



PERFORMANCE APPRAISAL POLICY

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Drafted by:	Strategic Finance Executive	Board approval on:	June 2023
Responsible Person:	Strategic Finance Executive	Scheduled Review Date:	June 2024

INTRODUCTION

Big Yellow Umbrella's Performance Appraisal process has been designed to provide a vital link between its Strategic Plan, Values and guiding principles, and individual staff members and their job descriptions. It is also designed to ensure that goals and objectives flow in a top-down manner to the personal objectives of each individual. It is integral to fostering an engaged and productive workforce, recognising, and rewarding good performance, and managing under-performance.

PURPOSE

The purpose of this Policies and Procedures is to ensure that a consistent approach is followed for conducting Performance Appraisals and that job-related skill, knowledge, and staff competencies and behaviours are evaluated and compared against set standards and business objectives.

POLICIES

At Big Yellow Umbrella our total performance encompasses Our Values and our Achievements against mutually agreed objectives.

TOTAL PERFORMANCE =

OUR VALUES (Behaviours & competencies) + OUR OBJECTIVES (Achievements.)

Our performance cycle fits into our business cycles and involves four key stages:

- 1) Budget approval
- 2) Mutually setting tasks, competencies, and objectives.
- 3) Progress review which is used to help us achieve our yearly performance target.
- 4) Annual performance review

PURPOSE OF PERFORMANCE APPRAISALS

Annual performance appraisals seek to:

- Clarify any issues relevant to the employee's job description and performance standards.
- Identify the employee's strengths.
- Identify areas where the employee needs to improve.
- Discuss employee's self-assessment and ranking.
- Develop Goals and Objectives work plan for 12 months.
- Discuss training and development needs and develop a plan.
- Identify and confirm the actions to be taken to improve performance.

<https://hrfocus1.sharepoint.com/sites/SUPPORT/Shared Documents/CLIENT WIP/Big Yellow Umbrella/Our Culture/New Policies/rewhspoliciesbyu/Performance Appraisal Policy.doc>

OUR STRATEGIC VALUES

Community Focused

Understanding the community and their needs through ongoing consultation, involving the community, focusing on providing programs and services that are needed and that will enhance the lives of residents in the community.

Forward Thinking and Innovative

Embracing change and responding to the changing needs of the community, open to new ideas and innovative programs.

Respectful and Inclusive

Developing services for people of all ages, backgrounds, and circumstances, culturally appropriate, valuing diversity and respecting differences, ensuring access and equity in provision of services, information, and employment.

Professional and Accountable

Focusing on quality and continuous improvement, accountability to all stakeholders, valuing staff, and volunteers, building collaborative partnerships.

KEY COMPETENCIES (as listed in staff position descriptions)

Planning, scheduling, and organisation

Attention to detail.

Information / data collection and monitoring.

Analysing and solving problems.

Communication skills.

Be an effective member of the team.

Confidentiality and integrity.

This Performance Appraisal process will apply to all staff.

RESPONSIBILITIES

The Chief Operations Manager and the Strategic Finance Executive are responsible for the implementation and monitoring of all aspects of these Policies and Procedures.

All staff are responsible for ensuring they fully comply with these Policies and Procedures.

The Chief Operations Manager and the Strategic Finance Executive are in charge of different BYU staff members and in relation to these staff are responsible for:

- setting reasonable performance goals, standards, and deadlines in line with program guidelines.
- reviewing a staff member's role and changing it if workflow is becoming unmanageable.
- informing staff about unsatisfactory work performance in an honest, fair, and constructive way that allows for mutual discourse.
- being objective and confidential when discussing sensitive issues
- ensuring staff position descriptions are up-to-date and reflect their current roles.
- seeking regular feedback from staff about their health and wellbeing

- providing staff with the resources, information, and the training they need to carry out their work safely and effectively.

All staff are required to:

- participate openly and honestly in planning and assessing their own performance objectives and receiving feedback from their direct manager.

Employees have the right to contact BYU's Board of Management if they have been directly or indirectly discriminated against in the performance appraisal process or they have any other related concerns.

PROCEDURES

All Performance Appraisals will be based on current position descriptions, [staff supervision templates](#), and work plans that have been agreed on by management and staff. The focus of the appraisal will be on behaviours, competencies and achievements as described above. A [Performance Appraisal Checklist](#) outlines this process.

The BYU Performance Appraisal process will follow the following steps:

Step 1: Prior to the Staff Appraisal

- Management will issue a [Performance Review and Development Plan V.1](#) or [V.2](#) (as attached) and agree on a date for the meeting at least one week in advance.
- The staff members will complete Section One of the plan – Self Appraisal prior to the meeting and rate their answers using the Objective Rating scale at the beginning of the plan. The completed plan is to be returned to management prior to the appraisal, to allow time for the responses to be looked at.
- Management will review the completed Self Appraisal, current job description and work plans in preparation for the meeting.

Step 2: During the Staff Appraisal – In Review

- Management and the staff members will discuss the self-assessment questions and their rating to determine the level of performance.
- The values and objectives of the role as outlined in the staff member's position description will be discussed, assessed, and rated as per the [Performance Review and Development Plan](#).
- A summary of the outcomes, including strengths and weaknesses of the staff members and the priorities for the following year will then be recorded on the Performance Review and Development Plan.

Step 3: During the Staff Appraisal – Future Planning

- The staff members together with management will decide on three or four goals / objectives that they are aiming to achieve over the ensuing twelve months (or less depending on the performance needs). These are listed in Section Two Goals and Objectives Setting For the Next Period of the [Performance Review and Development Plan](#).
- The staff members together with management will agree on how success will be measured in completing the goals / objectives. An assessment criterion and / or Key Performance Indicators will be determined for each of the goals in line with the needs of the program as well as the development of the staff member. These are to be recorded in the table in Section Two – Goals and Objectives Setting for the Next Period (Performance Review and Development Plan).
- Target dates, review results and comments are to be recorded on the table in Section Two – Goals and Objectives Setting for the Next Period (Performance Review and Development Plan).
- In consideration of the needs of the organisation and the recorded goals and objectives, the staff and management need to detail the skills, knowledge or attitudes the employee needs to develop in order to meet future requirements. Training and development needs are to be recorded in Section Three – Learning and Development Needs (Performance Review and Development Plan) and an Action Plan

agreed to that covers the plan, training programs and work assignments which will assist in increasing the employee's overall effectiveness. It is important as part of the plan that a review cycle is set up with specific dates.

- It is essential that the Performance Review and Development Plan is signed and dated by both staff and management.

Step 4: After the Performance Appraisal

- It is important to organise a review meeting between the employee and management halfway through the annual performance cycle to:
 - Ensure the staff member is on track to achieve their goals and objectives.
 - To offer the staff members any additional assistance such as training to help them achieve their goals and objectives.
 - To change any goals and objectives in line with changes to Big Yellow Umbrella's strategic focus and program design.
 - All related changes and additions must be recorded in [the Performance Review and Development Plan](#), signed, and dated by management and staff.

Step 5: Preparing for Future Annual Performance Appraisals

- At the end of the Performance Appraisal annual cycle, the staff members will meet again with management to review their goals and objectives. Steps 1 to 3 above will be followed using the [Performance Review and Development Plan](#) and ranking system.
- A new Goals and Objectives work plan from the Performance Review and Development Plan is to be developed each year.

All official documents must be signed by both management and staff. An authorised copy of the completed documentation will be placed on the staff member's personnel file and a copy provided to the staff member.

The signed and authorised Performance Appraisal documentation is a mutual commitment by both parties to support implementation of the agreed actions.

Where Big Yellow Umbrella provides the agreed support and the staff member, without any reasonable explanation, is unable to meet the objectives, performance management procedures may be initiated.

RELATED DOCUMENTS
Access and Equity Policy
Alone (Working alone) Policy
Australian Human Rights Commission (AHRC)
Bullying & Harassment Policy
Code of Conduct Policy
Complaints Management Policy
Confidentiality and Declaration Policy
Conflict of Interest Policy
COVID Policy
Disclosure of Information
Dress Code Policy
Drug and Alcohol Policy
Fair Work Act (2009)
Fitness to Work Policy

Performance Appraisal Checklist
Performance Management
Performance Review and Development Plan V.1
Performance Review and Development Plan V.2
Police Checks
Privacy Policy
Recruitment Policy
Risk Management Policy
Salary Sacrifice Policy
Secondary Employment Policy
Smoking Policy
Staff Induction Policy
Staff Leave Policy
Staff Supervision Template
The Equal Opportunity Act (1995)
TIL Policy
The <i>Sex Discrimination Act 1984</i> (Cth) (Sex Discrimination Act)
Travel Reimbursement Policy
Unpaid Leave Policy
WHS Policy
Working from Home Policy

AUTHORISATION

The Board of Big Yellow Umbrella has reviewed and approved this policy.

Signature of Board Secretary: _____

Date of approval by the Board: _____

On behalf of the Big Yellow Umbrella