effective, inclusive, fair and safe.

Mentoring supports and enhances the employee's entry into the workplace and ongoing capability development, through formal or informal supportive relationships.

If you want to know more:

Induction resources

www.nds.org.au/resources/carecareers-human-rights-course

www.nds.org.au/resources/zero-tolerance

www.nds.org.au/events-and-training/the-participation-project-learning-guides-for-disability-support-workers

www.nds.org.au/the-workplace-literacy-project/get-ready-to-assist-clients-with-medication

www.nds.org.au/nds-learn-and-develop/sector-induction-and-compliance/disability-safe-e-learning-program

www.idfnsw.org.au/work-health-and-safety-whs

www.nds.org.au/nds-learn-and-develop/sector-induction-and-compliance/fire-safety-and-emergency-response

www.nds.org.au/learn-and-develop

The NDS Disability Induction Program is available to individuals and workplaces. For workplaces, a pricing structure allows multiple user discounts and licencing.

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It is delivered through the NDS management system and allows employers to track employee experiences. The first module is free for individuals and workplaces.

www.carecareers.com.au/page/disability-induction-program

www.nds.org.au/nds-learn-and-develop/sector-induction-and-compliance/disability-induction-elearning-program

Other induction resources

worksafe.tas.gov.au/safety/advisors/sample-forms-policies-registers

www.fairwork.gov.au/how-we-will-help/templates-and-guides

Mentoring resources

www.mentoring-australia.org

www.emccouncil.org

education.qld.gov.au/staff/development/performance/pdfs/dp-mentoring-handbook.pdf

The Power of Mentoring: Lori Hunt

www.youtube.com/watch?v=Atme26C0I5E

NDS / carecareers person-centred people management resources

www.carecareers.com.au/person-centred-people-management-resources/

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Search for People and Culture Project if you would like to see the full suite.



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