# MANAGING UNSATISFACTORY WORK PERFORMANCE POLICY

|  |  |  |  |
| --- | --- | --- | --- |
| Policy number | GCBH\_Pol026 | Version | 1.0 |
| Drafted by | Phillip Martin | Approved by Board on | 4 December 2019 |
| Responsible person | Helen Omondi | Scheduled review date | 3 years from approval |

## Purpose

This policy sets out the policy and process for dealing with unsatisfactory performance of staff within Gentown Community & Business Hub (GCBH).

## Scope

This policy applies to all staff of GCBH, except casual staff and staff within their probationary period.

## Policy

Where GCBH identifies unsatisfactory performance, GCBH will take action to address the performance issues. Action taken to address unsatisfactory work performance will be consistent with the principles of procedural fairness.

Where, over time, a staff member has failed to achieve the standards set by the organisation or has acted in a manner contrary to the required codes of conduct, they should be advised of the organisation's requirements in these matters.

In order to maximise the potential of staff, it is important to provide feedback on the way they are undertaking their tasks, to coach them to achieve better performance on the job, and to counsel them when problems occur.

## Authorisation

  
  
4 December 2019  
Gentown Community & Business Hub

# MANAGING UNSATISFACTORY WORK PERFORMANCE PROCEDURES

|  |  |  |  |
| --- | --- | --- | --- |
| Policy number | GCBH\_Proc026 | Version | 1.0 |
| Drafted by | Phillip Martin | Approved by Board on | 4 December 2019 |
| Responsible person | Phillip Martin | Scheduled review date | 3 years from approval |

## Responsibilities

The **Human Resources Department** is responsible for ensuring that:

* they consult with supervisors/managers and staff where serious performance issues arise, and especially where termination of employment is contemplated, and
* all documentation is completed to ensure staff receive their correct entitlements upon termination of their employment.

**Supervisors/managers** are responsible for ensuring that:

* staff are aware of the performance standards expected of them
* they discuss performance issues with staff as and when they arise and listen to any mitigating factors presented by the staff.

**Staff** are responsible for ensuring that they:

* discuss performance issues or difficulties with their supervisors/manager as and when they arise
* seek assistance in the performance of their duties, if necessary, and
* make every effort to improve their work performance where performance issues are raised.

## Processes

***Prior to commencing a formal underperformance process***

Prior to commencing any formal unsatisfactory work performance process, the staff member's supervisor/manager must attempt to informally discuss the performance issues with the staff member.

The supervisor/manager must consider organisational or personal factors that play a role in the staff member’s unsatisfactory work performance and consider alternatives to the unsatisfactory work performance process to address the problem.

Unsatisfactory work performance should be addressed as and when it arises to provide staff with support and assistance to improve their performance at the earliest opportunity. Supervisors/managers should not wait until a staff member’s end of cycle performance review to address issues of unsatisfactory work performance.

Supervisors/managers must seek the advice of the Human Resources Department prior to commencing any formal unsatisfactory work performance process.

***Formal process***

Where GCBH considers that informal attempts to address the staff member’s unsatisfactory work performance have been unsuccessful, GCBH may proceed to manage the staff member’s unsatisfactory work performance though a formal process.

Measures that may be used in the formal management of a staff member’s unsatisfactory work performance include, but are not limited to:

* increased supervision
* changes to the staff member’s performance plan
* mentoring
* training and professional development
* increased feedback
* coaching.

The formal process for the management of a staff member’s unsatisfactory work performance is:

* Stage One – formal counselling
* Stage Two – formal written warning
* Stage Three – final written warning

**Stage One – Formal Counselling**

The first stage of formal management of unsatisfactory work performance is formal counselling of the staff member.

The staff member will be advised of any consequences of not improving their performance within a reasonable period of time and of engaging in any further unsatisfactory work performance.

A written record of the formal counselling session will be placed on the staff member’s personnel file.

**Stage Two – Formal Written Warning**

If the staff member’s work performance has not improved within a reasonable period of time following formal counselling in accordance with Stage One of the process set out in this policy, or if the staff member engages in further unsatisfactory work performance, the staff member will be given a formal written warning.

The formal written warning must indicate:

* the standard of performance expected of the staff member
* where and how the staff member is not meeting this standard
* the consequences if the staff member fails to improve their performance.

The written warning will be placed on the staff member’s personnel file.

**Stage Three – Final Written Warning**

If the staff member’s work performance has not improved within a reasonable period of time following receipt of a formal written warning in accordance with Stage Two of the process set out in this policy, or if the staff member engages in further unsatisfactory work performance, the staff member will be given a final written warning.

The final written warning must indicate:

* the standard of performance expected of the staff member
* where and how the staff member is not meeting this standard
* the consequences if the staff member fails to improve their performance, including that the staff member's employment may be terminated by GCBH.

The final warning will be placed on the staff member’s personnel file.

At each of stages one, two and three of the formal process, GCBH will provide the staff member with an opportunity to respond.

**Termination of the staff member’s employment**

GCBH may terminate the staff member's employment for unsatisfactory work performance if stages one, two and three of the formal process have been followed. Notice of termination will be advised to the staff member in writing and a copy of the notice will be placed on the staff member’s personnel file.

If a Supervisor/Manager considers that termination of employment may be necessary, they must contact the Human Resources Department immediately to discuss their view.

## Related Documents

* Code of Ethics
* Misconduct Policy
* Privacy Policy
* Professional Development Policy
* Staff Grievance Policy
* Staff Induction Policy

## Legislation & awards

* *Fair Work Act* 2009
* *Fair Work Regulations* 2009

## Authorisation

  
  
Helen Omondi  
4 December 2019