Performance Appraisal
Centre Manager

HiFlex Physio

Performance Definitions

Outstanding

Performance at this level is clearly unique and far in excess of established expectations. The employee consistently exceeds expectations in the outcomes achieved in work quality, quantity and timeliness. The employee exhibits leadership among peers in all dimensions of the field of work performed.

Significantly Exceeds Expectations

Performance at this level often exceeds established expectations and standards for work quality, quantity and timeliness. The employee exhibits mastery of most dimensions of the field of work performed.

Fully Capable

Performance at this level is satisfactory on the established expectations and standards for work quality, quantity, and timeliness. The employee competently achieves the requirements of the position.

Needs Improvement

Performance at this level is minimally capable and below the level expected of the employee. Improvement is required is significant dimensions of the job in order to meet the expectations and standards for work quality, quantity, and timeliness. The employee performing at this level may be denied merit increases until fully capable performance is demonstrated.

Unsatisfactory

Performance at this level is unaccceptable. The employee often fails to to achieve basic requirements of the position and has exhibited little or no improvemnt in job performance. the employee performing at this level should not be continued in this position; or where extenuating circumstances exist, should be retained only upon significant improvements within a fixed period tobe defined by the Employer.

Manager to retain original. Employee to retain copy.

1300 555 222 hiflexphysio.com.au 222 Wandoo St Brisbane 4000

Employee Name	Paul Thomas
Centre	Cairns
GM / HR	Laura Irish
Initiate Agreement	Date Completed 8/7/20XX Initials LI
6 Month Review	Date Completed 2/1/20X1 Initials LI
12 Month Appraisal	Date Completed 2/1/20X2 Initials LI
GM HR Comment - 6 Month Review	The numbers of your Centre are good and increasing in line with HO expectations. Your team needs more effective management and motivation. HO would like to see greater ideas from your Centre in tendering for innovative opportunities
Employee Comment - 6 Month Review	I have struggled in the role, it is very demanding and I have focused on the processes and not the people. I shall work hard to alter this to reflect a better performance.

12 Month Appraisal Performance Results (please tick appropriate response): Exceeds requirements Meets all requirements Meet some requirements Does not meet requirements	 ☐ ☐ ☑ ☐
GM HR Comment - 12 Month Review	Performance has improved but more work still needs to be done. Please continue to work on your relationships with your team and networks.
Employee Comment - 12 Month Review	I am gratified that you are seeing an improvement. I shall continue with the support of HR.
Upon completion **Employee Name** Paul thomas **Signature** Paul Thomas	 **GM HR Name** Laura Irish **Signature** Laura Irish
6 Month Review **Employee Name** Paul thomas **Signature** Paul Thomas	 **GM HR Name** Laura Irish **Signature** Laura Irish
12 Month Appraisal **Employee Name** Paul thomas **Signature** Paul Thomas	 **GM HR Name** Laura Irish **Signature** Laura Irish
Date review completed	2/1/20X2

1. Administration

Performance Factor	Performance From 5 (high) - 1 (low)	Comments
Planning	2	There seems to be little staff input into future opportunities
Problem Solving	3	Adequate
Organisation of Work	3	You need to spend more time leading by example and less in the office, to demonstrate to your team what you expect in customer service and networking.
Compliance	3	You are largely compliant to rules and regulations; however your Centre is not because the team under your direction is not.
Problem Solving and Decision Making	2	Your team needs greater involvement in this area.
Evaluation and Control	2	Again, communicating expectations to your team early is someting you need to work on.
Risk (Liability) Management	2	Relates to planning.

2. Interpersonal

Performance Factor	Performance From 5 (high) - 1 (low)	Comments
Oral Communication	2	Please encourage input from the team rather than just telling them. Informing is not enough to build the team
Written Communication	3	You follow up notices etc are good and clear
Coordination/ Collaboration	1	You need to work WITH the team, encouraging their input to gain ideas and 'buy in'
Supervisory Control	2	The 'late opening' complaint was a concern. You need to ensure that the organisational standards are met by your team consistently.
Leadership	2	Work is needed here, your communication skills are lacking. We will discuss this further at the up coming conference.
Staff Appraisal and Development	4	You did a good thorough job on your appraisals.

3. Individual

Performance Factor	Performance From 5 (high) - 1 (low)	Comments
Effort and Initiative	3	
Professional and Technical Competence	4	
Innovation	3	
Objectivity	3	
Credibility	3	
Flexibility	2	

4. Leadership

Performance Factor	Performance From 5 (high) - 1 (low)	Comments
Coaching	2	All of these are need improvement. We shall discuss at conference how HiFlex Physio can assist.
Empowering	2	
Modelling	2	
Team Building	2	
Visioning	2	
Self - Development	3	

Overall Evaluation

Please tick one	
Outstanding	
Significantly exceeds experctations	
Fully Capable	
Needs improvement	✓
Unsatisfactory	

What were the CEO's performance highlights in the past year?

The initial enthusiasm and ideas generated on your appointment

What could have improved in the CEO's performance in the past year?

Consistency of initial performance, HO will provide additional support and information to assist

What should be the CEO's performance goals for the next year?

To build the team, communication and networking

Evaluator's Signature: Laura Irish **Date:** 2/1/20X2

Centre Manager Signature: Paul Thomas **Date:** 2/1/20X2