



Performance Management Policy and Procedure

Overview

Green Leaf Café staff will use this policy and procedure for managing performance of staff whether permanent, full-time, part-time, fixed-term contract, casual or project-based.

Policy Number: 2021909

Policy Date: 06/08/2021

Purpose

The purpose of this policy and procedure is to provide guidelines that clearly communicate to Green Leaf Café staff the requirements for performance managing staff.

Scope

The *Performance Management Policy and Procedure* is applicable to all employees who are involved in performance management of staff permanent, full-time, part-time, fixed-term contract, casual or project-based.

Policy

Green Leaf Café 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>

Procedure

The organisation has established a guide for the performance management and review processes. The following steps are taken with the participation and cooperation of your team members:

- 1) Define the purpose of the individual's job
- 2) Enumerate the duties of the individual
- 3) List the responsibilities of the individual
- 4) Set performance goals with measurable outcomes
- 5) Outline the priority of each job responsibility and goal
- 6) Establish performance standards for key components of the job
- 7) Facilitate meetings for feedback focusing on both positive and negative aspects of the individual's performance
- 8) Document each performance appraisal and critical incident reports
- 9) Consider the feedback from the employee's peers, customers, and subordinates
- 10) Develop an improvement plan for individuals who are not meeting expectations
- 11) 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

Green Leaf Café 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.

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, the following 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 and is given the right final pay.

Legal frameworks

Green Leaf Café adheres to legal frameworks consisting of 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 customers. These are explained in the following table.

Legislation/Regulation	Requirement
Privacy Regulations 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 Act 2011	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.