

	<b>ONE2ONE POLICY</b>			
	<b>Title</b>	Performance Management	<b>Policy No</b>	32
	<b>Indicator</b>	CM2 – Governance and Operational Management	<b>Review Date</b>	16/11/2020

## 1. PURPOSE AND SCOPE

This policy aims to support the supervisor with staff who are performing at a sub-standard level, providing an efficient, effective and equitable process to manage unsatisfactory performance in order to improve work performance through a constructive and cooperative approach.

This policy applies to all One2One permanent staff members, casual employees and employees within their probationary period.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One's supports and services.

## 2. POLICY CONTENT

### Informal Process

Concerns about unsatisfactory performance shall be considered and assessed (with an open mind) in the first instance by the employee's supervisor. If the supervisor determines that there may be evidence to the concerns, they will inform the employee of the alleged sub-optimal performance, the standards expected of the employee, and give examples of underperforming (ie. work examples, complaints or performance statistics) – ensuring the staff member has a clear understanding of what needs to change.

The supervisor may direct the employee to undertake any reasonable action, including participation in professional development activities to attain the desired standard of performance. If resolved at this stage no further action will be taken.

Where the informal steps have been unsuccessful or are inappropriate due to the serious nature of the allegation/s, the supervisor will advise the employee of the need to commence a formal Unsatisfactory Performance process, including the implementation of a Performance Improvement Plan.

### Formal Process – (Performance Improvement Plan)

When initiating a formal process the employee will be notified in writing of:

- the nature of the unsatisfactory performance,
- the performance required (examples of where standards are not currently being met),
- the possible disciplinary outcomes that may be instituted; and
- what the formal process entails.

The employee will be invited to a first 'formal' meeting with management (the supervisor may not be in attendance). The staff member may seek to engage a support person, and a senior/HR representative will attend as witness and note-taker.

The meeting outcome/s will be confirmed in writing, and the employee given reasonable time to improve performance (appx 6 – 8 wks). The supervisor will develop a Performance Improvement

Plan in conjunction with the employee. The Plan will detail performance expectations, performance standards required, expected outcomes, methods of assessment and anticipated timelines. The supervisor will hold regular review meetings and may be supported by Management.

If the unsatisfactory performance concerns are resolved during this period, the outcome will be recorded and no further action will be taken.

If, after the conclusion of the Performance Improvement Plan the unsatisfactory performance concerns remain unresolved, a report will detail the facts related to the unsatisfactory performance, strategies undertaken to address sub-standard performance and the reasons for any findings. The supervisor will review the process that has been undertaken and any response provided by the employee to ensure that all reasonable steps have been taken and will determine the appropriate course of action to be taken.

The CEO shall, before making a decision, satisfy themselves that the processes outlined in this policy has been followed and that the actions of the employee constitute unsatisfactory performance. Decisions of the CEO shall be provided to the employee in writing within seven (7) working days.

### **Casual employees**

A casual employee does not have a firm commitment in advance from an employer about how long they will be employed for, or the days (or hours) they will work. A casual employee also does not commit to all work an employer might offer.

A casual employee:

1. has no guaranteed hours of work
2. usually works irregular hours
3. doesn't get paid sick or annual leave
4. can end employment without notice, unless notice is required by a registered agreement, award or employment contract.

A casual employee working for One2One or any of the consumers in agreement with One2One who are employers must provide at least 24hours notice of termination. If an employee is dismissed due to serious misconduct, the employer is only obligated to pay you up to the time of dismissal.

### **Records**

Documentation relating to a formal process of resolving unsatisfactory performance will be placed on a formal restricted access file.

## **3. POLICY REVIEW**

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One