PERFORMANCE APPRAISAL PROCEDURE

Performance appraisal is a system designed to improve the work performance of all staff and volunteers, and thereby the performance of the organisation in a fair and equitable environment.

Performance appraisal of all staff members must be undertaken annually. The Performance Appraisal process must be completed successfully before approval of an incremental progression from one pay point to the next within a classification.

Working in conjunction with the *Performance Management Policy*, this procedure assists managers to track performance management in a regular and systematic manner.

Education and Care Services National Law or Regulations (R. 82, 84, 155 and 168) NQS QA 4 and 7: Element 4.1.1, 4.1.2, 4.2.1, 4.2.2, 7.1.1, and 7.1.3 Staffing practices and procedures
Related Policies: Code of Conduct Policy Performance Management Policy

STEP 1: INDUCTION, ORIENTATION AND PROBATION PROGRAM		
1	Ensure all employees receive a job description according to the position of held at the time of employment to set clear expectations and requirements of the position.	
2	Employees will participate in *Probationary Meetings* that are scheduled during the first week of their employment	
3	The probationary period will be a minimum of 3 months	
4	At the end of the probationary period, feedback will be provided regarding performance and management will provide support and opportunities for setting professional development goals	

STEP 2: STAFF PERFORMANCE APPRAISALS		
1	Management will schedule regular and systematic Performance Appraisals for each employee every 12 months	
2	Performance Appraisal meetings are held with each employee to appraisal work performance and outline expectations and responsibilities, and set professional goals	
3	Management will record the employee's progress and if required, adjust their professional goals	
4	Employees are encouraged to speak with the Manager/Nominated Supervisor at any time if they have concerns or questions about their work performance	

STEP 3: SELF ASSESSMENT		
1	The Manager/Nominated Supervisor will provide sufficient time to staff to prepare for the Performance Appraisal meeting and along with a copy of the *Self-Assessment Form*.	
2	The Manager/Nominated Supervisor will provide each staff member with information about the Performance Appraisal meeting structure and process and request the staff member to reflect on their professional goals and work performance over the previous 12 months. Points for discussion may include: • self-reflection of performance • understanding of Code of Conduct • understanding and commitment to providing a child safe environment for all children (Child Protection, Mandatory Reporting, Child Safe Standards) • identifying highlight during the year • achievement of professional development • personal characteristics • job knowledge and work output • motivation • leadership opportunities • family relationships • administration skills • career aspirations • identification of challenges within the organisation/service	
3	The staff member will provide their completed s*elf-Assessment Form* to the Manager/Nominated Supervisor	

STEP 4: REVIEW OF EMPLOYEE FILE		
1	The Manager/Nominated Supervisor will conduct a review of the employee file. The following documentation will be checked: • Position Description • Verified copies of qualifications and testamurs required for the position • Copies of police checks and working with children's check • Copy of curriculum vitae or resume • Any previous Performance Appraisal documentation • Professional Development records • Records of completion of mandatory training (child safety and First Nations Cultural Awareness)	
2	The Manager/Nominated Supervisor will use the *Performance Appraisal Form – PART 1: Employee File Review* to document the information	

STEP 5: DURING THE PERFORMANCE APPRAISAL MEETING		
1	The Manager/Nominated Supervisor conducting the appraisal will utilise a *Performance Appraisal* form to record responses. This form will be prepared prior to the scheduled meeting for each staff member	
2	The Manager/Nominated Supervisor will listen actively and respond appropriately to the employee's responses and reflections. Respect will be given to each employee and time allocated for discussion. The following items will be discussed and documented: • Outcomes of review of the employee file and any actions required to ensure the file is up to date • *Employee Self-Assessment* • Supervisor feedback on performance over previous year • Performance objectives for the next year • Supports Required to achieve objectives over the year (e.g. Professional development, equipment, working hours, etc.) • Supervisor determination on incremental progression to next pay point within the classification	
3	The Manager/Nominated Supervisor will remain objective and balance constructive criticism with positive feedback towards achieving professional goals and job description.	
4	The Manager/Nominated Supervisor will raise the areas of responsibility or behaviour that have not been met. Promote active listening and remain flexible to reverse any initial conclusions about the staff member, as they may raise influences not previously considered.	
5	Provide opportunities for the staff member to openly share opinions regarding management support and job satisfaction or identifying any challenges within the service preventing continual improvement.	
6	Ensure the employee clearly understands their objectives and has a realistic picture of their career and pay prospects for the year ahead. Double check that they are satisfied they have been able to air any issues or concerns – the employee must leave the room feeling that they have been listened to.	
7	As confirmation that the staff member understands and agrees with all points and outcomes raised, ask them to sign the document in the space provided. Provide a copy of the Staff Performance Appraisal form for the staff member and keep the original copy in the staff member's record.	

STEP 6: MANAGING UNDERPERFORMANCE		
1	Should the Manager/Nominated Supervisor identify any areas of performance issues or concerns during the Performance Appraisal, the *Underperformance Management Procedure* should be implemented including the development of a *Performance Improvement Plan* if required.	
2	See: *Managing Staff Underperformance Procedure* for further information.	

EMPLOYEE APPEALS AND RE-APPRAISAL		
1	If an employee is not satisfied with the outcome and/or process of a Performance Appraisal an appeal can be lodged within a month of the Performance Appraisal meeting.	
2	The appeal must be lodged with the Manager. If the Manager is the supervisor who has conducted the Performance appraisal, the appeal should be lodged with CEO. The appeal should be in writing and should clearly state the grounds for which a re-appraisal is being requested.	