

# SESLHD POLICY COVER SHEET



**Health**  
South Eastern Sydney  
Local Health District

<b>NAME OF DOCUMENT</b>	Orientation and Induction Policy Mental Health
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<b>EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR</b>	Angela Karooz General Manager, Mental Health Service
<b>AUTHOR</b>	Education, Training and Workforce Development Working Group
<b>POSITION RESPONSIBLE FOR THE DOCUMENT</b>	Ben Chidester Workplace Capabilities Nurse Educator Mental Health Service <a href="mailto:Ben.Chidester@health.nsw.gov.au">Ben.Chidester@health.nsw.gov.au</a>
<b>FUNCTIONAL GROUP</b>	Mental Health
<b>KEY TERMS</b>	Induction, Orientation
<b>SUMMARY</b>	This policy has been developed to support the orientation and induction process for new employees to the South Eastern Sydney Local Health District - Mental Health Service.

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## 1. POLICY STATEMENT

The purpose of this policy is to clearly outline the minimum requirements for Phase 3: Unit Based Orientation into SESLHD Mental Health Service.

Please refer to [SESLHDPD/172 Orientation and Induction – New Employees](#) for the mandatory minimum requirements for;

- Phase 1 Online Mandatory Training modules
- Phase 2 SESLHD Corporate Orientation and Induction for all employees

Please refer to [SESLHDPR/647 Probation Period Procedure](#) for the mandatory requirements for a new employee's probation period. Please note the employee meets the requirements for the probationary period (new to NSW Health/past employee of NSW Health with more than a two year break) as outlined in NSW Health [PD2017\\_040 Recruitment and Selection of Staff to the NSW Health Service](#).

The Mental Health Service (MHS) provides all new employees with a comprehensive, standardised orientation and induction process.

Orientation processes are undertaken over a three month period  
Induction processes are undertaken over a 12 month period.

Self-directed learning and workplace training are incorporated into planned learning activities. All activities are designed to facilitate a smooth and effective transition of a new employee into the organisation and their role within our service.

### 1.1 Contingent Workers:

- Please refer to [SESLHDPD/172 Orientation and Induction – New Employees](#) for the mandatory minimum requirements for the attendance requirements for contingent workers and Students for Phase 1 and 2 of Orientation and Mandatory Training
- MHS District and Unit Orientation Manuals will outline the requirements of Contingent workers and Students in Phase 3: Unit Based Orientation into SESLHD Mental Health Service

## 2. AIMS

The purpose of this policy is to:

- Provide a clear direction for both employees and their managers in the orientation and induction requirements to enable new employees to enter the new role safely (as per their Position Description), competently and confidently
- Highlight the organisational objectives including reduction of harm, building a culture of quality and safety that is focussed on consumer culture, high quality reliable care, recovery principles and strengths-model of practice
- Encourage all new employees to become enthusiastic, effective and engaged members of the Mental Health Service.

**3. TARGET AUDIENCE**

This policy applies to **all new employees** from a variety of disciplines within the SESLHD MHS and their line managers inclusive of Administration, Allied Health, Nursing, Psychology, Medical (Trainee, SMO and VMO) and Support Services.

**4. RESPONSIBILITIES****4.1 SESLHD Mental Health Service General Manager will**

- Ensure this policy is implemented by the MHS Service Directors alongside [SESLHDPD/172 Orientation and Induction – New Employees](#).
- Ensure this policy is available on the SESLHD Internet policy page for all employees.

**4.2 SESLHD MHS Site Service Directors will**

- Ensure this policy is available on the SESLHD Internet policy page for all employees.
- Ensure that the policy is circulated and implemented locally.
- Ensure completion of Phase 1, 2 and 3 mandatory minimum Orientation and Induction requirements for all employees and also associated documentation and sign off
- Ensure that a Mental Health Local Orientation Coordinator is assigned for each site for all employees
- Ensure that all employees are aware of the Local MHS Manual Handling Representative and WHS Representative for each site

**4.3 MHS Direct Line Manager will**

Ensure all responsibilities outlined in [SESLHDPD/172 Orientation and Induction – New Employees](#) for Responsibilities for Phase1 and Phase 2 Orientation are completed;

1. Informing the new employee of relevant orientation requirements for their Position Description prior to starting;
2. Ensuring that new employees complete Phase 1 Online Learning modules via My Health Learning within the first two weeks of entering the Mental Health Service;
3. Ensuring that all new employees are scheduled to attend Phase 2 Corporate Orientation on the first available program on or after their commencement of employment;
4. Ensure new employees know when Phase 2 Corporate Orientation is being held and directions to locate the room on site. Completion of Phase 2 must be completed within one month of commencement;
5. Organise a manual handling representative to attend the work area and complete on-the-job manual handling orientation training with the new employee or if there is no departmental contact conduct the manual handling assessment and training exercise as per support document procedure;
6. Signing off and submitting the WHS and Manual Handling form to the Local Orientation Coordinator for entry into My Health Learning;
7. Providing a 'Preceptor' for the new employee to work with;

8. Assessing at interview any special needs that may impact upon attendance or completion of orientation, for example limited hours of employment, disability access, English literacy and discussing options with the Local Orientation Coordinator of the accommodation of these requirements;

Ensure all responsibilities and actions detailed in [SESLHDPR/647 Probation Period Procedure](#) are completed;

1. Initial meeting (first week) – introduce Probation Report
2. First review meeting (after four weeks) – update Probation Report
3. Second review meeting (after eight weeks) – update Probation Report
4. Final review meeting (after ten weeks) – update Probation Report

For further information on [SESLHDPR/647 Probation Period Procedure](#) please contact [People and Culture Business Partnering and Employee Relations](#).

Ensure all responsibilities MHS Orientation and Induction – Phase 3 actions are completed:

1. Unit Based Orientation component of the program pertinent to their Position Description is delivered to their employee
  - District MHS Orientation Manual and Checklist
  - Site & Service MHS Orientation Manual and Checklist
2. Provide the completed SESLHD Orientation Checklist (Appendix A) and Performance Development Plan (Appendix B) to the Local Orientation Coordinator (Appendix C) for entry into My Health Learning within the timeframes stipulated in the policy;
3. Ensuring that any further mandatory induction training requirements pertinent to the new employees Position Description are planned and booked to occur within 12 months of employment; and
4. Developing a Performance Development Plan with the employee within three months of commencement.
5. Ensure new employees are given the time and resources to complete the Orientation and Induction process and procedures expected of them for both SESLHD and the Mental Health Services
6. Ensure that all new employees have completed any Self-Directed Learning processes associated with their Orientation and Induction process.
7. Identifying, supporting and encouraging clinical supervision at induction phase

**4.4 MHS Local Orientation coordinator will (See Appendix C, for role assigned for each site)**

1. Ensuring the My Health Learning system is updated to record completion of:
  - Phase 2 Corporate Orientation sessions
  - Phase 3 MHS Unit Based Orientation
2. Administering the operational components of the program including organising / confirming orientation dates and venues and ensuring the availability of training materials

3. Ensure data relating to the Unit Orientation, such as corporate and local orientation checklists are entered into the Learning Management System (LMS), HETI
4. Modifying delivery / attendance requirements in consultation with Line Managers for employees with special needs e.g. disability access and English literacy
5. In the case of employees who work part time or restricted hours, viable alternatives will need to be explored to provide for their orientation for example, flexible delivery options; and
6. Complete **Site and District MHS Clinical placement coordinator** duties for Orientation and Mandatory Training requirements for Students
7. Phase 3 – MHS Unit Based Orientation: Coordinates new employees access onto Face to Face Components of Mandatory Training pertinent to their Job Description and in line with Orange Pin [SESLHDBR/011 Mental Health Mandatory Training for Clinical Staff](#).

**4.5 District Document Development & Control Committee (DDDCC) will**

- Ensure the development, review and publication of the Mental Health Service Orientation and Induction Policy
- Ensure the development and maintenance of Mental Health Service District Orientation Manual

**4.6 Site MHS Clinical Governance Committee will**

- Ensure the development, review and publication of Site and Unit Mental Health Service Orientation Manuals which are specific to the units' speciality (eg MH Rehabilitation or Older adult MHU)

**4.7 Employees will**

- Attend orientation and induction programs, mandatory and discretionary training as directed by their Line Manager
- This includes all mandatory elements in Phase 1, Phase 2 and Phase 3 MHS local orientation and induction package as outlined in Orientation and Induction Manuals
- Complete a Unit Orientation with their Line Manager or delegate commencing on their first day in each new workplace
- Appendix A and Appendix B is to be completed with their Line Manager or Delegate and forms sent to the Local MHS Orientation Coordinator
- Complete all Mandatory training as defined by their Position Description requirements according to the published training within my Health Learning
- Complete any Self-Directed Learning procedures within My Health Learning modules associated with their Orientation and Induction process, providing their Manager with evidence that these courses have been satisfactorily completed
- Actively participate in the collaborative development of an Individual Performance Development Plan at three months and annually thereafter.
- Ensure all goals outlined in annual Performance Development Plans are fulfilled within the stated timeframe

**Notes:**

- The medical employees report to the Clinical Director at each site who is the designated Line Manager as defined in this Policy.
- Medical employees see appendix C for Local Orientation Coordinator as defined by this Policy for each site.

NB. See [SESLHDPD/172 Orientation and Induction – New Employees](#) for

Responsibilities for Phase1 and Phase 2 Orientation for:

- SESLHD Organisational Development & Learning
- Subject Matter Expert

**5. DEFINITIONS**

<b>Consumer</b>	Consumers and/or carers are members of the public who use, or are potential users, of healthcare services. It includes patients, consumers, families, carers and other support people.
<b>Discretionary training / content</b>	Optional training or information that enhances understanding of job role and contributes to capability development.
<b>Employee</b>	Any person working or contracted to work in any capacity in South Eastern Sydney Local Health District (SESLHD) or associated organisations/facilities. For the purpose of this document, this means any person working in a casual, temporary or permanent capacity including visiting practitioners and unpaid staff such as volunteers or students.
<b>Induction</b>	Is a program of ongoing, systematic training and support for new employees into their work role. Induction programs may comprise mandatory training, discretionary training and other support strategies such as mentors and preceptors.
<b>My Health Learning</b>	NSW Health approved standard database for recording training activities. My Health Learning is the state-wide web-based Learning Management System (LMS) that delivers and tracks learning or training for NSW Health employees.
<b>Local Orientation Coordinator</b>	Person/s who are responsible for coordinating orientation for facilities within the Local Health District (LHD).
<b>Mandatory training/ content</b>	Compulsory content or training as determined by Legislation, NSW Health Directives, corporate, clinical, or local facility policy. Mandatory training may be applicable to all employees or be workgroup or discipline specific.
<b>Manual handling contact</b>	Within each facility there are manual handling coordinators or ‘champions’ who will assist new employees with the manual handling requirements of their position.
<b>Orientation</b>	A finite activity designed to introduce a new employee to the organisation and to acquaint them with the broad governance structures, policies and processes as well as employer/employee responsibilities and expectations.
<b>Phase 1</b>	The orientation program comprises three main activities. Phase 1 requires completion of online modules in My Health Learning.

<b>Phase 2</b>	The orientation program comprises three main activities. Phase 2 is the face- to-face session held at Prince of Wales Hospital, St George Hospital and The Sutherland Hospital on a monthly basis.
<b>Phase 3</b>	The orientation program comprises three main activities. Phase 3 is the unit based induction conducted with the assistance of a supervisor, buddy and manual handling contact. It is the final stage in the Orientation program.
<b>Student</b>	A person undertaking work placement in an unpaid capacity for the purpose of an approved course of study, workplace assessment or work experience.
<b>Unit Based Orientation</b>	A support program which focuses on orientating a new employee to their job role. Unit Based Orientation must start on the day a new employee commences work in a unit/department.

**6. POLICY COMPONENTS**

- All new employees, regardless of position description, are to participate in a local Mental Health Orientation process in addition to attendance at the mandatory Orientation and Induction process outlined in [SESLHDPD/172 Orientation and Induction – New Employees](#).
- Employees who transfer from one position to another within SESLHD MHS, or who have had a lapse in employment of less than 12 months and can demonstrate that they have completed the Phase 1 and 2 Orientation and Induction process within the past two years, will require a Phase 3 local MHS Unit Orientation to their new workplace only.
- See Corporate Orientation exemption Form for further details [Organisational Development and Learning - Your Onboarding \(nsw.gov.au\)](#)
- The Mental Health Orientation and Induction process will consist of local clinical and non-clinical setting requirements and self-directed Learning through an Orientation Manual, an Individual Performance Development Plan which includes identified modules from My Health Learning (HETI). The learning plan should be developed by the local education team in conjunction with the Line Manger and relevant key support employees.
- New clinical employees will also be required to attend face-to-face mandatory training where appropriate and complete identified My Health Learning courses, as per [SESLHDBR/011 Mental Health Mandatory Training for Clinical Staff](#).

**6.1 Mandatory Minimum Requirement of Three Month SESLHD MHS Orientation**

- By Day 1 – Complete all actions in Checklist 1
- By Day 14 – Complete all online Mandatory training models in HETI (six hours of activity)
- By Day 14 – Send signed Checklist 1 and WHS paperwork to Local Orientation Coordinator
- By Three months:
  - Complete Orientation Sign off Checklist 2
  - Complete Three month Performance Development Review

- Role Specific supernumerary periods are to be structured against the specific learning goals outlined in the MHS District Orientation Manual and Local Unit/Team Level Orientation Manuals developed by the local education team in consultation with the relevant manager and to be fulfilled by the new employee and signed off by the manager.

**6.2 Content Areas of Month 0-12 MHS Induction:**

*All employees*

Phase 1: Online HETI Red Flag Modules – within 2 weeks of commencing

Phase 2: Corporate Orientation – within 4 weeks of commencing

Phase 3: MHS Induction:

- Role Specific MHS Face to Face Red Flag Mandatory Training within 12months
- Role Specific MHS Orange Pin Mandatory Training within 12 months
  - Introduction to Recovery and the Strengths Approach Course code: MEN13703
  - Trauma Informed Care Course code: MEN1368
  - eMR and Clinical Documentation Course code: PC013224
- Role Specific tested capability against MHS High Risk Policies and Procedures within 3 months
  - Clinical Review in Mental Health
  - Clinical Risk Assessment and Management
  - Patient Leave from an Acute Inpatient Unit
  - Engagement and Observation in Mental Health Inpatient Units Procedure
  - Olanzapine Pamoate Long Acting Injection (LAI): Administration and Management
  - Domestic Violence – Identifying and Responding: MHS

**7. MHS Unit / Team Based Induction within 12 months**

- To complete the content of the unit/team MHS Orientation manual and checklist by the third month with the employee
- For Line Manager to complete the three month Professional Development Review with employee and set MHS Unit Induction and professional goals for next year of employment
- Ongoing training and development of employees is planned and mapped via the annual Performance Development Review as per [SESLHDPR/415 Performance and Talent](#)



**8. Governance**

Compliance monitoring:

Attendance is to be recorded and tracked using My Health Learning by the following employee:

- Local Orientation Coordinator
- Organisational Development and Learning

Induction checklists serve as a record of completion of relevant components of orientation and induction and should be kept on the employee's personnel file at department level.

Evaluating the orientation and induction programs

- A review of the content should take place on an annual basis to ensure the content is up to date and relevant;
- A biennial review of the whole program is to be conducted to ensure the program reflects the changing needs of the organisation

**9. DOCUMENTATION**

Successful orientation and induction participations are documented through the existing Stafflink and My Learning Systems (LMS).

**10. REFERENCES**

NSW Ministry of Health

[PD2017\\_040 Recruitment and Selection of Staff to the NSW Health Service](#)

SESLHD

[SESLHDPD/172 Orientation and Induction – New Employees](#)

[SESLHDPR/647 Probation Period Procedure](#)

[SESLHDBR/011 Mental Health Mandatory Training for Clinical Staff](#)

[SESLHDPR/415 Performance and Talent](#)

[SESLHD Mental Health Service Workforce Strategic Plan: 2012-2017](#)

[SESLHD MHS Orientation Manual \(Feb, 2018\)](#)

[SESLHD MHS Site/Unit Orientation Manual](#)

[SESLHDBR/020 Uniform Dress Code – for SESLHD MHS Staff](#)

**11. REVISION & APPROVAL HISTORY**

<b>Date</b>	<b>Revision No.</b>	<b>Author and Approval</b>
November 2011	1	Elizabeth Abbott revised draft of Policy No. 2007/02
December 2011	2	Michelle Bradley – minor amendments and formatting
March 2012	3	Policy Development Committee
September 2012	3	Mental Health Clinical Council approval 27/9/12
January 2018	4	Benjamin Chidester – amendments and updating. Updated template and reformatted document by Policy Officer, SESLHD MHS.
March 2018	4	Endorsed by DDDCC. Endorsed by MH Clinical Council Endorsement with no further amendments.
June 2018	4	Endorsed by Executive Sponsor
December 2021	5.0	Reviewed by working party: Clinical Quality Manager, Workplace Capabilities Team, Improvement Advisors, CNC3 (TSMHS), Patient Safety & Clinical Quality Managers (ESMHS & SG/TSMHS), Nurse Educator (SGMHS), CNE (ESMHS)
December 2021	5.1	Reviewed by MHS Document Development and Control Committee. Endorsed by MHS Document Development and Control Committee. Endorsed Executive Sponsor – for progression to Draft for Comment period.
February 2022	5.2	Feedback incorporated following Draft for Comment period. Approved by Executive Sponsor. Processed for publishing by SESLHD Policy.

# SESLHD POLICY

## Orientation and Induction Policy – Mental Health

**SESLHDPD/204**
**APPENDIX A:** [SESLHD Orientation Checklist](#)
**APPENDIX B:** [Performance Development Plan](#)
**APPENDIX C: Local Orientation Coordinator:**

<b>Site – ESMHS</b>	<b>In-Patient</b>	<b>Community</b>
Nursing	Inpatient Clinical Nurse Educator	Community Clinical Nurse Educator
Allied Health	Professional Head (Occupational Therapy, Psychology, Social Work).  Inpatient Clinical Nurse Educator to lead for allied health that do not have a professional head (e.g. Exercise Physiologist, Dietician, Diversional Therapist, HASA)	Professional Head (Occupational Therapy, Psychology, Social Work).  Community Clinical Nurse Educator to lead for allied health that do not have a professional head (e.g. Exercise Physiologist, Dietician, Diversional Therapist, HASA)
VMO's and SMO's	Site Coordinator of Training (SCoT)	Site Coordinator of Training (SCoT)

<b>Site – SGMHS</b>	<b>In-Patient</b>	<b>Community</b>
Nursing	Nurse Educator 3 Mental Health	Clinical Nurse Educator - Community Mental Health
Allied Health	Occupational Therapist, OPMHU	Senior Social Worker
VMO's and SMO's	Staff Specialist, SGMHS Adult IPU	SMO, SGMHS Adult Community

<b>Site – TSMHS</b>	<b>In-Patients</b>	<b>Community</b>
Nursing	Clinical Nurse Consultant 3	Clinical Nurse Consultant 3
Allied Health	Clinical Nurse Consultant 3	Clinical Nurse Consultant 3
VMO's and SMO's	Clinical Nurse Consultant 3	Clinical Nurse Consultant 3