

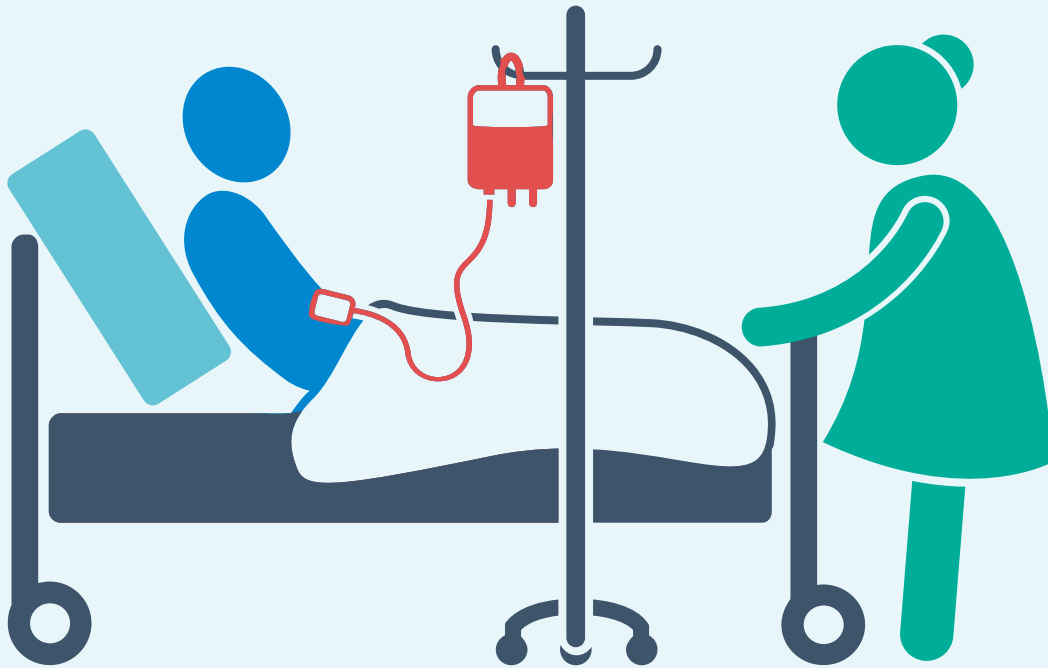


# The essential aged care workforce onboarding checklist



## Did you know?

By 2050 there will be **3.5 million** senior citizens requiring services.



Current projections indicate the total workforce will triple in the next **30 years** to approximately **1,000,000** workers.

## Introduction

The aged care sector is becoming one of Australia's fastest growing industries. By 2050 there will be 3.5 million senior citizens requiring services. Current projections indicate the total workforce will triple in the next 30 years to approximately 1,000,000 workers.<sup>[1]</sup>

The Aged Care Workforce 2016 report suggests that only an increase in productivity can reduce these numbers. The greatest fear for government and providers is that even after efficiencies have been achieved through technology and industry reform, there still may not be enough skilled workers to meet demand.

## Staff turnover and skills shortages

Staff retention and turnover is a significant problem in the aged care sector. Estimates peg average turnover at 25 per cent.<sup>[2]</sup> NACWCS data shows that more than 50% of providers are also struggling to replace workers, with more than 72% of regional and remote area operators reporting shortages of suitable applicants.<sup>[3]</sup>

## Ageing workforce

Part of the turnover and skills shortage problem is an ageing workforce - the average worker is over 49 years of age - and providers face the prospect that 60 per cent of their staff will retire over the next decade.<sup>[4]</sup>

## Image problems

The aged care industry also suffers from an image problem. Media coverage of a number of aged care horror stories - including the infamous Oakden case - has made the industry less attractive for both existing workers and as a career option for new entrants.

## Pay and Job Satisfaction

But research by Griffith Business School has found that the overwhelming majority of turnover is the result of organisational factors such as working conditions and job satisfaction. Diving deeper, the study showed that while pay was important, what employees were primarily seeking was a positive work environment with opportunities for career development.

## Onboarding increases retention and productivity

Onboarding practices are playing a critical role in attracting great staff, getting them up-to-speed sooner, and keeping them for longer. Research shows that new hires are 54% more productive and 69% more likely to stay with an organisation for up to 3 years if they have had an effective onboarding experience.<sup>[5]</sup>

Providers are supporting new graduates and experienced workers alike with in-house and on-line training, on-the job supervisor coaching, as well as regular goal setting and performance feedback discussions. Efforts are also being made to help new staff connect and learn from veteran employees, build support networks and adapt to the culture of the organisation.

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## Not just for new staff

It is important to highlight that onboarding is not just for new hires. Great programs are also being tailored to workers that are:

- transferred from another facility;
- relieving;
- promoted to new responsibilities; and
- returning to work after extended absences.

## Stronger talent pull

In an increasingly connected world, the brand and reputation of employers are being shaped by experiences shared by employees across social platforms. With great onboarding processes, staff tell their vast networks of friends, families and professional contacts how valued they feel, the positive difference they are making in people's lives, and how well they have been supported by their new employer.

Word-of-mouth messaging has already proven a powerful marketing tool for employer branding, and will only increase in importance as the competition for talent heats up in the healthcare sector.

## Personalised onboarding checklists

If you are establishing an onboarding program or considering revamping your existing one, check out our white paper [The Easy Guide to a Great Onboarding Process](#).

Although some aspects of onboarding will be the same from one staff member to another, a lot will depend on the nature of the job and the skills, knowledge, and experience that each person brings.



Automating the routine aspects and freeing up time to focus on the activities that will yield the most benefit is key to great onboarding.

Every new person should have a plan personalised to suit their needs.

Cognology has put together a sample checklist as a guide to help you track what you may need to cover off.

# Employee Welcome Pack

## Preboarding Welcome

- Welcome message
- Confirm start date and time, parking, dress code
- Staffing announcement

## Employment Checks and Documentation

- Work visa (as applicable)
- Employment contract
- Bank account details
- Fair Work Information Statement
- Job description
- Tax File Number Declaration
- Choosing a Super Fund Form
- Language skills testing
- Educational qualifications
- Registrations
- Immunisations
- Police check
- Medical check
- Licences

## Provisioning

- System access
- Keys/security passes
- ID photo
- Staff handbook



# Socialisation and Culture

## Introductions

- Meeting with Supervisor
- Meet the leaders
- Introductions to team
- Introduction to buddy
- Introduction to patients
- Tour of the facilities
- Intranet profile

## Support Mechanisms

- Buddy system
- Professional mentoring program

## Support Mechanisms continued

- Peer support networks
- Online resources

## Working Arrangements

- Rosters
- Breaks
- Absences
- Timesheets/Sign-in and Sign-out procedures
- Resources and general supplies

## Social

- Social club activities
- Birthdays and anniversaries
- Special events
- Industry events/groups
- Staff morning teas and dinners

## Strategic Framework

- Vision and mission
- Values
- Core philosophies
- Code of conduct

## Communication

- Weekly notices
- Emails
- Intranet
- Online collaboration
- Peer networks and collaboration
- Meetings
- Staff directory and phone numbers
- Communication with families
- Media enquiries
- Surveys



## Performance

### Onboarding Plan

- Review and refine onboarding plan with supervisor
- Set check-in dates

## Performance Management

- Clarification of expectations and responsibilities
- Goal setting
- Probation review
- Ongoing performance management
- Career development discussion
- Disciplinary procedures

## Training

- Computer based modules
- Professional development opportunities
- External training/seminars
- Study support

# Compliance

## National Legislative Framework

- Federal laws
- State based laws

## Health & Safety Framework

- Work health and safety policy
- Work health and safety system
- Health and safety committee
- Health and safety representative
- First aid officers
- Fire/emergency wardens

## Health & Safety Reporting Requirements

- Risk assessments
- Accident and incident reports
- Non-conformance reports
- Notification of communicable diseases
- Hazard reporting
- Workers compensation claims

## Location of Emergency Facilities and Equipment

- Fire extinguishers, hoses and blankets
- First aid facilities - first aid kit and room

## Hazard Specific Safety Training

- Manual handling techniques
- Use of fire equipment



## Employee Policies and Procedures

- Smoke-free workplace
- Alcohol and other drugs
- Prevention of workplace bullying and harassment
- Use of information and communication technology (including mobile phones)
- Social media
- Discrimination and sexual harassment
- Diversity
- Staff grievance procedures
- Workplace rehabilitation
- Risk assessment procedures
- Emergency plan including assembly points, exits and procedures
- Provision of first aid
- Serious incidents and life threatening medical emergencies
- Use and control of hazardous substances
- Employee Assistance Program

## Care Policies and Procedures

- Admissions documentation
- Responding to complaints from patients and family
- Sharps management
- Resident consumption and use of alcohol and other drugs
- Accidents/incidents and falls
- Ambulances
- Resident behaviour (including use of restraint)
- Resident outings and leisure
- Resident deaths
- Continence management
- Dementia
- Elder abuse
- Medical care, medication (including pain management)
- Medical and personal care records
- Caring for residents from diverse cultural backgrounds
- Nutrition
- Visiting health providers and specialists



## Works Cited

1. 2017 Future of Australia's aged care sector workforce report- The Senate Community Affairs References Committee
2. <https://australianageingagenda.com.au/2016/01/27/tackling-why-staff-leave/>
3. 2016 National Aged Care Workforce Census and Survey – The Aged Care Workforce, 2016
4. <https://australianageingagenda.com.au/2012/04/03/workforce-worries-partly-an-image-problem/>
5. <https://www.shrm.org/foundation/ourwork/initiatives/resources-from-past-initiatives/Documents/Onboarding%20New%20Employees.pdf>





**Fast track your aged care workforce.  
Streamline your onboarding today.**

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