

P025 – Performance Management and Review Policy & Procedures

1. Scope

This Policy applies to permanent and part-time paid employees only. If requested, casual and volunteer workers can participate in and have access to an annual review in order to obtain feedback regarding their position and performance.

2. Purpose

The purpose of this policy is to ensure that a consistent approach is followed for conducting Annual Performance Reviews, and that job-related skill and knowledge, and employee competencies and behaviours, are evaluated and compared against set standards and business objectives.

3. Policy Statement

During the first month of an employee's commencement in a role, Managers will work with the employee to develop a Performance Plan which will be updated during the Financial Year Period. The Performance Plan will outline the employee's goals and objectives for a 12-month period in line with the organisation's Business Plan.

Similarly, a Development Plan will outline the individual's development priorities for the following 12-month period, as well as reviewing any for the previous 12 months. Consideration should also be given to the individual's long-term career objectives.

Managers will conduct a formal Annual Performance Review with each employee within the first six weeks of the new financial year for the review period from 1st July to 30th June of the previous financial year (or specified period or time frame). Progress reviews may be conducted on an informal basis more frequently throughout the financial year.

Periodic assessment and discussion of performance will be carried out throughout the course of the review period between Managers and each of their employees on an "as needed" basis.

4. Induction Program

- District 360 Vision, Mission and Values.
- Information about the organisations policies and procedures.
- Awareness of the individual characteristics and needs of the staff and clients
- Ability to be able to complete all the necessary documentation
- Understanding of Workplace Health and Safety (derived from changes to the OHS Act 2010)
- Knowledge of Fire Safety and Emergency Procedures

- Awareness of own duty of care (Common law) and knowledge of the position you have taken
- Knowledge of your rights and responsibilities and client's rights and responsibilities

5. Procedures

PERFORMANCE REVIEW

The performance review is to be conducted by the employees' manager/supervisor. It is their responsibility to schedule the review at a mutually convenient time.

Timing

The first performance review will occur annually thereafter. More frequent reviews e.g. Quarterly or 6-month, may be held as agreed between the employee, manager/supervisor, Management and Human Resource Department.

Review process

- The employee completes a self-appraisal via Survey Monkey <https://www.surveymonkey.com/r/D360SelfAppraisal> using the following rating scale

- 1 - Unsatisfactory	The employee exhibited <i>significant</i> shortfalls in professional behavior or job knowledge or performance. Performance at this level cannot be allowed to continue. When assigning this rating, provide specific examples of unacceptable behavior or performance, steps to correct the problem, and consequences if the problem is not corrected.
- 2 - Needs Improvement	The employee's performance is not meeting expected levels OR the employee is still training/learning and performance must improve to meet expectations. This area is a development priority until performance deficiencies improve to a satisfactory degree.
- 3 - Meets Expectations	The employee is competent at the expected levels of performance and is making valued contributions to the organization. Performance is consistent with what is routinely expected of the employee in the position, and the employee has successfully completed the goals and challenges outlined during the review period. Performance is good, not average, and the individual is considered a stable and skilled worker by peers and others.
- 4 - Exceeds Expectations	Overall performance of duties and responsibilities exceeded the performance standards established for the position. Performance regularly contributed to the achievement of the agency's mission, goals and objectives. This rating indicates the overall performance of the employee has been at a level that is <i>consistently</i> in excess of stated expectations.
- 5 - Outstanding	Performance <i>significantly</i> exceeded standards and expectations. Performance at this level is recognized by peers, customers, the public, and others. The employee devised and implemented improvements that resulted in major organizational improvements/successes. Performance is generally not equaled by other current and/or former employees performing work of a similar nature.
NB	No basis or knowledge to evaluate a particular objective or competency.

- The completed self-appraisal is made available to the reviewer (Manager) at least 14 days prior to the review meeting.
- Managers prepare their own assessment comments for the review meeting via the employee file "Appraisal" icon on left side.
- The employee, and Manager meet to discuss findings, performance, future goals and development needs. The discussion includes opportunities for both parties to clarify and explain their comments.
- The outcome is documented and agreed actions included into relevant work plans.

Review discussion

The line-manager will address the following in discussion with the employee:

- Review work goals.
- Review the statement of duties and any other documentation about the role, ensuring that the position description reflects the current duties of the role.
- Review work goals established at the last review.

Review performance

- Review progress against documented work goals
- Review assessment information provided by employee, reviewer and any others, identifying areas of strength and achievement and areas for improvement
- Review impediments to work performance and factors impacting on the person's job performance and satisfaction

Identify action

- Identify any training and development needs, focussing on areas that could be improved or where outstanding performance could enable the employee to play a mentoring and support role with other employee.
- Identify any resourcing or support required.
- Identify any other action.

Agree goals for next twelve months (short period can be arranged if necessary).

- Review the organisation's strategic plans and the team's objectives or service plan.
- Establish work goals which are closely related to the job role and the outcomes required in the objectives.
- Agree how the goals will be measured and reported.
- Identify any training and development needs necessary for the employee person to achieve the goals.
- Where performance is satisfactory or above satisfactory, identify any incentives, rewards or recognition appropriate to acknowledge the achievement of goals.

Documentation

- A record of the main discussion points and agreed actions is written at the meeting or immediately by Manager
- The record of discussion is reviewed by Manager and employee, corrections or changes made, and a final version signed by both parties.
- Documentation of the review should be completed within 2 weeks of the review meeting.
- The record is kept on a confidential personnel file in HR Department
- The record is should be used as reference for the implementation of the agreed actions and for consideration of progress at the next review.

MANAGING POOR PERFORMANCE

Termination with notice

A senior representative of District 360 may terminate an employees' employment at any time by giving verbal and written notice.

The below table outlines the steps, documents and the person of responsibility required to deliver the performance management.

Action	Documentation	Responsibility
*Compulsory Probation review at 3/6 tenure	Probation Review template PASS Probation Letter FAIL Probation Letter	Managing Director All others – HR & Recruitment Manager
Formal Counselling or	Disciplinary Notice Formal Counselling Letter	HR & Recruitment Manager
First Warning	Disciplinary Notice First warning Letter	HR & Recruitment Manager
Second Warning	Disciplinary notice Second Warning Letter	HR & Recruitment Manager
Final Warning	Disciplinary notice Final Warning Letter	HR & Recruitment Manager and Managing Director
Termination	Disciplinary notice Request to attend Head Office Letter Permanent Termination Letter Separation Certificate	HR & Recruitment Manager and Managing Director

Termination without notice

In the case of serious conduct, the company may terminate an employee's employment immediately (summary dismissal) and in such circumstances payment shall be made up until the time of dismissal only.

Nothing in this clause shall be taken to limit the rights of the company to terminate an employee's employment without notice in any case involving gross and/or wilful misconduct by an employee.

Specifically, grounds for dismissal without notice (summary dismissal) include, but are not limited to:

- A) Attempted or actual theft of stock, material or equipment, particular from the employer or client;
- B) Falsification of time sheet or other documentation
- C) Sleeping on duty
- D) Threatened or actual violence or threatening language directed at any other employee, contractor, client, or customer of the company
- E) Attendance for work under the influence of drugs or alcohol
- F) Consumption of drugs or alcohol during work time
- G) Drug and Alcohol test returning positive (as defined in company's drug and alcohol policy, as amended from time to time)
- H) Failure to maintain pre-requisite qualifications (notwithstanding the opportunity to do so)
- I) Serious breaches of code of conduct
- J) Breaches of National Disability Standards

Notice Periods

The period of notice must meet the specified minimum periods of notice in the Employee's Agreement (which consequently is line with the NES).

In the event that the employee has a common law contract, and it does not specify a minimum period, the specified periods in the NES will apply, including the additional provisions for those over the age of 45 years.

The following Table is applicable for Permanent and Permanent Part-time employees:

Years of Service	Minimum Period of Notice
Not more than 1 year	1 weeks
More than 1 years but less than 3 years	2 weeks
More than 3 years but less than 5 years	3 weeks
More than 5 years	4 weeks

* The period must be increased by 1 week if the employee is over 45 years old and has completed at least 12 years of continuous service with the employer at the end of the day the notice is given

Casual employees are entitled to 1 days' notice in writing.

6. Other relevant policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies, including;

- Code of Conduct
- Employment Conditions Policy
- Disciplinary Procedures Policy
- Staff Development and Training Policy
- Performance Management and Review Policy
- Workplace Health and Safety Policy

7. Related legislations and Standards;

- Carers' Recognition Act 2004
- Disability Services Act 1993 (WA)
- Equal Opportunity Act 1984 (WA)
- Privacy Act 1988
- United Nations Convention on The Rights of Persons with Disabilities
- National Standards for Disability Services
- NDIS Quality and Safeguarding Practice Standards 2018

8. More information

If you have a query about this policy or need more information, please contact the management team at info@district360.com.au

9. Review details

This policy was adopted by District 360 on 11th November 2019

Last updated: 30 July 2024 by Coco Johnston

Next review date: 30 July 2025