

AOD LEADERSHIP ACCELERATOR PROGRAM

WORKSHOP 3 – MANAGING HR & CRITICAL INCIDENTS EFFECTIVELY
DAY 2 – EMPLOYEE INDUCTION & CRITICAL INCIDENT MANAGEMENT



Acknowledgement of Country

RMIT University acknowledges the people of the Woi wurrung and Boon wurrung language groups of the eastern Kulin Nation on whose unceded lands we conduct the business of the University.

RMIT University respectfully acknowledges their Ancestors and Elders, past and present.

RMIT also acknowledges the Traditional Custodians and their Ancestors of the lands and waters across Australia where we conduct our business.

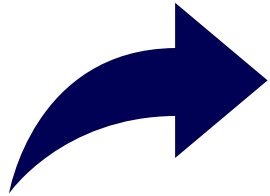
Artwork 'Sentient' by Hollie Johnson

Hollie is a Gunaikurnai and Monero Ngarigo woman from Gippsland who graduated from RMIT with a BA in Photography in 2016.

OVERVIEW

OF THE DAY

OVERVIEW OF TODAY



EMPLOYEE INDUCTIONS & CRITICAL INCIDENT MANAGEMENT

- Cultural & Compliance Inductions
- Building a 6 Month Success Plan
- Critical Incident Management

OVERVIEW – WORKSHOP 3

DAY 2 – Inductions & Critical Incident Management

- 9:30am-10:30am – Cultural & Compliance Inductions

Morning Break (10:30am -10:45am)

- 10:45am-11:15am – 6 Month Success Plan

Lunch Break (12:15 – 1:00pm)

- 1:00pm-1:30pm – Critical Incident Management

Afternoon Break (2:30pm-2:45pm)

- 2:45pm-4:00pm – Critical Incident Management (cont.)
- 4:00pm-4:30pm – Workshop 3 Conclusion


End of Day 2



INDUCTION TYPES

CULTURAL & COMPLIANCE

COMPLIANCE INDUCTION

 **Fair Work**
OMBUDSMAN

Induction checklist

This checklist has been created to help you in inducting your new employee.

You can add or remove things to suit your business and the job.

For more information about what you need to know when hiring a new employee, as well as inducting staff, see our Hiring employees online course at [fairwork.gov.au/learning](https://www.fairwork.gov.au/learning).

Prior to your employee starting work

It's a good idea to start planning early for your employee's first day, as there are a few things you'll need to organise.

Ensure you have:

- ☐ told the employee before their first day where, when and who they should report to and whether they need to bring any tools or equipment
- ☐ **organised** building and IT access as well as any uniforms (if necessary)
- ☐ a returned, signed copy of the letter of engagement (or employment contract)
- ☐ a completed Tax file number declaration form (unless declined by employee)
- ☐ a completed Superannuation choice form

You can get copies of the Tax file number declaration form and the Superannuation choice form from the Australian Taxation Office at ato.gov.au/Business.

- ☐ the employee's bank account details
- ☐ the employee's emergency contact details
- ☐ a copy of any **licences** held by the employee needed for the job, for example, Drivers **licence**, Forklift **licence**.
- ☐ given the employee a copy of the Fair Work Information Statement. Download a copy at [fairwork.gov.au/twis](https://www.fairwork.gov.au/twis).
- ☐ given the employee a copy of the Casual Employment Information Statement as well if they are a casual employee. You must also provide this statement again to the employee at set times throughout their employment. To download the statement and learn more about when you need to provide it, visit [fairwork.gov.au/ceis](https://www.fairwork.gov.au/ceis).
- ☐ given the employee a copy of the Fixed Term Contract Information Statement as well if they're engaged on a fixed term contract. Download a copy at [fairwork.gov.au/fctis](https://www.fairwork.gov.au/fctis).
- ☐ if a working visa is required – a copy of the employee's passport and visa – you will need to do a visa check.

On the first day (or soon after)

To ensure your employee gets off to a good start, it's important that they feel welcomed, well-informed and equipped to do their job.

Orientation and housekeeping:

- ☐ introduce the new employee to other staff
- ☐ show the new employee the kitchen/meal, toilet facilities and where to store personal items (bags, jackets etc.).

Ensure you have:

- ☐ given the employee copies of relevant business policies or procedures, for example codes of conduct and work health and safety policies or procedures.

☐ discussed:

- the history of the business and its role
- who the employee reports to
- the employee's duties and what training will be provided
- performance expectations and when and how performance will be reviewed
- hours of work and the procedure for recording hours of work
- meal breaks
- the applicable award or enterprise agreement, and where to find a copy
- the payment method, first pay date and how pay slips are distributed
- any workplace policies and procedures including:
 - uniform or dress code (if any)
 - procedure if the employee is sick or running late
 - procedure for applying for leave
 - rules regarding personal calls, visitors and/or use of social media at work
 - any bullying, harassment and anti-discrimination policies

☐ completed a workplace health and safety induction.

You need to provide your employees with a safe workplace. This can include discussing evacuation plans, pointing out first aid officers and emergency wardens and briefing staff on safety procedures.

Visit your state or territory's work health and safety body for information about these obligations.

You can find their contact details at [fairwork.gov.au/links](https://www.fairwork.gov.au/links).

The Fair Work Ombudsman is committed to providing you with advice that you can rely on. The information contained in this template is general in nature. If you are unsure about how it applies to your situation you can call our infoline on 13 13 94 or speak with a union, industry association or a workplace relations professional.

Last updated August 2024

FOCUSES ON COMPLIANCE

- Fair Work requirements
- WHS requirements
- Policies & Procedures

<https://www.fairwork.gov.au/sites/default/files/migration/715/Template-induction-checklist.docx>



CULTURAL INDUCTION

FOCUSES ON COMPETENCE

- Embedding new employees into the organisation's culture
- Supporting new employees to reach KPIs and expectations

BUILDING YOUR OWN CUSTOM INDUCTION



CLASS ACTIVITY

BUILDING YOUR CULTURAL INDUCTION CHECKLIST

- **Culture** – behaviours, expectations
- **A day in the life** – what does a typical day, week and month look like?
 - Operational requirements
 - Client facing requirements
 - Meetings
 - What else?
- **KPIs** – qualitative, quantitative, best practice, communication expectations
- **Training** – what do they need to do regarding – software, systems, frameworks, org. specific ways of doing things, what else?

BREAK



6 MONTH

SUCCESS PLAN

INDUCTION TRAINING FROM DAY 1 TO 6 MONTHS

WHAT ARE THEY INTRODUCED TO IN WEEK 1?

- Operational requirements
- Systems training
- Shadowing
- Week 1 KPIs – focus on?
- Mini daily performance appraisal
- Fast, focused task based training

FIND OUT THEIR:

- Knowledge, skills & experience
- Learning style
- DISC & communication style
- Career aspirations
- How they prefer to be managed

INDUCTION TRAINING FROM DAY 1 TO 6 MONTHS

WHAT DO YOU COVER IN WEEKS 2 - 4?

- Operational requirements
- Systems training
- Week 2, 3 & 4 KPIs – focus on?
- Mini weekly performance appraisal
- Fast, focused task based training where required

FIND OUT:

- How to incorporate their knowledge, skills & experience
- How fast they pick things up
- How they fit with the team – do they need support?
- What are their strengths – can you use them?
- How have they responded to being managed, following compliance requirements

INDUCTION TRAINING FROM DAY 1 TO 6 MONTHS

WHAT DO YOU COVER IN MONTHS 2 - 5 ?

- Operational requirements
- Systems training
- Months 2 - 5 KPIs – focus on?
- Mini weekly touch base
- Monthly performance appraisal
- Fast, focused task based training where required

FIND OUT:

- What are their gaps that can't be immediately bridged? What support can you provide?
- Are they being proactive with problem solving?
- How are they fitting into the team?
- How you can best support their wellbeing?
- Are their KPIs 90% full accuracy and speed?

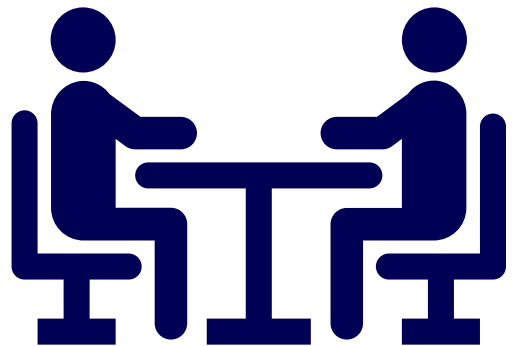
INDUCTION TRAINING FROM DAY 1 TO 6 MONTHS



WHAT DO YOU COVER IN MONTH 6 ?

- Moving forward into the future conversation
- Their formal performance appraisal at end of probation
- Their professional development plan for the next 12 months
- What are their expectations – career, culture, workload

PRESENTING YOUR INDUCTION FOR REVIEW



IN PAIRS

- Each present your respective induction plans
- Use your skills covered today to provide positive proactive constructive feedback on each other's work
- Each list the two take away strengths/WOW items in the others' induction plan – to be presented to the class

LUNCH



CRITICAL INCIDENT

MANAGEMENT

WHICH HAT ARE YOU WEARING?



MEL THOMSON

GUEST SPEAKER

**SUBJECT MATTER
EXPERT**



CRITICAL INCIDENT MANAGEMENT

WHAT IS A CRITICAL INCIDENT?

Safe and Quality

- An incident is an event or circumstance that resulted, or could have resulted, in unintended or unnecessary harm to a patient or consumer; or a complaint, loss or damage.

Client Incident Management Guide (CIMS)

- Client incident - An event or circumstance that occurred during service delivery, which resulted in harm or is reasonably likely to cause serious harm to a client.

CRITICAL INCIDENT MANAGEMENT

THE ROLE OF A MANAGER OR LEADER

- What is the role of a manager or leader in the context of a critical incident?
- What are the key tasks at the different points – pre critical incident, during and after
- On-call

CRITICAL INCIDENT MANAGEMENT

PREVENTION OF CRITICAL INCIDENTS

- Proactive leadership
- Anticipating – what do you need to think about?
- Tools – risk assessment, risk register, time, previous incidents, policies & procedures, audits

CRITICAL INCIDENT MANAGEMENT

CRITICAL INCIDENT IS OCCURRING

- How do you prioritise?
- What should you consider in your assessment of the situation?
- What should you consider in your decision-making? (within scope of practice, when do you take it up)
- When do you or do you not delegate?
- How to allow space for team to collaborate, take on roles, problem solve?
- What are some ways you might react in the moment?
- Who might you need to communicate with?
- What are some tips to self-regulate as a leader?

CRITICAL INCIDENT MANAGEMENT



CLASS ACTIVITY

CASE STUDY A

Group discussion

BREAK



CRITICAL INCIDENT MANAGEMENT

CRITICAL INCIDENT HAS OCCURRED

- What are the key tasks and roles?
- Communication plan
- Management and support
- Privacy and disclosure – who needs to know what and who doesn't need to know?
- Training
- Continuous improvement

CRITICAL INCIDENT MANAGEMENT

REPORTING

Internal/ Organisational Reporting

Occupational Health & Safety Act 2004

- Under OHS laws, employers are required to notify WorkSafe about fatalities, serious injuries or health and safety incidents that happen in a workplace.
- Notifiable incidents (e.g. death, a person needing immediate medical treatment for particular injuries)

Client Incident Management Guide (CIMS)

- Client incidents trigger reporting requirements

CRITICAL INCIDENT MANAGEMENT



CLASS ACTIVITY

CASE STUDY B

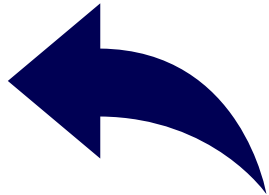
Thinking about using both your manager and leader hats, discuss the following:

1. How would you respond during this critical incident?
2. What are some things you would do post-incident?
3. What are some things that could have been done better prior to the incident occurring? (prevention)

WORKSHOP

CONCLUSION

RECAP OF WORKSHOP 3



EMPLOYEE INDUCTIONS & CRITICAL INCIDENT MANAGEMENT

- Cultural & Compliance Inductions
- Building a 6 Month Success Plan
- Critical Incident Management

WIDI

PROJECT EVALUATION



END OF DAY 2

