



Onboarding and Induction Guide for Casual Employees

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Introduction

The world is reopening and we know you're ready to ramp back up.

While the future is looking brighter for SMEs, we know you're currently facing one big challenge – you're in dire need of staff, and when you do find them, you need to onboard them quickly and efficiently.

Other businesses are adapting to the impacts of the past two years, but those in the retail, hospitality and recreation sectors are scrambling to find casuals to help keep up with the demand of customers.

After a couple of difficult, quiet years, consumers are set to be very active over the next few months as they blow off some much needed steam by spending big.

It's ok to admit that this prospect is both exciting and daunting.

Onboarding big casual teams can be daunting at the best of times, let alone after an extremely difficult couple of years. It can be an admin-heavy and time-consuming activity, and if it's not done right you might not be getting the best out of your staff, and you could even be leaving your business vulnerable to non-compliance liabilities. Yikes.

In this guide, we'll unpack the best practices when it comes to hiring your casual staff to help you stay compliant, onboard your new hires, get your team motivated from the word go and keep the admin levels low while you do it all. We'll even share how you can streamline casual onboarding next time you need to rapidly hire.

Whether you're gearing up for a busy post-covid year, or you just generally have a workforce that's made up of rotating casual staff, this guide will walk you through best-practice onboarding and induction processes – from front to back. We wish you all the best for the year ahead, and we raise a glass to your business success in 2022.

The Team at Employment Hero

What is onboarding?

Onboarding is so much more than paperwork. It's the process of helping new hires adjust to their new jobs quickly and smoothly by managing the early stages of their employment.

Onboarding full-timers or permanent staff is a very different story to onboarding casual staff. With full-timers, you'll likely be able to take the onboarding process quite slowly. They could reasonably spend over a week doing a handover with another staff member, undertaking training and just generally getting their bearings in a new role.

For casual staff members, you'll be bypassing a lot of those formalities. Casual staff usually come in with a degree of skill that suits the role, and need to get started with their role quickly. They normally will be required to hit the ground running, as they are generally brought on to meet growing demand.

For example, if you hire three new staff members to work in your brewery for the Christmas rush, they're not going to have a week to get through onboarding admin, induction and handovers. You're going to want to keep it to a succinct and clear process so that you can have them good to go, their admin sorted, and pouring beers quick smart.

Another factor that makes casual onboarding unique is that it's usually done in bulk. As you'll have whole teams joining you at once, a manual onboarding process that works through piles of paperwork is going to really slow you down. Your onboarding and induction solutions need to work for a collective, not just an individual.

Despite the group approach, and the speed at which you have to do it, you want to make sure that your employees are still feeling motivated to do great things in their role. The onboarding and induction process is a great place to instill these positive sentiments.

This makes the three core pillars of an effective casual onboarding and induction process:

- It's quick; you can work through admin fast so that your new team member can hit the ground running
- It's scalable; you could apply the process to one new employee, or 50 new employees
- It's motivating; following the process your new team member will be feeling excited and confident about their new role

To make sure that you're covering these three pillars, we strongly recommend taking some time before your seasonal ramp-up to review your onboarding process against this guide. It could take a couple of weeks to get prepared for the busy season - especially if you decide that you'd like to implement employment software to help.

Another top tip; leave extra time for recruitment. Due to the pandemic and the Great Resignation, sourcing casual staff is more difficult than it previously has been. We recommend adding an additional fortnight to your existing recruitment drive to make sure that you can find the right amount of staff.



Onboarding & Induction Checklists

New Starter's Name

Before an employee's first day

- Organise their paper (or preferably digital) contract
- Collect their personal and payroll information, either manually or with HR software
- Confirm any applicable certifications, qualifications or visa requirements
- Add their name to relevant staff email lists
- Send them any company policies to read through and acknowledge
- Connect them to your rostering system
- Assign a buddy or mentor the new hire can rely on to show them the ropes and answer their questions, even show them the best place to grab lunch
- Organise and supply any uniforms, aprons or nametags ready for them to collect

First Day:

- Have a small gift waiting for them, something like a coffee or snack is a great way to show your appreciation
- Give them a tour of the workspace, shop or venue and introduce them to key team members
- Take them through any initial training modules or workplace safety rules
- Meet with them and their manager to explain the expectations of their role. The new starter needs to know what they're supposed to be doing. Additionally;
- You may want to prepare a little welcome pack for your new starters with the information that they'll need for success in the role

First Week:

- Check in with them one-on-one and see if they need any additional support or equipment for their role
- Seek feedback about their view of the onboarding and induction process

There you have it! An onboarding checklist to keep in your back pocket for when you have one or several new employees starting in your business.

Motivating casual employees with induction

We often talk about making full-time employees feel really welcome and motivated with the onboarding and induction process, but casual employees sometimes don't get the same treatment. In a rush to get them started, employers can often forget to communicate the business' goals, the role's purpose and any incentives that they include.

Here are our top tips for keeping onboarding and induction efficient, while still giving your new team members a great employee experience - that will hopefully see them return to work for your business season after season.

Mission, vision and goals

If you want your new starter to embody the company's mission, vision and values, then you need to share this as part of your onboarding process and show them where the business is headed. Communicating the goals of their role during the onboarding process will help new hires focus their efforts towards achieving them. You could run a quick presentation about this, and/or provide the details in a welcome pack.

A friendly face

Getting to know all the new faces and personalities in a business can seem daunting at first. Your role is to help new employees settle into their new team and get to know their teammates, customers, suppliers and everyone else they might work with so that they become recognised and integrate naturally. A buddy system can be really helpful here, so connect your new starter with a longer-term, permanent or returning seasonal employee if you can.

Onboarding starts before day one

If you're going to ace first impressions, you need to start your onboarding process well before day one. Especially when you take care of the administration side of things early, you leave more time (and mental space) for your employee to become quickly immersed in their role on their first day.

Essential information

Are you running a shop that has specialist products? How about a restaurant that has a specific wine list? Chances are there's plenty of things that make your business unique - make sure you get your staff across those things before they get started.

Incentives, goals and competitions

Casual staff aren't working to climb the ladder in your business. Chances are they've taken a job with your business to earn extra money for the holidays, meet new people and have some fun. This is why it's a great idea to motivate your team with some fun incentives, sales goals or challenges.

For example, you might make up a hamper for the employee that sells the most holiday gift packs in addition to a customer's order. You might gift a complimentary meal to the server who up-sells the most customers to a fancier wine. These could be easy to organise, and help create a bit of fun and friendly competition amongst your staff.

With any incentive or competition, remember to stay compliant with employee gifting laws in your area.

Common Onboarding and Induction Mistakes

Now, here's what NOT to do! Induction mistakes that aren't good for business.

Mistake #1. Not following up with a new starter in the lead up to their first day

So you've made the candidate a job offer, set a start date and then... radio silence. Why?

We're not saying you need to pester the poor person every day until they start with countdown-like announcements – but checking in a few days before their first day just to remind them of anything important they might need to bring, or giving them a run-through of how the day will go, might help them feel more at ease. Starting a new job can be nerve-wracking, even in a casual role, so making sure they're at ease before they start goes a long way.

Mistake #2. Not being prepared for your employee induction

Always be prepared. If someone is coming to start a new job, it's your responsibility to make sure they have everything they need to get up and running as quickly and seamlessly as possible.

Mistake #3. Handing them a mountain of paperwork

The thought of a mountain of paperwork is enough to send a shiver down anyone's spine. No new employee wants their first day to be overloaded with paperwork to keep track of, especially when this can be sorted before they start their role (we'll be talking through this more in the next section).

Mistake #4. Impersonal experiences during employee induction

Make your new employees feel like one of the team, not just another number to the business payroll. Your employees may only be with you for a season, but that doesn't mean they can't feel supported and motivated by the business.

Mistake #5. Not introducing them to the team or wider company

You want your new starters to feel at home as soon as possible, so make sure everyone knows who they are, why they are there and that they are welcomed.

Mistake #6. Their responsibilities are not made clear

If the new starter finishes the induction or onboarding process without knowing the main responsibilities of their new role, something wasn't made clear to them. And that fault is on you.

Our tip

At Employment Hero, we get all our new starters to fill out a short and sweet bio about themselves which includes a bit more information about them and a quote about why they are excited to join the Employment Hero team. We then send this round to the entire business so everyone can learn a little more about our new starter.



How to reduce casual onboarding admin with HR software

We know that when it comes to casual onboarding, business owners want to work at speed to get new starters on their team. Sadly, the intense paperwork of contracts, payroll information, personal details, certifications, qualifications, visa documents does not make for a speedy process.

When you're working with a manual system where you ask employees to complete paperwork and feed it back into a system – or even worse, a filing cabinet – it can be painfully time-consuming. It can take days upon days to sort through onboarding paperwork, and administrators are often left open to human error and missing documents; which can appear as a compliance issue later down the track.

So, what's the alternative to this tedious process? [HR software](#), complete with automation, completely changes the game. Here's what parts of the process can be automated, and how.

Contracts

After your employee has accepted your employment offer, you would usually wait until their first day to hand over employment contracts for acknowledgement; taking up valuable time on their first day. This would then have to come back, often through many hands, to the person taking care of administration.

With HR software like Employment Hero, you can send your employee's contract to them as soon as they accept their job offer. All you need to do is set up their account with their name, employee number, employment type (casual), and note their manager. Then you'll enter their basic pay details, including the corresponding award (if applicable), their leave allowance, pay rate and salary. If you're not using Employment Hero Payroll, you can then synchronise these details with your integrated payroll system.

Now you have all the details that you need to create a contract. When you create the contract, you will see multiple fields for the same clause. This allows you to create a personalised contract depending on the employee and their job type.

Once you've edited the contract and reviewed everything, you can save it, sign it and send it over to your new starter. That's it. You now wait for your new starter to review the contract, sign on the dotted line and send it back to you. You'll be able to see a progress report on your Employment Hero dashboard so you can easily see where you are in the onboarding process.



Alex Louey
Marketing Manager



Hiring details



Select contract



Draft contract



Finalise contract

Finalised employee contract received

Employee self-service

Hand the compiling of personal and payroll details back over to your new employees. With HR software they can use a self-service model to maintain their own employee file, submit their availability and review timesheets and policies, all from their own mobile app.

Certifications

Casual staff often have essential certifications that you'll need to have a copy of. This might include food safety documents, a license or certificate to sell alcohol or oversee gambling, or a certificate of Covid-19 vaccination.

If you're left stuck without these documents and you get audited, you and your staff member could find yourselves in hot water with compliance. Plus, it's just great to have peace of mind knowing that you have everything confirmed.

With Employment Hero's Certifications feature, you can create a new certification for all staff, or specific groups or individuals. If you are only requesting the certification from some employees, you could assign these employees to specific locations or teams, then assign the certification to those locations and teams.

After they have been assigned the certification, employees will receive weekly email reminders to upload their certificate. For example, if an employee is ineligible for the vaccine, they can upload a doctor's certificate instead. After you have added the new certification, you will be able to run a compliance report to see who has or hasn't uploaded their vaccine certificate.

Visa Checks

We understand that many casual workers are on some kind of visa that gives them the right to work for your business. It's important that both employee and employer stay on top of the terms of these visas, and keep track of any expiry dates.

In such cases, during the onboarding process, employees are asked to enter their visa details, including expiration dates. This information will automatically trigger notifications to their manager when an expiry date is coming up.

Cloud documentation

Even though this is an onboarding guide, we'd like to remind you of the greatness that is boomerang employees. The term is pretty self-explanatory, these are employees that return to you after they finish up their employment. For seasonal employees, they have the potential to return to you again and again, creating an ongoing working relationship.

If you have these kinds of employees (or if you're looking to start these kinds of relationships), Employment Hero can remove the stress of re-onboarding each time. Forget about reentering any of their information, every staff member's employee profile is stored on the cloud-based system, you simply activate or deactivate them as a staff member and they can log onto their same account. It couldn't be easier to welcome great team members back to your business, year on year.

Add certification

Certification type
Check

Certification name
Vaccination status

Expiry date
Yes No

Documentation
Required

Assign to
All employees

Add certification



Casual Onboarding Case Study: Good Spirits Hospitality

Good Spirits Hospitality are a group of nine pub venues operating across New Zealand. Their goal is to bring people together, serve up exceptional food, provide memorable experiences, and create connected communities.

With the goal for Good Spirits Hospitality to scale up, they knew they had to automate their HR processes. Head of Employee Experience & Safety Kate Hope-Ede was aware that HR admin would begin to increase and take up even more of her and her team's time.

Prior to Employment Hero, their onboarding process was manual, time-consuming and paper-based. Contracts had to be printed out and manually passed between the employee, managers and head office.

"For the manager, they needed to print [the contract] out, get the new starters to come in and pick it up, somehow get it from site location to head office, then it gets given to payroll for onboarding..."

The burden of these processes wasn't felt so much by Kate and the back office team, but more so by the managers of each venue. Employment Hero's paperless onboarding puts the onus back on the employee to provide their employee data, so Good Spirits' managers have more time to dedicate to their venues. *"When one of our managers who was working late nights proudly told us 'I can do all of it from my bed!', we knew we were on to a winner."*

"Ease of issuing contracts has been a huge timesaver for HR dept and managers themselves. Instead of needing to print it out, they can do it all on their phones and the employee has an instant copy as well. That in itself is hugely beneficial."

Good Spirits also find the visa checking functionality incredibly helpful. During the onboarding process, employees are asked to input their visa details, including expiration dates. From here, they would get sent reminders of team members with visa expiration date coming up, as well as any outstanding compliance-related documents, such as policies or mandatory training modules.

Now, they know exactly what's coming up in the future, instead of waiting to find out that things are out of place.

"We've found Employment Hero great because we have lots of people on visas. When they put their visa details in, we get sent notification reminders. A lot of our team are surprised when we know it's about to expire!"



Conclusion

We know that for many small businesses, especially in the retail, hospitality and agricultural industries, it's been a tough couple of years. We hope that you have the season that you've been hoping for, and you can continue to grow your business into the future - with lots of employee onboarding to come!

Remember, just because employees might be casual - doesn't mean that they don't want a great employee experience. Providing them with one won't just benefit them, it could see them return to your business season on season.

Creating a great casual onboarding experience can be a gamechanger for staff and HR or administrative team. If you prioritise it for the upcoming season, you won't be disappointed. Your employees, both existing and incoming, will love you for it.



About Employment Hero

Employment Hero is a complete HR management solution for small to medium businesses. We empower SMEs by providing automated solutions for employee management and engagement, payroll and employee benefits. Over 5,000 Australian businesses use Employment Hero and together we collectively manage over 200,000+ employees.

Employment Hero HR

Bring all your HR into one, easy-to-use place

With Employment Hero HR you can paperlessly onboard staff, provide induction content, conduct visa checks and performance reviews. We also help you stay compliant with built in contracts, policies and HR templates ready to go.

Employment Hero Payroll

Easily manage payroll and workforce planning

Employment Hero Payroll automates your manual tasks, is fully compliant and helps you manage your payroll and workforce planning in one easy-to-access place.

Time and attendance

Part of Employment Hero Payroll

Our time and attendance tools were purpose-built for small to medium sized businesses. You can budget and allocate shifts based on skills required, enable shift swapping and bidding amongst staff and automate timesheets and pay runs by logging start, break and end times. Your team can also check out their roster at any time via the Employment Hero app.



[Book a demo with one of our business specialists today](#)

WORK EASY

The smarter way to manage people, payroll and productivity. For SMEs with big ambitions.

