MANAGERS GUIDE

INDUCTION
NEW EMPLOYEE

EMPLOYEE NAME

DATE
“Managers and supervisors - First impressions are the most important and everlasting!”

Your initial attitude, actions and introductions will be remembered by our new employee. You don’t get a second chance and you need to have this period well planned for the first day, week and month.

This document will help with that planning and the introduction stage. Use the provided checklist, sign off as you go. Make sure that you make appointments with myself and State President.

Most of all this document will become a permanent part of your employees personnel record file for proof that the induction procedure was followed.

Any concerns please consult me, time and money has been invested in this new employee, we need to make the most of all opportunities to make them welcome and settle into the team culture here at ANZAC House.

Thank you.

Chris Perrin
Chief Executive Officer/Trustee
ANZAC HOUSE

INDUCTION FOR NEW EMPLOYEE

• Induction is the first step to facilitating and promoting a workplace learning environment
• Essential process that should not be rushed
• The new employee should be made to feel comfortable from the first day
• With a proper Induction the new team member will know exactly what is expected of him/her
• An Induction Programme which is interesting, informative and fun will give the new employee a sense of well-being and confidence
• The ANZAC House Induction Programme is recommended to be phased in over the first month of the new employee’s employment
• Department Manager/ Team Leader as appropriate to download ‘Guidelines for Induction’ from RSL Website

To Do List for Department Manager/Team Leader before First Day of New Employee

• Resources as per Induction Programme on Website
• Obtain copy of Evacuation Plan
• List of team members with roles and responsibilities indicated
• Obtain Induction Booklets entitled: ‘Working at ANZAC House’ and ‘Policies’
• Organise business cards and name badge
• Fob and keys
• Add new staff to telephone contact list
• Provide an email address and password
• Introduction with State President or appointment - Date.......................... Time .....................
• Introduction with CEO or appointment - Date ......................... Time .....................
• Organise interview times with Building Supervisor, Buddy/Mentor
• Set tasks for training with timetable for first day, week and month
• Organise ‘Buddy/Mentor’ for new employee
• Train/Bus/Ferry Timetables as appropriate
• Collect forms from Payroll Officer (personal details)
• Organise stationary
• Obtain Study Policy
• Familiarise yourself with RSL website, particularly ‘Constitution’
• Obtain copies of Organisation Charts RSL & DefenceCare
• Timetable 15 minutes at the end of each day to spend with new employee for daily review
• An email to be sent to all staff welcoming the new employee. Include in the email - if a staff member is absent during the first week of the new employee please organise to visit the new employee’s department upon return to the workplace. Manager/Team Leader to follow-up.

After the First Week

• Give employee ‘Induction Feedback Questionnaire’.
• Arrange each manager/team leader from other departments to have an interview with the new employee. This will help to familiarise him/her with the roles of the other departments and how the departments support each other. One manager per week for the first three months should be sufficient to cover all departments.

After the First Month

• Ask employee to complete ‘Induction Feedback Questionnaire’.
• Evaluate answers and discuss with your direct manager
<table>
<thead>
<tr>
<th>Content</th>
<th>Points to be Covered</th>
<th>Resources</th>
<th>Mgrs Initials</th>
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<tr>
<td><strong>Week 1 Welcome</strong></td>
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</table>
| **Welcome** | • Show work area/desk  
• Introduction to team members with follow-up morning tea  
• Fob/keys (after-hours)  
• Computer password and email address | • List of team members  
• Fob and Keys  
• Business cards  
• Name badge | |
| **Building Facilities** | | | |
| **Building facilities** | • Tea/Coffee facilities  
• The Trenches  
• Staff etiquette for facilities  
• Catering  
• Cleaning  
• Furniture  
• Lifts  
• Meeting Rooms  
• Toilets  
• Incoming and outgoing mail  
• Sick Bay  
• Rosemary Rooftop Garden  
• Document management | • Booklet: *Working at ANZAC House* | |
| **Floor maps of ANZAC House** | • Ground floor map  
• Fifth floor map  
• Sixth floor map  
• Seventh floor map | • Booklet: *Working at ANZAC House* | |
| **Technology Facilities** | | | |
| **Technology facilities** | • Faxing  
• IT support  
• Photocopying  
• Using the telephone (night switch)  
• Customer service/phone courtesy | • Booklet: *Working at ANZAC House* | |
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<th>• Booklet: <em>Working at ANZAC House</em></th>
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<td>• First-aid</td>
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<td>• Workers’ compensation (injury)</td>
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<td>Fire</td>
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<td>• Alarm tests</td>
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<td>• Lifts</td>
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<td>• Evacuation route</td>
<td>• Evacuation Plan</td>
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<td>• Assembly Point</td>
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<td>• Disabled refuge points</td>
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<td>• Identifying Fire Wardens</td>
<td>• Anzac House Sydney – Telephone Extensions List</td>
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<td>• Fire extinguishers</td>
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<td>Conduct</td>
<td>• Smoking and breaks</td>
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<td>• Dress Code</td>
<td>• Website – Code of Conduct</td>
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<td>• Anti-Discrimination</td>
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<td>• Engaging Members and visitors</td>
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<td>Security</td>
<td>• Security</td>
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<td>• Interview with Building Supervisor</td>
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<td>Sign in/Sign out</td>
<td>• Sign in/Sign out</td>
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<td>• Buses</td>
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<td>• Bank</td>
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<td>• Shopping</td>
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<td>Personal Details</td>
<td>Employment personal details</td>
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<td>• Tax File Number Declaration Form</td>
<td>• Resources from Payroll Officer</td>
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<td>• Bank Account Details Form</td>
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<td>• Fair Work Information Statement</td>
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<td>• Super Enrolment Form</td>
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<td>• Collective Agreement</td>
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## Employment Conditions

### Anti-discrimination
- General overview
- Purpose
- Compliance with the Policy
- Why is it important for League/Defence Care staff to adhere to this policy
- What is discrimination
- What characteristics are covered by this Policy
- Who is covered by this Policy
- Harassment as a form of unlawful discrimination
- What types of behaviour may amount to harassment and discrimination
- What should you do to prevent discrimination and harassment
- The League procedure for dealing with discrimination and harassment
- Where can employees get information or help

### Poor Performance

#### Management of poor performance and dismissal
- Unsatisfactory performance
- Verbal counselling of the employee
- Follow-up meeting
- Further follow-up meeting
- Serious misconduct

### Computers

#### Use of League/Defence Care Computers
- Introduction
- Privacy
- Improper use of computers
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<th>Workplace health and safety responsibilities</th>
<th>WHS Responsibilities</th>
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<td>• Organisation commitment</td>
<td>• Booklet: Policies</td>
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<tr>
<td>• Resources</td>
<td>• See ANZAC House Sydney – Telephone Extensions List, refer to coloured helmets</td>
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<td>• Organisational responsibilities</td>
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<td>• Senior management</td>
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<td>• Managers and Supervisors</td>
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<td>• Employees</td>
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<td>• Workplace Health and Safety Committee/Safety Representative</td>
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<td>• Contractors and visitors</td>
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<td>• Hazards</td>
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<td>• Risk identification</td>
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<td>• Risk assessment</td>
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<td>• Hierarchy</td>
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<td>• Monitoring</td>
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<td>• Note</td>
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<th>Manual Handling</th>
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<td>Manual handling procedures</td>
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<td>• Objectives</td>
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<td>• Scope</td>
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<td>• References</td>
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<td>• Statement of commitment</td>
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<td>• Responsibilities</td>
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<td>• Training</td>
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<td>• Accidents</td>
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<td>• Design and purchasing</td>
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<th>Miscellaneous</th>
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<td>Receipt by employee of gifts for services</td>
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<td>Petty cash vouchers</td>
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<td>Purchase orders</td>
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<td>Military Leave</td>
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<td>Study Leave</td>
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<td>Whistle blowing</td>
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<td>Staff Awards</td>
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## The Big Picture

<table>
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<tr>
<th>Organisation/Department relationship</th>
<th>· Department and how it fits into the overall organisation</th>
<th>· Organisation charts</th>
</tr>
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<tbody>
<tr>
<td>Tour of building</td>
<td>· Introduction to ANZAC house employees</td>
<td>· Refer to maps of floors in booklet: <em>Working at ANZAC House</em></td>
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<tr>
<td>History of the RSL</td>
<td>· Introduction to State President</td>
<td>· Organise time</td>
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<tr>
<td></td>
<td>· Interview with CEO/State Secretary</td>
<td>· Interview time to be organised for first day</td>
</tr>
<tr>
<td>Business Overview</td>
<td>· RSL Brief History</td>
<td>· RSL Website</td>
</tr>
<tr>
<td></td>
<td>· Structure and purpose</td>
<td></td>
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<td></td>
<td>· Defence Care</td>
<td>· Organisation Chart</td>
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<td>· Structure and purpose</td>
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<td></td>
<td>· Website</td>
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<td></td>
<td>· RSL Regulation</td>
<td>· Website</td>
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<td>· Code of Conduct</td>
<td>· Website</td>
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## Department Role

<table>
<thead>
<tr>
<th>Department role</th>
<th>· Department responsibilities</th>
<th>· Updated Job Descriptions for team members</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>· Stationery requirements</td>
<td>· Stationery form</td>
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## Employee's Role

<table>
<thead>
<tr>
<th>Employee's role</th>
<th>· Job Description</th>
<th>· Updated Job Description</th>
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<tbody>
<tr>
<td></td>
<td>· Reporting relationships/Chain of Command</td>
<td>· Organisation Chart</td>
</tr>
<tr>
<td></td>
<td>· List of duties</td>
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<td></td>
<td>· Computer</td>
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## Training

<table>
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<tr>
<th>Training/Support</th>
<th>· Buddy/Mentor introduction</th>
<th>· Training resources</th>
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<tbody>
<tr>
<td></td>
<td>· Outline training programme</td>
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## Performance Management

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<tr>
<th>Performance Management</th>
<th>· Review each Friday for the first month</th>
<th>· Arrange interview time</th>
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<tr>
<td></td>
<td>· Professional development</td>
<td>· As appropriate to position</td>
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<td></td>
<td>· Study policy</td>
<td>· Study policy</td>
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<tr>
<td>Week 2</td>
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<tr>
<td>Week 2</td>
<td>• Tour of ANZAC Memorial</td>
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<tr>
<td></td>
<td>• Follow-up by Manager/Team Leader with Buddy and employee</td>
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<td></td>
<td>• Arrange interview time</td>
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<tr>
<th>Week 3</th>
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<tbody>
<tr>
<td>Week 3</td>
<td>• Follow-up by Manager/Team Leader with Buddy and employee</td>
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<td>• Arrange interview</td>
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<th>Week 4</th>
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<tr>
<td>Week 4</td>
<td>• Follow-up by Manager/Team Leader with Buddy and employee</td>
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<td>• Arrange interview</td>
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<thead>
<tr>
<th>Completion of Week 4</th>
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<tbody>
<tr>
<td>• Induction Questionnaire</td>
<td>* Questionnaire</td>
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<tr>
<th>Information for future inductions</th>
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# INDUCTION FEEDBACK FORM

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes/No</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Were you satisfied with your first day of induction?</td>
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<tr>
<td>Were you comfortable with the welcome you received from your department?</td>
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<tr>
<td>Did you find the knowledge and skill of your buddy/mentor adequate to train you?</td>
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<tr>
<td>Have we provided you with the necessary tools to complete your job efficiently?</td>
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<tr>
<td>Do you feel our Induction Programme has integrated you into the organisation successfully?</td>
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<tr>
<td>Any suggestions for improvements?</td>
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<tr>
<td>Are there any areas where you feel you need further training?</td>
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We appreciate you taking the time to complete this Induction Feedback Questionnaire to help us understand what we are doing well, and what we need to improve with our Induction Programme.
SYMBOLISM OF THE RSL BADGE

The Crown

On top of the badge is the crown which has always been the symbol of royalty. It is also symbolic of our allegiance to royalty and of our loyalty to our monarch – our nation – and the RSL.

The Shield

The badge is in the shape of a shield which, from time immemorial, has always been used for protection. The shield, therefore, is symbolic of the protection which the RSL gives its members, widows, orphans and dependants of those who paid the supreme sacrifice and which the RSL accepts as its responsibility to protect.

The Figures

The four figures in the centre of the badge are symbolic of the youthful forces which have emblazoned Australia’s nationhood across the world and of the comradeship which existed during our war service and which now continues among members of the League. The figures are marching shoulder to shoulder and are in step with each other, reflecting a combined determination and unity of purpose. In unity we have strength and therefore, the figures are symbolic of the solidarity and strength of the League.

The Circle

The centre of the badge is surrounded by a circle. A circle can be described as unbroken continuity and is symbolic of the League’s unbroken continuity of purpose.

The Colours

There are three colours in the badge. The red represents the blood-tie of war that exists between comrades. The white stands for the purity of thought, motive and purpose to render service without thought of personal gain or ambition. The blue indicates a willingness to render that service to a comrade anywhere under the blue sky – wherever the comrade may be.

The Sprigs of Wattle

In the top left hand corner of the badge are sprigs of wattle which is the accepted national floral emblem of Australia. It, therefore, symbolises that the RSL is a national organisation and is national in its outlook.

The Rose, Leek, Thistle & Shamrock

The emblems of England, Wales, Scotland and Ireland are located in the top right-hand corner. They are symbolic of, and represent, the link with these countries.

COURAGE * SACRIFICE * MATESHIP * ENDURANCE