

Developing a welcome pack for international recruits

It's good practice to give new recruits a welcome pack with key information about their new workplace, the local area, and onboarding activities they need to complete before they begin employment and during their first few weeks in Australia.

Welcome packs should be **specific to your organisation** and **tailored to the needs of the employee** where possible. You could cover the following topics and information in the pack.

1. Welcome statement and purpose of the pack:

- Tailor the statement to your organisation – e.g. “We are delighted to welcome you to your new role within [organisation]. Your decision to bring your skills and experience to our organisation is valued, and we are excited to have you join our dedicated community of health professionals.”
- Describe the purpose of the welcome pack – e.g. “This pack has been designed to support your transition to Australia. It offers helpful information about your new workplace and community.”

Get a senior leader in your organisation (e.g. the CEO, clinic owner or hiring manager) to sign the letter.

2. Job-specific information:

- start date
- role title
- orientation schedule, including activities offered as part of the orientation and key dates
- for employees covered by an award, information about the award they are protected by and where to find it.

3. Workplace information:

- introductory information about the facility or clinic
- a map of facility (for hospitals or large sites) or clinic
- organisational structure
- key contacts
- Employee Assistance Program (EAP) information.

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4. Local community and settlement information:

- a map of the area, including the town
- emergency contacts (e.g. 000 and the local police station)
- medical centres and GP clinics
- council website
- public transport options and payment system (e.g. pre-paid travel card)
- schools and child care
- shops and amenities, including shopping centres, post office and pharmacy
- places of worship
- recreation and community facilities (e.g. gyms, parks and community centres)
- transfer of driver's licence information
- mobile phone providers with local coverage
- health insurance providers.

5. Employee checklist:

- *Moving to Australia: a guide for health professionals* has general information about items on the checklist that you can adapt to the specific requirements in your organisation and/or local area. Potential items include but are not limited to:
 - read *Moving to Australia: a guide for health professionals*
 - complete *Working in Australia: an orientation for health professionals*
 - open an Australian bank account
 - apply for a tax file number
 - open a superannuation account
 - secure temporary accommodation (if your organisation is not providing it)
 - provide immunisation records
 - set up an Australian phone number with a carrier that provides network coverage in the areas you will be living and working
 - apply for a Working with Children Check or a Working with Vulnerable People check (if either is required for the role)
 - transfer driver's licence.

This checklist is based on the Hunter New England Local Health District's international recruitment resources and was refined in consultation with relevant stakeholders across Australian state and territory public health services.