Performance Management Policy and Procedures

HiFlex Physio

PERFORMANCE MANAGEMENT POLICY

HiFlex Physio adheres to the disciplinary process set by the Fair Work Ombudsman (FWO). This performance management policy outlines how underperformance will be managed and the possible consequences of underperformance. For more information and advice about managing performance and warnings visit:

- https://www.fairwork.gov.au/employee-entitlements/managing-performance-and-warnings

This policy aims to encourage HiFlex Physio to continually grow and develop by having a transparent performance-based program. The performance management policy and procedures contribute not only to the success of the business but also of individual staff members.

PERFORMANCE MANAGEMENT PROCESS

HiFlex Physio will follow the steps provided below for the Planning and Evaluation stages of the Performance Management Period.

Planning

1. Identify the relevant objectives for the performance period

2. Actionable KPIs and Performance Targets must be set and communicated to relevant personnel

3. Ensure documentation on the relevant information is accessible to personnel involved

Evaluation

1. Human Resources or the Supervisors must maintain regular communication with the staff members involved

2. Documentation relevant to the objectives and KPIs must be recorded in compliance with the Documentation Policy and Procedures

3. Performance must be regularly monitored at set intervals

4. Performance assessment must be recorded in relevant documentation (e.g. Personal Development Plans, Employee Performance Reports, Monitoring Sheets)

5. Feedback and necessary support must be provided to staff members

Performance Assessment

Define the purpose of the individual's job.

1. Enumerate the duties of the individual.

2. List the responsibilities of the individual.

3. Set performance goals with measurable outcomes.

4. Outline the priority of each job responsibility and goal.

5. Establish performance standards for key components of the job.

6. Facilitate meetings for feedback focusing on both positive and negative aspects of the individual's performance

7. Document each performance appraisal and critical incident reports.

8. Consider the feedback from the employee's peers, customers, and subordinates.

9. Develop an improvement plan for individuals who are not meeting expectations.

10. Administer coaching sessions to provide positive and constructive feedback

Definition of Underperformance

As defined by FWO, poor performance entails an employee is not doing their job or behaving in accordance with organisational policies and procedures. This includes the following scenarios:

- When an employee is not working according to the required standard or neglecting to do their job.
- When an employee completely disregards workplace policies, rules, or procedures.
- When an employee displays unacceptable behaviour, like telling inappropriate jokes.
- When an employee displays disruptive or negative behaviour at work, like constantly speaking negatively about the company.

Definition of Serious Misconduct

As listed by FWO, the following scenarios are considered to be serious misconduct:

- Theft
- Fraud
- Assault
- Being drunk at work

- Refusing to carry out work duties

Preventive Action Process

HiFlex Physio follow the steps outline by FWO to help prevent underperformance:

1. Document behavioural and outcome expectations in position descriptions.

2. Manage any issues as soon as possible

3. Conduct regular performance reviews that defines expectations from the start

4. Promote open communication channel between employees and their manager or employer to discuss any questions or concerns they might have

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Dealing with Underperformance

A consultation must take place between an underperforming employee and the supervisor/manager to discuss the situation. This meeting must consist of the following action items.

1. Clarifying the issues or concerns at hand

2. Actively listening to the employee's explanation

3. Discussing options for a solution to be agreed upon by both parties

4. Agreeing on an option as an appeasement or solution

5. Plotting clear and reasonable steps for improvement or prevention of the issue from reoccurring

6. Documenting the meeting minutes, outcomes, and further action items, if necessary

Continuance of Underperformance

If an employee continues to misbehave or underperform, these are options the management may take:

1. Set up another meeting with the underperforming employee

2. Transfer the employee to another position or providing additional training

3. Issue a written warning

4. Termination should only be considered as a final resort and done after advice has been sought from an employer association or lawyer

5. Upon termination, ensure that the employee:

- isn't being Unfairly dismissed
- is given the right Notice of termination
- is given the right Final pay

Legal Frameworks

HiFlex Physio adheres to legal frameworks consisting legislation and regulations that govern the relationship between the organisation's management and its employees. A well-established legal framework is the foundation of an environment that is conducive to health and wellness to both its employees and clients

Legislation / Regulation	Requirement
Privacy Regulation 2013	Organisations must not disclose sensitive information of their staff members to unauthorised parties. Employees who do not follow this may merit organisational and legal consequences. The Privacy Regulations lists exceptions.
Equal Employment Opportunity Act (Commonwealth Authorities) 1987	Organisations must not discriminate against staff members, evaluating one differently from others based on biases against, for example, the staff member's cultural background.
Fair Work Act 2009	Organisations must follow proper procedures when dismissing any employee. This includes making employees aware (such as through employee handbooks) of what actions will merit dismissal from the organisation.
Work Health and Safety (WHS) Regulation 2011 Identifying Hazards	Organisations must manage risks to health and safety. This may include setting safety requirements for employees within the organisation. Not following these safety requirements may merit dismissal from the organisation.

Version Control & Document History

Date	Summary of modifications	Version
2020	Version 1.0 produced.	1.0
20 June 2022	• Added procedures for general Performance Management planning and evaluation. • Adjusted wording of introduction to Performance Assessment.	1.1

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