

## Induction Procedure

### 1. Purpose

This procedure provides detailed guidance about the induction process for the Inala Community House (ICH) Family Intervention Services (FIS) workers.

### 2. Scope

This procedure applies to all employees, contractors, students and volunteers within ICH FIS. For the purpose of this procedure, these persons shall be referred to as workers.

### 3. Definitions

**Child** is an individual under 18 years (*Child Protection Act 1999*).

**The Department** refers to the Queensland Government Department responsible for Family Services programs and/or Child Protection or Child Safety.

**Service User** is any parents or family, or carer named in the referral for whom services will be provided, including children.

**Induction** is a process designed to welcome new workers to ICH FIS, and to introduce them to their role, the FIS team and broader organisation. Induction is a period of learning and training, providing the platform for confident and productive workers.

**Case Management** is a collaborative process of assessment, planning, facilitation / implementation /coordination, advocacy, monitoring and evaluation for options and services to meet a service user's needs through communication and available

**Parents Under Pressure (PuP)** is an integrated theoretical practice framework that guides how practitioners/caseworkers work with families. It is a case management program designed for families where there are multiple issues that impact on family functioning. It is individualised to suit the needs of each family with supporting materials to help put PuP into practice.

### 4. Procedure

ICH is committed to ensuring that all new ICH FIS workers are systematically introduced to their roles, co-workers and the organisation. New workers are provided with information and training required to perform their role from a practical perspective, and guidance about the principles underpinning the way ICH FIS operates, case management approach and PuP framework.

The induction process is designed to welcome new ICH FIS workers and to help them feel valued, confident and comfortable in their new environment and so they can contribute fully and be effective in their role, as soon as possible.

This procedure is to be read in conjunction with the 'ICH Team – New Employee Induction Checklist', which provides comprehensive information for new employees and guides their introduction to ICH FIS.

## 4.1 Process before a new ICH FIS worker commences employment

Prior to a new ICH FIS worker commencing employment, the ICH FIS Manager is responsible for:

- Working with HR to send the new worker their contract and other organisational information
- Contacting the new employee to discuss arrangements for their first day (e.g. arrival time, where to go and who to ask for when they arrive)
- Requesting system access and log-in information for the new worker
- Ensuring that adequate equipment (such as a phone, computer, desk, chair, etc.) are set up
- Advise other team members of the new workers role and start date, and organise introductory meetings
- Planning the introduction of their case load with service users
- Allocating a buddy to support the new worker during their first month of employment with practical aspects of their role. Refer to the 'ICH Team – New Employee Induction Checklist' for further information.
- Book time for HR to complete an induction session with the new worker on their first day of employment

## 4.2 Induction process once a new ICH FIS worker commences employment

### *First day of employment*

The ICH FIS Manager shall:

- Welcome new workers on their first day with the aim of helping them to feel comfortable in their new environment, and to make introductions to the ICH FIS team and other workers in the organisation
- Ensure that the new worker attends their induction with HR, which finalises all necessary paperwork and provides overarching organisational information.
- Provide a tour of the ICH FIS office covering emergency procedures
- Provide the 'ICH FIS Team – New Employee Induction Checklist' and supporting information. The ICH FIS Manager and new worker go through it together as this is a joint responsibility.

### *Probationary period*

ICH FIS workers participate in a probationary period for the first six months of their employment. During probation, the new worker will have monthly supervision meetings and fortnightly case review meetings with the ICH FIS Manager.

Generally, new workers will have an initial case load allocation of three families, and then build up to a case load allocation of five families, depending on the engagement of families and progress within each case.

### 4.3 ICH FIS Workers responsibility

ICH FIS Workers shall:

- Participate in the induction process in a meaningful way and follow up all readings and training identified in the checklist.
- Utilise their buddy to help with orientation of our practice.
- Alert the ICH FIS Manager if they have worries or need assistance.

## 5. Review

This procedure shall be reviewed every three years.

## 6. Related Documents

### **Policies**

ICH Code of Conduct  
ICH FIS Philosophy of Care  
ICH FIS Case Management Policy  
ICH Induction Policy

### **Procedures**

ICH Induction Procedure

### **Other documents**

ICH Team – New Employee Induction Checklist

### **References**

PuP Program Framework  
*Child Protection Act 1999 (Qld)*  
Qld Human Services Quality Framework  
Investment Specifications