

Veteran employee on-boarding

Why is it important to have veteran-specific on-boarding processes?

Veteran employees who have recently separated or transferred from the Australian Defence Force (ADF) may be unfamiliar with civilian workplace cultures and practices.

A veteran-specific on-boarding process ensures your veteran employees feel supported in their transition to civilian employment, which in turn increases the likelihood they will thrive – and therefore stay – in your organisation.

How do I support on-boarding for veteran employees?

Establish a structured, tailored on-boarding process

Support for new veteran employees should continue well beyond the traditional settling in period of 1-3 months.

A veteran-tailored on-boarding process can provide:

- a clear timeline which sets out the stages of the on-boarding process
- information about your organisation and industry
- information about ongoing support arrangements available to employees, and if any are specific to veterans

- mentoring opportunities
- ongoing feedback and coaching
- information about specific workplace culture and processes of your organisation.

Clearly communicate expectations and feedback

It can be helpful to build in the following support into your on-boarding process.

Provide clear explanations of the new employee's role, job description, responsibilities and required training or skill development. Veterans will be used to a high level of clarity around their role and responsibilities, and the transition to a more flexible civilian work environment can be challenging.

Clearly communicate the relevance, meaning and value of the employee's work to the broader purpose of your organisation. The ADF instils a strong sense of purpose and meaning in its members, and developing a connection between the employee's role and the purpose of your organisation will help them adapt.

Provide constructive feedback to help employees meet expectations.

Ensure that communication and feedback is informed by an understanding of veterans' military and transition experiences.



Organise social activities to welcome new veteran employees

Social activities can support transition into the civilian workplace and help to establish social connections.

Provide education on civilian workplace practices

This may include education and resources about:

- civilian workplace culture and norms
- leadership styles in the civilian workplace
- organisational structure, roles and responsibilities.

You can direct veteran employees to guides to civilian workplace practices such as the Veteran Employment Toolkit at www.veteranemployment.gov.au/veterans/plan-your-transition.

How can I develop a veteran transition program?

Employers may wish to develop a veteran transition program for veterans moving into their organisation.

Develop a structured process that coordinates your veteran employment initiatives

This could include:

- job application guidance or support
- information about your organisation's selection or interview process
- help in translating their ADF skills and experience to civilian contexts, and training for recruiters in understanding ADF skills and experience
- training to fill skills gaps
- career mentoring and support.

Establish a dedicated online portal

You may consider establishing a dedicated online portal for veteran employees. This can be a 'one-stop shop' for veteran employees to access and request support information, resources and services.

Establish a dedicated veteran support role within your organisation

Employers may establish a dedicated veteran support role or function who can act as an ongoing point of contact for veteran employees.

