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| **POLICY NO & NAME:** | **014 – EMPLOYEE PERFORMANCE APPRAISAL PROGRAM POLICY** |
| **APPROVED BY:** | **Bec Symes, CEO** |
| **DATE CURRENT POLICY APPROVED:** | 22/01/2019 |
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**POLICY STATEMENT**

Greendale Community has adopted an employee performance appraisal program to assist the organisation meet its purposes, objectives and obligations.

The aim of this process is to:

* Maximise the quality and efficiency of services to service users by optimising employee performance and development.
* Provide support and assistance to employees in performing their role by providing performance feedback and planning for employee development and training opportunities.

**SCOPE & PURPOSE**

To provide formal support, development and performance feedback to employees in their position with regular supervision and support meetings and performance appraisal meetings once per year.

**DEFINITIONS**

**RESPONSIBILITIES**

**Employees** have a responsibility to participate in the performance appraisal process.

**Line Managers** have a responsibility to undertake regular support and supervision with employees and to conduct an annual formal performance appraisal with all permanent staff.

**People, Culture & Resources** will provide Line Managers with a quarterly update of when permanent staff are due for their next performance appraisal.

**PROCEDURES**

The performance appraisal process is a systematic process of employee support, development and performance feedback and is part of the employee supervision & support model/framework consisting of:

* Regular formal or informal employee supervision & support sessions/meetings with their line manager including: advice, support and guidance regarding the job role and requirements and behavioural aspects of the role, critical reflection, problem solving identification of employee development and training needs and the provision of information or resources that the employee may require to undertake their role.
* Team meetings are held on a regular basis to discuss various topics including service user support (care & placement plans), OH&S issues, and quality improvement ideas and initiatives.
* Formal performance appraisal meeting(s) which will provide a structured opportunity for the employee and their line manager to jointly evaluate the employee’s performance. A plan will be developed to address areas of identified need in relation to future training and development, career development and to provide assistance to employees in the improvement of their work practice.
* In addition to the above, informal/ad-hoc employee support and supervision often occurs on a “day to day” basis through the interactions between the employee and their line manager.

**Framework**

Each position within the organisation exists to provide a specific function designed to enable the organisation to meet its objectives, purposes and obligations. The function of each position is outlined in the Position Description. Each position within the organisation is interrelated and the nature of the relationships between the positions is outlined in the organisational chart.

The Position Description defines the key roles or functions of the position, outlines specific duties and responsibilities, and identifies key competencies and skills required for the position. Positions Descriptions are reviewed from time to time in accordance with the changing needs of the organisation.

In addition to the Position Description, many positions within the organisation have a Workplan. The Workplan outlines specific objectives and requirements of the position that are complementary to the Position Description. The objectives in the Workplan are often derived from broader program division objectives and incorporate elements of the organisation’s strategic plan. Workplans are developed and reviewed annually in accordance with the organisation’s annual planning cycle.

The Position Description, and where applicable, the Workplan, provides each employee with clearly articulated expectations about their role and the performance of their responsibilities. Both are referenced to the provision of services to service users in accordance with the appropriate Service Standards.

**The Performance Appraisal Process**

The review and monitoring of employee performance, training and development needs is an ongoing process comprising a number of interrelated activities.

**Supervision and Support Meetings**

Each employee in the organisation will participate in regular (formal and/or in-formal /ad-hoc) supervision and support meetings with their line manager.

The frequency of formal supervision and support meetings will vary according to the needs of each program area and individual needs of the employee, but as a minimum will occur at least once every 6 months. Accommodation & Support Services, Facility or Home care for the Aged, and Facility Based Respite and support workers and Team Leader has supervision & support discussions with each staff on an ongoing basis that are recorded (file notes). Please refer to the 2354 Employee Supervision & Support Policy for more information.

These meetings are designed to provide two-way feedback in order that the line manager and employee may monitor the employee’s performance, identify any specific training or development needs the employee may have, debrief, or discuss/problem solve particular issues related to the role and/or service user support and is a two-way process.

The meetings may follow the proforma for Employee Supervision and Support Meetings in the Forms directory.

A summary of significant issues and decisions arising from these meetings will be documented and a copy provided to the employee.

**Performance Appraisal Meetings**

The performance of each permanent employee will be formally reviewed annually at a Performance Appraisal Meeting. The Performance Appraisal Meeting will be conducted by the employee’s line manager.

A set format will be used for all Performance Appraisals.

The format will include:

* An assessment of the degree to which the employee meets key requirements and competencies of the role and, where applicable the objectives of the Workplan. This will include, but is not limited to, a self-assessment by the employee and an assessment by the employee’s line manager. Input from staff being supervised may also be included.
* An assessment of the degree to which the employee meets key behavioural criteria for the position. This will also include, but is not limited to, self-assessment and assessment by the employee’s line manager.
* Employee Development, Support and Training Priorities will be identified as part of the performance review process to build on strength areas, facilitate support and training needs, identify career development opportunities and provide assistance to the employee in the improvement of their work practice.
* The outcome of the Performance Appraisal Meeting will be documented and filed in the employee’s file.
* Performance reviews and progress toward development plans may be used to determine the employee’s preparedness for assuming higher level roles and responsibilities.

The line manager will provide the employee with a copy of the completed performance appraisal and email an electronic copy to the People, Culture & Resources Manager to record on the HR system as completed and printed to be retained in the staff member’s personnel file.

# Other Related Matters

# Appeals

An appeals process will be available if an employee has a grievance with the process or outcome of the review. A seven-day cooling off period will apply to this process.

**Storage and Access to Records**

Individual employee documents/records relating to the Performance Appraisal Program are confidential. Access to an individual employee’s record is only available to the employee, their line manager/s or the Chief Executive Officer. The employee is required to give 24 hours notice to the employer to gain access to the record. Access to the record by the employee will be supervised by the employer.

**Remuneration**

The employee performance appraisal program will not be linked to employee salary levels or classifications.

**Discipline**

For matters relating to employee discipline a separate Disciplinary Procedure will be followed as described in the relevant Award, agreement or employment contract. Information from the Performance Appraisal Program may be used to support the disciplinary process.

In the event that the disciplinary process is in process with an employee then the Performance Appraisals Process will be altered as follows. During the disciplinary process, the normally scheduled Supervision and Support Meetings will be suspended whilst the disciplinary process is followed and concluded.

However, the annual performance Appraisal Meeting will occur as normally scheduled in the event that a disciplinary process is in process.

**REFERENCES**

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|  | Industry Standard Reference | National Standards for Disability Services  DHS Standards  Home Care Standards  National Quality Framework  Education and Care Services National Regulations  Victorian Early Childhood Intervention (ECI) Standards 2016  Aged Care Quality Standards  Home and Community Care Standards |