

# Performance Management

## Policy Statement

We aim to provide the best quality care for the children by ensuring that high standards of work performance and job satisfaction are maintained. An appraisal system will be conducted to provide avenues for discussion and improvement. We will encourage staff to maintain good working relationships and have a commitment to maintaining a quality standard of work. Should staff fall below clearly identified standards then we will address this in an appropriate and considerate manner.

## Policy Considerations

- National Quality Standards/Elements: 4.2 (Professionalism), 7.2.3 (Development of professionals)
- Relevant industrial agreements

## Procedure

- Performance reviews are conducted every 6 months (or annually for Vacation Care only staff) and can be used as a tool to identify future training needs of the staff.
- Team Leaders will discuss their evaluations of new staff members with the service Coordinator. If there are issues with long-term staff members these will also be discussed.
- Where it is identified that the staff member is not meeting the required performance measures, the following will be undertaken:
  1. Support and guidance given to the staff to help them through the process and assist them in achieving the required standards.
  2. The support can be given through the Coordinator, Team Leaders, and other advanced staff members.
  3. Should no improvement be made over time then further action will be taken, which may include termination of their employment.
  4. If the staff member is dissatisfied with their experience or course of action regarding professional improvement plans they are to discuss with Team Leaders, Coordinators or Management Team.
- It is important that the staff are fully aware of their expectations as an employee in the Service and that clear guidelines are given regarding staff duties, code of conduct and professionalism. This information is outlined in the orientation pack given to new staff.
- The Coordinator and Team Leader will ensure that all staff are given clear job descriptions and orientation into the position with opportunity to clarify any issues.
- Staff are encouraged to maintain good working relationships and have a commitment to maintaining a quality standard of work.
- Staff will be given clear notification should their standard of work or conduct fall below what is expected and outlined in their job description.
- Staff have the right to appeal against any allegation and the right to speak on their behalf or to have a union representative appear on their behalf.

The following steps will be followed to deal with poor work performance or conduct. There may not be the need to go through all the steps when the issue is resolved, however staff should be aware of the whole process. Should staff fall below clearly identified standards then the Coordinator will;

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Reviewed by:	Sarah Maple	Approved by:	Courtney Tanner

### **STEP 1: VERBAL WARNING**

- Give a verbal warning as soon as possible indicating the specific problem regarding the performance of their work or conduct. The issues must clearly relate to the job description, Staff Code of Conduct, or Kids Biz OSHC Policies and Procedures.
- Indicate what should happen to improve the situation and how the staff member can improve their performance while allowing open communication between the staff member and Team Leader/Coordinator for queries and constructive feedback.
- Give an opportunity for the staff member to respond to the concerns. If this resolves the issue, then there is no need to go any further.

### **STEP 2: WRITTEN WARNING**

- A written warning will be issued outlining the specific problem regarding the performance of their work or conduct. The issues must clearly relate to the job description, Staff Code of Conduct, or Kids Biz OSHC Policies and Procedures.
- Indicate what should happen to improve the situation and how the staff member can improve their performance while allowing open communication between the staff member and Team Leader/Coordinator for queries and constructive feedback.
- The staff member will have an opportunity to respond to the warning.
- The written warning will outline a specific timeframe during which the staff member will be required to work on resolving their performance issues.
- The staff member's employment may be terminated if there is no improvement in performance or if further breaches occur.

### **STEP 3: TERMINATION OF EMPLOYMENT**

- If the problem continues after written warning has been provided, a decision will be made regarding the ongoing employment of the staff member.
- If the Coordinator believes that the staff member's performance is unlikely to improve then the staff member will be dismissed.
- A verbal or written notice may be given indicating that no further shifts will be offered.

### **PROCEDURE FOR DEALING WITH SERIOUS UNACCEPTABLE BEHAVIOUR**

Where a staff member in the workplace:

- Intentionally endangers life
- Is found stealing
- Reports to work under the influence of drugs or alcohol
- Threatens or inflicts physical or sexual abuse or harassment
- An incident report regarding the inappropriate behaviour or action will be written up and co-signed by Coordinators and Directors.
- The employee is to be advised formally of investigation findings and the action being taken
- When immediate termination is required the staff member will have all shifts cancelled and employment terminated.
- All relevant records will be recorded on the employee's file.

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## Document Version Control

Version Date	Changes
05/12/2018	Full review
27/08/2019	Document version history added
05/06/2020	<i>Effective Management of Poor Performance</i> and <i>Review &amp; Appraisal</i> policies combined to form <i>Performance Management</i> policy

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