Policy Number: 012
Staff Orientation and Induction
(including Welcome Manual)

January 2017
Policy Details

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Policy

The Mental Health Commission of NSW is committed to providing all new and returning staff and contractors with a comprehensive and standardised orientation and induction.

The purpose of this policy is to provide a clear direction for staff, contractors and their managers of the Commission’s orientation and induction requirements to enable new staff and contractors to confidently fulfil their duties.

All new staff and contractors, including those resuming duty after leave of more than 12 months, regardless of role description, are to participate in the Commission’s Orientation and Induction Program. This Program includes formal and informal processes to assist the effective and smooth transition of a new staff member or contractor into the Commission, their team and work role. Staff and contractors at the Commission must comply with the policy and procedures. Staff members and contractors inducting volunteers should consider using this policy and procedure for guidance.

Procedure

The Commission’s Orientation and Induction Program consists of:

1. Self-directed learning through the Welcome Manual (attached at Appendix A)
2. A physical orientation of the Commission building and grounds and “meet and greet”
3. An orientation to the Commission, including its values, organisational structure and policies and procedures
4. An orientation to the staff member or contractor’s team, including team functions and responsibilities
5. Mandatory training
6. An introduction to the Buddy System, which supports new staff and contractors by partnering them with a “buddy” who offers guidance and shares experiences to support the staff member or contractor in their new role and responsibilities at the Commission.
The Commission’s staff and contractors will:
- Complete mandatory training and any other training as directed by their manager
- Ensure that the staff member requirements of the Welcome Manual are met and that the Staff Member Checklists are signed, completed and sent to the Business Services Coordinator one month after the staff member or contractor’s commencement date.

Business Services Coordinator will:
- Promote and support the Staff Orientation and Induction Policy
- Monitor the implementation of the Policy
- Maintain records of all signed and completed Staff Member and Manager’s Checklists
- Ensure all records are maintained securely and confidentially.

Managers will:
- Ensure that new staff and contractors are given the time and resources to complete the Commission’s Orientation and Induction Program
- Ensure that the manager requirements of the Welcome Manual are met and that the Manager’s Checklists are signed, completed and sent to the Business Services Coordinator one month after the staff member or contractor’s commencement date
- Ensure that new staff and contractors complete any mandatory training as directed in the required time frames.

Commissioner will:
- Ensure that the Policy is implemented.

Further Guidance and Resources
- The Welcome Manual (which includes the Staff Member Checklists) is attached at Appendix A.
- The Manager’s Checklists are attached at Appendix B.
Appendix A: Welcome Manual

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1. **Welcome to the Mental Health Commission of NSW**

Welcome to the Mental Health Commission of NSW (the Commission). We are so pleased to have you join our small but committed team and add to our mission to improve the experiences and outcomes for people who experience mental illness and those who care for them.

This manual will provide you with some useful information relating to your employment here. Your manager and team will also be there to support your on-the-job orientation and career development at the Commission.

You are encouraged to read this manual online so you can use the links to access further information. The NSW Government, Premier & Cabinet and Public Service Commission websites also contain valuable information relating to your responsibilities as an employee in the NSW Government Service. While we don’t expect you to absorb all this information immediately, by keeping this document handy you will have the answers to most of your questions about your new workplace when they arise.

This manual contains checklists of information and processes to make sure you have everything you need to start your work at the Commission. A summary of these is provided on page 29 and you will need to complete the checklists on pages 30-33 with your manager. These should be forwarded to the Business Services Coordinator to be placed on your personnel file.
2. A message from the Commissioner

On behalf of all staff, I welcome you to the Commission.

The Commission’s role under its founding legislation is to monitor, review and improve the mental health system and the mental health and wellbeing of the people of NSW. This presents a unique opportunity to make a real difference in the lives of people in NSW who experience mental illness - a group that has been persistently and systematically marginalised both in its access to Government supports and more widely in the community.

The establishment of the Commission on 1 July 2012 represented a pivotal moment of acknowledgement in NSW that mental illness is different. For most people mental illness is episodic and fluctuates in intensity. Its complexities can easily be overwhelmed within the context of a broader public health system focused on acute illness and hospital care. It is not only a health issue, but is also about families, friends, work and communities. This is recognised in the clear legislated authority the Commission has been given to pursue a change agenda across the whole of Government.

The Commission itself is a relatively small organisation. Collaboration with colleagues through networks and working groups is critical to our success. We strive to be inclusive, connected and accountable to the people of NSW who have experience of mental illness. With that in mind, I hope that you enjoy your work at the Commission and that you are able to draw upon the enthusiasm and dedication of the team.

Thank you for joining us on this journey. I hope that it will be significant and influential. There is much to do.

Catherine Lourey
NSW Mental Health Commissioner
3. About the Commission

The Mental Health Commission of NSW was established by the Mental Health Commission Act 2012 (the Act) in July 2012 as an independent body for the purpose of monitoring, reviewing and improving the mental health system and the mental health and well-being of the people of NSW.

The Commission reports to the Minister for Mental Health.

The Commission receives its funding from the NSW Government via a NSW Health Grant, which covers operational and staff costs. The Commission does not hold a budget for mental health services.

Functions of the Commission

Section 12(1) of the Act states that the Commission’s functions are:

a. to prepare, in consultation with providers of mental health and related services and government agencies, a draft strategic plan for the mental health system in New South Wales for submission to the Minister for approval,

b. to monitor and report on the implementation of the strategic plan,

c. to review and evaluate, and report and advise on, mental health services and other services and programs provided to people who have a mental illness, and other issues affecting people who have a mental illness,

d. to promote and facilitate the sharing of knowledge and ideas about mental health issues,

f. to undertake and commission research, innovation and policy development in relation to mental health issues,

g. to advocate for and promote the prevention of mental illness and early intervention strategies for mental health,

h. to advocate for and promote the general health and well-being of people who have a mental illness and their families and carers,

i. to educate the community about mental health issues, including for the purpose of reducing the stigma associated with mental illness and discrimination against people who have a mental illness,

j. such other functions relating to mental health as may be prescribed by the regulations.

Principles governing the work of the Commission

Section 11 of the Act states that the principles governing the work of the Commission are:

a. people who have a mental illness, wherever they live, should have access to the best possible mental health care and support,

b. people who have a mental illness and their families and carers should be treated with respect and dignity,

c. the primary objective of the mental health system should be to support people who have a mental illness to participate fully in community life and lead meaningful lives,

d. the promotion of good mental health and the effective provision of mental health services are the shared responsibility of the government and non-government sectors,

e. an effective mental health system requires:

i. a co-ordinated and integrated approach across all levels of government and the non-government sector, including in the areas of health, housing, employment, education and justice,
ii. communication and collaboration between people who have a mental illness and their families and carers, providers of mental health services and the whole community.

Prioritising the Commission’s Work

The Commission has a broad remit – to monitor, review and improve the mental health system and the mental health and wellbeing of the people of NSW. In carrying out its work, the Commission works closely with stakeholders in government and the community. The Commission seeks to build on the expertise and skills of our partners, rather than duplicate effort. To do this, the Commission’s business planning process takes into account the following considerations to help prioritise its activities:

1. The activity reflects the uniqueness of the Mental Health Commission’s role
2. The activity is consistent with the Act
3. The activity will support the effective implementation and monitoring of Living Well: A Strategic Plan for Mental Health in NSW 2014 - 2024
4. The activity could not be more appropriately completed by others (be they government departments, service providers, peak bodies, advocacy organisations, etc.)
5. The activity requires or contributes to a whole of government and whole of community perspective
6. The activity has a clear connection to improving the mental health and wellbeing of the people of NSW
7. The value of the activity justifies the resources required to undertake it.

Commission values

The Commission has a set of values and behaviours which guides its internal and external interactions. All Commission staff are expected to abide by and integrate the values and behaviours into their work on a daily basis. Please note that throughout this document, staff refers to Commission employees and contractors unless otherwise indicated. The Commission values are:

- Leadership
- Independence
- Courage
- Integrity
- Innovation
- Hope.

Support for people who experience mental illness – principles

The Commission has articulated values and principles for the provision of support for people who experience mental illness - Autonomy, Recovery and Community.

- **Autonomy**  The right of people to choose support according to their own wishes and preferences.
- **Recovery**  The notion that the goal of mental health support should be to make things better, not just to control symptoms.
- **Community**  The critical importance of social structures in mental health and the need to maintain social connection during periods of ill health.
Lived experience
The Commission is guided by the lived experience of people with a mental illness and their families and carers in the mental health reform process.

People with “lived experience” include those living with mental illness and their families and carers. Depending on the context, it can also refer to suicide attempt survivors and family and friends of survivors or loved ones lost to suicide.

Staff with a lived experience have valuable and unique experiences of mental illness, distress and recovery and an understanding of services and their responsiveness to consumer need. The Commission will empower and support those with lived experience to share their insights and stories in order to improve the mental health system. In particular, the inclusion of and embracing the diversity of the lived experience of Commission staff can help to guide our work and change the stigma surrounding mental illness.

Under section 8 of the Act, the Commissioner or at least one Deputy Commissioner must be a person who has or has had a mental illness. In addition, the Commission encourages applications for positions from people with a lived experience of mental illness, either as a consumer or carer.

Advisory and Reference Groups
The Mental Health Commission Act 2012 establishes a Mental Health Community Advisory Council (see Section 4).

The Commissioner has established the following advisory groups to further assist the Commission exercise its functions under the Act:

- Pharmacotherapy in Mental Health Advisory Group
- Suicide Prevention Advisory Group

To learn more about these two groups, please refer to the Commission’s website.
4. Commission Structure

Organisation Chart

**NSW Mental Health Commissioner**

The Commissioner is responsible for exercising the functions of the Commission as defined under the *Mental Health Commission Act 2012*.

**Deputy Mental Health Commissioners**

The role of the part-time Deputy Commissioners is to support the Commission and the mental health community by speaking up about the issues that matter to people with a mental illness, their families and carers. The Commission's work will be informed by the diverse expertise of the Deputy Commissioners, and importantly by the insight of those of our Deputy Commissioners who have a lived experience of mental illness.

The Commission also has one full-time Deputy Commissioner, Ms Catherine Lourey, whose role primarily focuses on the Commission’s monitoring and review functions and oversees the business operations of the Commission.

**Mental Health Community Advisory Council**

Consistent with Section 10 of the *Mental Health Commission Act 2012*, a Mental Health Community Advisory Council has been established to advise the Commission on any mental health issue it considers appropriate or that is referred to it by the Commission. The Minister for Mental Health must ensure that the composition of the Council reflects the diversity of the community and includes representatives of the following groups:

- people who have a mental illness and their families and carers
- mental health service providers
• people living in regional and remote New South Wales
• culturally and linguistically diverse communities
• Aboriginal persons.

To learn more about the Mental Health Community Advisory Council, please refer to the Commission’s [website](#).

**Policy and Co-ordination Unit**

This team provides high level support to the Commissioner, co-ordinated support services for the Senior Executive, acts as the primary point of contact and co-ordination with Ministers’ offices, Members of Parliament and other senior government officials, and supports the part-time Deputy Commissioners and Community Advisory Council. Its functions also cover:

• Strategic projects and advice
• Research
• Law reform and justice related activities
• Coordination of cross - Commission activity.

**Strategic Engagement and Innovation**

This team develops the Commission’s perspectives on aspects of mental health support and works with other organisations to advance a positive mental health policy agenda. Its functions cover:

• Strategic engagement to promote the Commission’s goals in areas such as community wellbeing, peer workforce and the positive utilisation of lived experience to advance mental health reform.
• Policy advice
• Knowledge sharing
• Contract management and relationships with non-government partners

**Systems Monitoring and Review**

This team monitors and reports on progress with mental health reform in NSW. The team also reviews and evaluates mental health services and programs. Its functions cover:

• Monitoring and reporting
• Reviewing and evaluating services and programs

**Communications and Stakeholder Relations**

This team manages the Commission’s events, publications, media, and outreach activities with community and specialist groups. Its functions cover:

• Strategic communications
• Stakeholder engagement
• Media, public profile
• Event management
• Corporate identity
• Website management
• Social media management
• Publications

**Business Operations**

This team manages the Commission’s financial, audit, human resources, operations, records management, facilities and business support functions. Its functions cover:

• Human resources
• Finance
• IT and communications
• Reception
• Facilities management
• Records management
• Administrative support
5. Working at the Commission

Workplace culture
The Commission is a people-focused organisation and has a lot of pride in its staff and the communities it serves. We strive to be inclusive, connected and accountable to the people of NSW who have experience of mental illness. We aim to provide a safe and enjoyable working environment, with opportunities for training and development, and a culture of commitment, respect and mutual support for each other.

Code of Conduct
The Commission’s Code of Conduct requires certain standards of ethical and professional conduct from everyone working here, in any capacity. It details the outcomes we are committed to, and the behaviours which are unacceptable and will not be tolerated.

You are required to read and sign the Code of Conduct in your first week at the Commission. By signing the Code of Conduct you agree to abide by it. Serious breaches of the Code will be deemed misconduct and may lead to disciplinary action, including dismissal. If you have any questions, please talk to your manager.

Conditions of employment
The following information is relevant for staff employed under the Government Sector Employment Act 2013.

The Commission utilises the delegation provided by the Secretary of the Ministry of Health to the Commissioner for its human resources functions including the recruitment of staff and management of industrial issues. As a result of this delegation, the Commission adopts the employment policies of the NSW Ministry of Health.

As an employee of the Commission and a NSW Public Servant your employment conditions and responsibilities are contained within the following sources:

- Government Sector Employment Act 2013
- Crown Employees (Public Service Conditions of Employment) Revised Award 2009
- SES Guidelines (For Senior Executive Service employees)

The NSW Government Personnel Handbook provides detailed information concerning conditions of employment for NSW Government Service employees.

Salaries
Commission employees are paid on a fortnightly basis through FACS Business Services, our shared services provider. You will be allocated a FACS Business Services SAP user name and password, which allows you to log in to set up and amend your personal details for payroll purposes.

You can use SAP to access information about your pay including payslips, annual Payment Summaries (formerly known as Group Certificates), main bank account details, deductions, allowances, leave balances and other information. During your first week you will be shown how to access salaries information through FACS Business Services.


For pay enquiries or IT issues relating to SAP, you must first contact FACS Business Services via telephone on (02) 9765 3999 or via email at mypay@facs.nsw.gov.au. If the matter is not resolved, then please notify Business Operations.
Flexible working hours
Commission employees are contracted to work 35 hours per week, Monday to Friday. The Flexible Working Hours agreement provides an opportunity for employees to work longer hours and accrue “flex leave”. While your start and finish times are flexible, all employees must start work between 7.30-9.30am and finish between 3.30-6.30pm. Please discuss any planned variations to your start and finish times with your manager in advance to ensure that adequate service is available.

If you would like to apply for flex leave, then you will need to do this in advance of taking the leave and allow a reasonable notice period. As with all leave, you will submit a request through the SAP system for approval by your manager. You can take flex leave in whole or half-days.

The Commission has adopted the Ministry of Health flexible working hours agreement. Please read the NSW Department of Health Local Working Hours Agreement 2010 for more details.

You will be asked to fill out a time-sheet that notes your hours of work and days of leave. This is often called a flex-sheet, and is printed out every six weeks and submitted to your manager for approval. You will need to print out and attach a summary of all of your leave requests from the SAP system and attach these so your manager can double-check for accuracy.

For part-time staff, the same flexible working hours also apply on a pro rata basis.

Leave provisions
Information on employee leave provisions is available via the Public Service Commission Employment Portal. The Commission has adopted the Ministry of Health Policy Directive PD2014_029 Leave Matters for the NSW Health Service.

Below is a summary of common leave arrangements processed through FACS Business Services.

Recreation leave
Recreation leave accrues at the rate of 20 days per year. Employees may be directed by their manager to take recreation leave if they have accrued more than 30 days. Non-Executive employees receive an annual leave loading of 17.5% which is paid once a year. Employees may request this to be paid on the first occasion they take two weeks recreation leave or to be paid automatically in the first pay of December each year. Employees can request to receive recreation leave pay in advance for any leave taken.

Sick leave
You are entitled to a maximum of 15 days sick leave per annum after the first year of work, and 10 days in your first year of work. Certificates of Capacity are required when an absence of more than two consecutive work days occurs. The Managing Sick Leave Policy indicates that an employee’s leave history will be reviewed when two or more cumulative days of unsupported absences occur in a 12-month period. Employees must inform their manager as soon as reasonably practicable that they are unable to perform duty because of illness. This must be done as close to the staff member’s starting time as possible.

An employee who has had eight separate absences, unsupported by medical certificates, in any period of 12 months is considered to have an unsatisfactory sick leave record. Where the employee’s sick leave record reaches unacceptable levels, the manager will review it with the employee to determine what action should be taken (counselling, warnings, disciplinary action or independent medical examination).

Other leave options
There are several other leave options available to employees such as Parental Leave, Purchased Leave, Carers’ Leave, Study Leave, Family and Community Services Leave, Military Leave, Special Leave and Leave Without Pay. Please refer to the Public Service Commission Employment Portal for further information.
Contractors

Contractors should refer to their labour hire firm for information relating to their conditions of employment, salaries, hours of work and leave provisions. Contractors, like permanent staff, are encouraged to take leave where appropriate, which will be considered and approved by their manager in line with operational requirements. While the Flexible Working Hours agreement is not available to contractor staff, contractors should discuss any proposed flexible working hours arrangement with their manager, which will be considered and approved by their manager in line with operational requirements.

Work Health and Safety

The work health and safety of all workers and visitors to the Commission is of utmost importance. The Commission aims to prevent injuries and ill health from occurring in the workplace by identifying and eliminating associated risks. Work health and safety (WHS) principles are continuously incorporated into all facets of the Commission’s business planning and operational activities. The Commission’s policy on Work Health and Safety can be found here. The Commission’s WHS statement of commitment can be found at Appendix A of this Manual.

In order to implement the general provisions of the Commission’s WHS policy, the Business Operations team provides routine training on WHS and information on safe work practices, ergonomics, and reporting and recording of hazards, risks and incidents.

WHS is a regular standing item on the agenda for monthly staff meetings at the Commission, where staff are encouraged to raise concerns, express their views and get updates on WHS.

The Workplace Health and Safety Committee and Workplace Wellbeing Working Group functions include:
- Conduct an annual workplace wellbeing survey, analyse results, make recommendations to senior executive for actions to improve wellbeing, and, where approved, coordinate such actions. Monitor and evaluate the implementation of recommendations.
- Make recommendations to the Executive and Commissioner and coordinate action on other wellbeing activities.
- Facilitate cooperation between the Commission and staff in instigating, developing and carrying out measures designed to ensure staff health and safety at work.
- Assist in developing standards, rules and procedures relating to health and safety that are to be followed or complied with at the workplace.
- Provide advice to the Executive and Commissioner on work, health and safety issues in line with the Commission’s responsibilities as set out in the Commission’s Policy no. 54 – Work Health and Safety.

More information can be found on the WorkCover NSW website at www.workcover.nsw.gov.au.

Employee Assistance Program

The Commission has an employee assistance program (EAP) which provides early intervention strategies for staff and contractors (and their families) in order to assist them to identify and resolve professional, personal, health or work-related issues.

To arrange a confidential counselling session contact Converge International on 1800 337 068. This is a 24-hour toll free number or you can access their website. Consult the Commission’s EAP Policy for further information or contact the Business Services Coordinator.
Staff performance and development

Ensuring you have the skills and knowledge to do your job well is important to us. Our Staff Performance and Development System supports Commission staff and contractors to reach their full career potential through:

- A formal Performance Agreement and Development Plan. This is a document where you and your manager record agreed goals and deliverables, note how your work has been progressing and look at ways in which outcomes might be improved. As part of the document, the employee and their manager will discuss what training, education and development might be beneficial and whether these are in line with the Commission’s goals. Every six months, you and your manager will revisit this document to reflect on achievements and track progress against performance and development targets.

- The Commission also encourages regular two-way informal and feedback throughout the year.

Read more about the Staff Performance and Development System [here](#).

Buddy system

The Commission has a buddy system in place to support new staff members in adjusting to the Commission culture and engage them at a pace that is productive and effective. A buddy partners with a new staff member during their employment transition to offer guidance and share experiences to support them in their new role and responsibilities at the Commission. Your buddy will be a source of information on the operation of the Commission, policies and procedures and the work environment and will meet with you during your first week at the Commission.

Workplace wellbeing

We aim to foster a safe and enjoyable working environment, with a culture of collaboration and respect.

Additionally, the wellbeing of everyone working at the Commission must be of the highest priority, as we must be leaders of best practice for workplace environments. If you have any issues or concerns, please speak to your manager.

The Workplace Health and Safety Committee and Workplace Wellbeing Working Group develops and guides a variety of workplace wellbeing activities within the Commission.

Other employment related policies

To access other employment related policies, which apply to all staff, consult the Commission’s Intranet, Grapevine, or click on the links below:

- [Flexible work practices](#)
- [Staff Orientation and Induction](#)
- [Grievance – Effective Workplace Resolution](#)
- [Staff Recruitment and Selection](#)
- [Injury Management and Return to Work](#)
6. Working in the NSW Government Service

The Government Sector Employment Act 2013 (GSE Act) established a new legal requirement for all people employed in the NSW Government sector to act ethically and in the public interest.

The NSW Government Service represents approximately 11% of the total NSW workforce making it the largest employer in Australia. The NSW Government service works to deliver services to support the NSW Government’s priorities which are set out in NSW 2021: A Plan to Make NSW Number One.

The NSW Public Service Commission website provides comprehensive information about its role and strategic direction for 2012-2015. The NSW Public Service Commission’s vision is a highly capable public sector workforce characterised by a culture of integrity, trust, service and accountability.

The NSW Mental Health Commission is committed to being an ethical and professional workplace. Relevant Commission policies, which affect all Commission staff (including contractors), include:

- **Conflicts of Interest and Gifts and Benefits Policy**
- **Corrupt Conduct – Reporting to ICAC Policy**
- **Fraud Control Policy**
- **Lobbyist - Code of Conduct Policy**

An example of corrupt conduct in a public sector agency may involve some or all of the following corruption risks:

- An employee accepting or receiving a gift or benefit, including hospitality, contrary to the Conflict of Interests and Gifts and Benefits Policy
- An employee obtaining payments to which they are not entitled, for example by:
  - fraudulently claiming on their timesheet for hours not worked or allowances to which they are not entitled
  - failing to provide a leave form for leave taken
  - colluding with other staff to cover unauthorised absences
  - providing false information for the reimbursement of expenses not incurred or above approved entitlements
  - fraudulently claiming worker’s compensation.

The Public Service Commission’s publication Behaving Ethically: A Guide for NSW Government Sector Employees supports the Ethical Framework for the NSW government sector, which requires all government sector employees to conduct themselves in ways that demonstrate the core values of integrity, trust, service and accountability. The Guide is designed to help government sector employees and other working in the government sector, such as contractors, better understand the obligation to act ethically and in the public interest.

The Commission’s Public Interest Disclosures Policy outlines the process to ensure that reports of wrongdoing relating to corruption, serious and substantial waste, maladministration and misuse of government information are treated appropriately and that staff who report wrongdoing will be protected from reprisal.

The Commission complies with the Government Information (Public Access) Act 2009 (GIPA Act), which aims make government information more readily available by creating a positive onus on agencies to release information. The Commission is committed to releasing information to the public unless there is an overriding public interest against disclosure of that information. For more information on the GIPA Act and the Commission’s responsibilities in this area, see the Commission’s Public Access to Commission Information Policy.
Please ensure that you read and understand these documents.

Equity and diversity in the NSW Government sector is a priority under the GSE Act. The GSE Act preserves the focus on existing diversity groups (Aboriginal people, women, people from culturally and linguistically diverse backgrounds, and people with disability), but also provides flexibility to encompass a broader spectrum of diversity, including mature workers, young people and carers. For further information on equity and diversity, see the Public Service Commission website.

For more information on being a NSW Government Service employee, please refer to the NSW Personnel Handbook.

The NSW Parliament website provides information regarding the structure and operation of the NSW Government.
7. **Emergency and Security Information**

**Emergency**
Staff should dial **000 (Triple 0)** in an emergency.

The assembly location for all evacuations is the car park next to the Commission/Building 11 – evacuation assembly area C.

**First Aid**
Please refer to internal noticeboards for details of First Aid Officers.

**Fire Wardens**
Please refer to internal noticeboards for details of Wardens.

**Security**
For matters relating to security – refer to intranet for emergency phone numbers.
9. **Commission stakeholders**

**Minister for Health and Minister for Medical Research**  
The Hon Brad Hazzard, MP

**Minister for Mental Health, Minister for Women, Minister for Ageing**  
The Hon. Tanya Davies, MP

**Our partners**  
The Commission funds the following key mental health organisations on behalf of the NSW Government:
1. [Being – Mental Health and Wellbeing Consumer Advisory Group](#)  
2. [Mental Health Carers NSW](#)  
3. [Way Ahead Mental Health Association NSW](#)  
4. [beyondblue](#)

If relevant to your employment at the Commission, visits to our non-government organisation partners can be arranged as part of your induction.

**Mental health service providers**  
[mental Health Coordinating Council (MHCC)](#) - peak body for mental health service providers.

**Aboriginal organisations**  
[Aboriginal Health and Medical Research Council of NSW](#)

**NSW Government stakeholders**  
The Commission sits within the [Health](#) cluster, one of nine administrative clusters of the NSW Government.

Key NSW Government departments are:  
[Ministry of Health](#) and its [Local Health Districts](#)  
[Department of Education](#)  
[Department of Justice](#)  
[Department of Family and Community Services](#) and its [Districts](#)

**Medicare Locals**  
Click [here](#) for a list of the Primary Health Networks across NSW.

**National stakeholders**  
[National Mental Health Commission](#)  
[National Mental Health Consumer and Carer Forum (peak)](#)
10. Business Support Services and Travel

Business Support Services
Reception operating hours are 9am to 5pm.

Swipe card access
You will be given a swipe card to provide you with building access.

Telephone
You will be provided with a telephone and a direct phone number. Instructions on how to use the telephone system, including how to transfer calls, set up voicemail, retrieve messages, etc. can be found here. The standard telephone greeting is: ‘Good morning/afternoon, Mental Health Commission of NSW, [your name] speaking. How may I help you?’

IT support
First Focus is the IT provider for the Commission. They can be contacted on: email: support@firstfocus.com.au or phone: 1300 556 531. For IT issues, you must first contact First Focus. If the matter is not resolved, then please notify the Business Services Coordinator for non-routine issues to enable monitoring of any ongoing issues.

The Commission’s Use and Management of Misuse of Communication Systems Policy states that all staff must be efficient, economical and ethical in their use and management of public resources, including communication devices and systems. Please ensure you read and understand this Policy.

Printer and fax
The Commission aspires to be a paperless office in accordance with NSW Government directions. Please use electronic processes and digital storage as much as possible. Information on how to use the printer (including scanning documents) and fax can be found here.

Records management
The Commission policy on Records Management can be found here.

Office supplies
Staff should consult with the Business Support Officer, Business Operations to place an order for office supplies.

Petty cash
Small purchases (such as train fares or parking fees) may be made with petty cash. Prior approval is required to incur an expense, with a limit of $200. On approval, staff may purchase goods out of their own pocket and seek reimbursement, or a cash advance from petty cash may be sought. Staff must obtain a receipt/tax invoice and submit a completed petty cash docket within a month of the expense being incurred to the Business Support Officer, Business Operations.

Travel
Staff should refer to the Commission’s Official Travel within Australia and Overseas Policy for specific procedures relating to the purchase of travel. All official travel bookings must be made through the Executive Support Officer.

Teleconferencing and videoconferencing should be explored prior to considering official travel. Wherever possible, public transport will be the first transport option for staff for local travel. The Commission has four OPAL cards available via Reception for staff use. Where it is impractical or uneconomical to use other
methods of transport, Cab Charge vouchers may be used by staff. Managers may be issued with a Cab Charge card to be used for official business.

11. Commission facilities

Meeting spaces
There are several meeting rooms available for use at the Commission which can be booked via the Microsoft Outlook Calendar.

At the conclusion of the meeting, please ensure the room is cleared, windows are closed and any air conditioners, lights, projectors are turned off.

Quiet space
Sometimes it can be difficult to focus on your individual work tasks in the busy open plan office environment of the Commission. From time to time, you may need some space to concentrate. The Quiet Room, which is located next to the large meeting room, can be booked via the Outlook Calendar. As there is only one Quiet Room at the Commission, please be considerate to others and limit your bookings to a few hours. Another option to minimise noise and disruptions while you are working include the use of noise-cancelling head phones. Reception holds three sets of noise-cancelling headphones for staff use. If you wish to borrow a pair of head phones for your work, please see Reception.

Teleconferences
Teleconferencing equipment is available in all meeting rooms. For assistance on setting up and using the equipment for the first time, please contact the Business Services Coordinator. Instructions on teleconferencing can be found [here](#).

Videoconferences
Videoconferencing equipment is available in the large meeting room, and a portable A/V unit is available for use in the adjoining breakout room. For assistance on setting up and using the equipment for the first time, please contact the Business Services Coordinator. Instructions on videoconferencing can be found [here](#).

Library
The Commission has a library located in the Quiet Room off the large meeting room.

Kitchens
The main kitchen is located on the ground floor. Kitchen amenities include a fridge, toaster, kettle, microwave, crockery and cutlery. There is another, smaller kitchen off the Play Room, which is opposite the downstairs photocopier.

Common room and veranda
The common room and veranda are located on the ground floor near the kitchen and can be used for lunch breaks. Suggested activities during your lunch break are at Appendix C.

Bathrooms and shower
Two toilets are available outside on the ground floor, one of which is an accessible toilet, as well as upstairs near the Commissioner’s office. There is a shower in the women’s bathroom upstairs, which has a lockable door.
12. Commission Communications

All Commission correspondence must meet the standards and guidelines set out in the Commission’s Correspondence Management Policy, Writing Style Guide and Guide to Writing Briefs located here. Standard templates for briefs, reports, project plans, Ministerials and letterhead can be found here.

Calendars
Please share your Outlook calendar with team members and other staff as appropriate. If you are attending an event, or come across something of interest to the Commission please email us for inclusion in the NSW Mental Health Commission Events Calendar. For access to the Events Calendar, please contact the Communications Officer.

File notes and CRM
Please complete file notes following an event or meeting and email the Trim Reference within one week. The file note template is saved in Trim under TD14/11. Please add/update the contact details and activity log, with the file note TRIM Reference, of new or existing stakeholders into the Commission’s Customer Relationship Management (CRM) system. For activity log instructions see TRIM TD15/47.

Branding style
The Commission has a logo and distinct visual identity to convey its objectives and values to its stakeholders, outlined in the Branding Style Guide within the Commission’s Corporate Identity Policy. The Branding Style Guide also provides detail on the correct format for Commission email signatures.

Recovery-oriented Language
The Commission encourages the use of recovery-oriented language in its external and internal communications to convey hope and optimism and promote a culture that supports recovery from mental illness. The Mental Health Coordinating Council has developed a Recovery-oriented Language Guide which you may find a useful reference.

PowerPoint presentations
The Commission has a PowerPoint presentation template and also has a set of pre-prepared slides with resources from the Living Well Report that can be copied and pasted into new presentations. Resources include: 8 personal story videos; photos and quotes from each story within the Report; infographics from each chapter; word clouds from each Journey, and instructions for use. Please send any external presentations to the Senior Communications Advisor, Publications a few days before your presentation, for assistance.

Newsletter
The Commission publishes a monthly online newsletter. Past issues can be found on the website.

Social media
The Commission has several social media accounts including Twitter, Facebook and LinkedIn managed by authorised Communications and Stakeholder Relations staff.

Please refer to the Commission’s Social Media Policy for guidance on how you can use social media to promote the work of the Commission.

Please feel free to retweet, like or share Commission social media posts to your friends and followers.
Media enquiries
Please promptly refer any enquiries from the media to the Manager, Communications and Stakeholder Relations.

Website
The Commission’s website is managed by authorised Communications and Stakeholder Relations staff. Please contact the Manager, Communications and Stakeholder Relations to request website content to be added, deleted or modified. Regularly reviewing any content in your own subject area and letting the team know if it is out of date or no longer correct is encouraged.

13. Induction checklists

<table>
<thead>
<tr>
<th>Checklist</th>
<th>Responsibility</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Staff Member System Access Request</td>
<td>Manager</td>
<td>Prior to Day 1</td>
</tr>
<tr>
<td>New Staff Member Induction Checklist</td>
<td>Manager</td>
<td>End of 1st month</td>
</tr>
</tbody>
</table>

All completed checklists must be returned to the Business Services Coordinator one month after your commencement date.
Appendix B: Manager’s Guide for Inducting New Staff

Manager’s Guide for Inducting New Staff

<table>
<thead>
<tr>
<th>Staff Member’s Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Role Title:</td>
<td></td>
</tr>
<tr>
<td>Start Date:</td>
<td></td>
</tr>
<tr>
<td>Team:</td>
<td></td>
</tr>
<tr>
<td>Telephone No:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
<tr>
<td>Manager’s Name:</td>
<td></td>
</tr>
</tbody>
</table>
Manager’s Guide for Inducting New Staff

Dear Manager

We only get one chance at creating a positive experience for new staff to the Commission. You have already started that journey during the Recruitment process, but it does not stop here. Your delivery of a relevant and well-structured induction plan will play a critical part in helping your new staff members to give their best to the Commission.

You have a critical role to play during the induction of new team members and your demonstrated interest and participation in their induction will assist your new team member to feel valued, excited and confident that they have made the right decision about joining the Commission.

This guide and the accompanying Welcome Manual have been developed to assist you in this endeavour. This guide contains a checklist of required processes and ways to help you create the best possible start for your new staff member (A summary of these checklist is provided below).

**Note:** There are a number of tasks that require completion prior to the start date of your new staff member.

You may wish to delegate the co-ordination of some parts of your new team member’s induction program to another person e.g. an ‘induction buddy’. However, it is important that you as their manager monitor the induction process to ensure that key policies such as Code of Conduct and Work Health & Safety have been read and understood. More importantly your direct involvement in the induction program sets the tone for your ongoing working relationship by promoting effective communication and the Commission’s core values of Leadership, Independence, Courage, Integrity, Innovation and Hope.

**Note:** Please return the completed checklists to the Business Services Coordinator one month after the new starter commences.

---

1 Staff refers to Commission employees and contractors unless otherwise indicated.
Induction checklist

This guide and the accompanying Welcome Manual contain checklists of required processes to support the induction of your new staff member at the Commission. A summary of these checklists is provided below and the checklist you are required to complete starts on the following page.

<table>
<thead>
<tr>
<th>Checklist</th>
<th>Responsibility</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>New User Set-Up Request TD17/768</td>
<td>Manager</td>
<td>Prior to Day 1</td>
</tr>
<tr>
<td>New Staff Member Induction Checklist</td>
<td>Manager</td>
<td>End of 1st month</td>
</tr>
</tbody>
</table>

All completed checklists must be returned to the Business Services Coordinator one month after the staff member’s commencement date.
# New Staff Member Induction Checklist
(for completion by manager prior to Day 1)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Business Services Coordinator has been provided with the Recruitment file including the approved Recommendation Report</td>
<td></td>
</tr>
<tr>
<td>A formal Letter of Offer has been signed by the new employee and returned to the Business Services Coordinator</td>
<td></td>
</tr>
<tr>
<td>The Business Services Coordinator has been advised of the agreed start date</td>
<td></td>
</tr>
<tr>
<td>A workstation/office has been prepared</td>
<td></td>
</tr>
<tr>
<td>Complete the New Hire Part 1 section in SAP</td>
<td></td>
</tr>
<tr>
<td>A computer is available and is connected. N.B. If hardware is required, email the Business Services Coordinator immediately. The lead time for quote, approval, purchase and delivery can be up to two weeks.</td>
<td></td>
</tr>
<tr>
<td>A New User Set-Up Request TD17/768 has been emailed to the Business Services Coordinator with at least 3 working days’ notice to ensure IT access to relevant information and software</td>
<td></td>
</tr>
<tr>
<td>Key information directories and organisational documents have been arranged</td>
<td></td>
</tr>
<tr>
<td>Colleagues are aware of the new staff member’s role in relation to their respective roles and responsibilities</td>
<td></td>
</tr>
<tr>
<td>I have selected a work colleague who has agreed to act as a support person “buddy” for the new staff member</td>
<td></td>
</tr>
<tr>
<td>Time is diarised during their first week for the new staff member to commence their induction</td>
<td></td>
</tr>
<tr>
<td>New Staff Member Induction Checklist (for completion on Day 1)</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Activity</strong></td>
<td><strong>Date completed</strong></td>
</tr>
<tr>
<td>Complete ‘New Hire Part 2’ entry-on-duty information in SAP, print out report page and give to the Business Services Coordinator (this printout will be sent to FACS Business Services with other paperwork to get the new starter on the payroll)</td>
<td></td>
</tr>
<tr>
<td>Manager, or a ‘buddy’ is available on the morning the new staff member arrives to meet them at Reception</td>
<td></td>
</tr>
<tr>
<td>The staff member is shown their workstation and amenities (i.e. toilets, kitchen, common room)</td>
<td></td>
</tr>
<tr>
<td>The staff member has been introduced to relevant staff within the Commission</td>
<td></td>
</tr>
<tr>
<td>The staff member has been shown how to log on to their computer and access email, relevant databases and intranet/internet pages</td>
<td></td>
</tr>
<tr>
<td>I have discussed the contents of the <em>Welcome Manual</em> including hours of work and flex leave</td>
<td></td>
</tr>
<tr>
<td>The staff member has been given their role description to sign and I have discussed the my expectations with her/him</td>
<td></td>
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<tr>
<td>The staff member has been provided with a Building Access Card</td>
<td></td>
</tr>
<tr>
<td>The staff member has been made aware of security procedures e.g. building access times</td>
<td></td>
</tr>
<tr>
<td>People with disabilities are aware of the location of accessible toilets and facilities</td>
<td></td>
</tr>
<tr>
<td>The staff member has received a workplace safety induction and is aware of emergency and evacuation procedures and the area wardens, location of first aid kit and first aid officer</td>
<td></td>
</tr>
<tr>
<td>The staff member has been introduced to staff in Business Operations and completed all employment forms</td>
<td></td>
</tr>
<tr>
<td>The staff member has been advised of the WHS policy and procedures and understands their responsibilities including where to locate the incident or near miss report template and record of health or safety issue report template</td>
<td></td>
</tr>
<tr>
<td>The staff member has been shown where the stationery supplies, photocopier, printer, scanner and fax machine is located</td>
<td></td>
</tr>
<tr>
<td>The staff member has a copy of the <em>Code of Conduct</em> and knows where to find leave and other employment-related policies such as Cab Charge use, petty cash, and travel (where relevant)</td>
<td></td>
</tr>
</tbody>
</table>

Speak to the new staff member at the end of Day 1 and make an appointment with them (and their buddy) for the morning of Day 2 to run through the remaining activities for the month.
<table>
<thead>
<tr>
<th>Activity</th>
<th>Date completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>The staff member has been a general introduction to:</td>
<td></td>
</tr>
<tr>
<td>• TRIM - Trim champions in each team</td>
<td></td>
</tr>
<tr>
<td>• CRM</td>
<td></td>
</tr>
<tr>
<td>• Cultural and Diversity Respect Program</td>
<td></td>
</tr>
<tr>
<td>The staff member has had an introductory meeting with the Commissioner, Deputy Commissioner and Director Strategic Operations &amp; Communication</td>
<td></td>
</tr>
<tr>
<td>The staff member has been briefed about the role and functions of their team and how it fits into the Commission’s Business Plan and has been provided with all relevant background material relevant to the position</td>
<td></td>
</tr>
<tr>
<td>Confirm the staff member has read, understood and signed the Commission’s Code of Conduct (signed page to be returned to the Business Services Coordinator for the personnel file) and can articulate the Commission’s values</td>
<td></td>
</tr>
<tr>
<td>Confirm the staff member has read, understood and signed their role description</td>
<td></td>
</tr>
<tr>
<td>Confirm the staff member has been given an overview of the Mental Health Commission Act 2012.</td>
<td></td>
</tr>
<tr>
<td>Confirm the staff member has read and understood the:</td>
<td></td>
</tr>
<tr>
<td>• Conflicts of Interest and Gifts and Benefits Policy</td>
<td></td>
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<tr>
<td>• Corrupt Conduct – Reporting to ICAC Policy</td>
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<tr>
<td>• Fraud Control Policy</td>
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<tr>
<td>• Lobbyist - Code of Conduct, Management and Corruption Allegations Policy</td>
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<tr>
<td>• Equity and Diversity</td>
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</tr>
<tr>
<td>Confirm the staff member has accessed the NSW Public Service Commission’s Ethical Framework and the Commission’s Public Interest Disclosures Policy</td>
<td></td>
</tr>
<tr>
<td>Confirm the staff member has read and understood the Welcome Manual</td>
<td></td>
</tr>
<tr>
<td>Confirm the staff member has understood their recordkeeping responsibilities including recording mail/documentation in TRIM</td>
<td></td>
</tr>
<tr>
<td>The staff member has been briefed about the different levels of delegation within the Commission and the engagement of consultants/contractors and been provided with a copy of the Commission’s Procurement Policy</td>
<td></td>
</tr>
<tr>
<td>The staff member has been instructed on how to access the SAP Employee Self-Service and the PSC Employment Portal</td>
<td></td>
</tr>
<tr>
<td>The staff member knows about Commission committees such as the Work Health Safety (WHS) and Workplace Wellbeing Committee and has been briefed on the functions and members of these committees.</td>
<td></td>
</tr>
</tbody>
</table>

Make an appointment with the staff member and their buddy at the beginning of Week 2 to discuss how the new staff member is getting on.
### New Staff Member Induction Checklist: (for completion by End of Month 1)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance agreement and development plan meeting has been booked for three-month anniversary</td>
<td></td>
</tr>
<tr>
<td>The Commission’s Business Plan and team plan has been discussed with the staff member together with their relevance to the staff member’s role, including:</td>
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</tbody>
</table>

Staff member signature: _______________________________ Date: _____________________

Manager signature: _______________________________ Date: _____________________

**Note:** Send a completed copy of the New Staff Member’s Induction Checklist to the Business Services Coordinator for inclusion in their personnel file.

**After three months with the Commission**

By your staff member’s three-month anniversary you should aim to have met with them to discuss and complete their Performance Agreement and Development Plan.