PERFORMANCE ACHIEVEMENT PLANS

POLICY NUMBER NDIS STAFF 5

INTENT

The purpose of Performance Achievement Plans is to ensure there is a process in place to measure staff performance achievements and strengths, identify areas of improvement and specify training needs and this process should be considered part of the individual's personal development process.

DEFINITIONS

Performance Achievement Plans: *An analysis of an employee's work habits undertaken at a fixed point in time to determine the degree to which stated objectives and expectations have been reached and to identify any actions required within specified timeframes.*

POLICY STATEMENTS

Real Living Options Association Inc. believes that the Performance Achievement Plan process is a positive management approach to ensuring that employees remain competent in their jobs and that they also have an opportunity to develop their skills**.**

PROCEDURES

Office Staff

- A Performance Achievement Plan will be developed within one week of the 3 months initial employment probationary expiry date.
- An ongoing Performance Achievement Plan will be developed annually within one month of each employee's 3 months probationary period anniversary.
- The Performance Achievement Plan may include input from Participants, their Representative/Nominees, Management Committee and other staff where appropriate.
- Future development and training activities will be identified and included in the Training Needs Register so that where possible they can be planned for the year.
- Any gaps or deficiencies in performance shall be discussed at the review and strategies developed to overcome these shortfalls which are to be included in the Performance Achievement Plan.
- The employee will be given a period of time following the review to provide feedback on the review in writing.
- All Performance Achievement Plans are to be signed by both the employee and the reviewer/s present.
- All office staff Performance Achievement Plans will be reported to the Management Committee to be noted.

Lifestyle Assistants

- Lifestyle Assistants will receive ongoing supervision and support throughout their employment with Real Living Options Association Inc.
- All new Lifestyle Assistants will meet with the Support Manager and/or the Senior Support Facilitator when they have been employed for a period of 3 months to check on how they are going and whether they require any additional training or support.
- Performance Achievement Plans for Lifestyle Assistant will be scheduled annually.
- Lifestyle Assistants will be required to complete an Annual Performance Feedback Survey and will be asked to make a time to meet with the Support Manager via MS Teams to discuss their feedback and ongoing employment.
- Future development and training activities will be identified so that where possible they can be planned for the year.
- Any gaps in performance shall be discussed at the Performance Achievement Plan meeting and strategies developed to overcome these shortfalls are to be included in the Performance Achievement Plan.
- A copy of the performance Achievement Plan will be emailed to the Lifestyle Assistant to be reviewed, signed and returned to the Support Manager.
- There may be times when the Support Manager and/or Senior Support Facilitator request to meet with a Lifestyle Assistant to discuss performance issues or feedback from Participants and/or families that is outside of the Annual Performance Plan. The Support Manager and/or Senior Support Facilitator will make time to meet with a Lifestyle Assistant within 5 days of a request being made by phone, email or text, giving consideration to the urgency of the request.

DELEGATIONS

Management Committee

- Conducts the General Managers Performance Achievement Plan

General Manager

The general Manager is responsible for:

- Ensuring as far as practicable that all annual Performance Achievement Plans of staff working under their direction are conducted.
- Reporting to the Management Committee on the scheduled and completed Achievement Plans.

Support Manager

The Support Manager is responsible for:

- Meeting with new Lifestyle Assistants once they have been employed for a period of 3 months.
- Conducting annual Performance Achievement Plans for Lifestyle Assistants.

- Documenting the outcome from the Annual Performance Achievement Plans conducted.
- Ensuring as far as practicable that Performance Achievement Plans are undertaken for all employees in the office Support Team.
- Ensuring as far as practicable all staff files are updated.

Senior Support Facilitator

The Senior Support Facilitator is responsible for:

- Assisting the Support Manager with the Performance Achievement Plans of the Support Team Members.

RELATED DOCUMENTATION

Performance Achievement Plans
Position Description for each position
Terms of Employment for each position
Detailed duties list for each position
LA Performance Achievement Plan Feedback Form

REFERENCES

NDIS Practice Standards and Quality Indicators

AMENDMENTS/REVIEWS

Amended 07.06.2012, Amended 05.12.2013, Amended 04.08.2016, Amended 22.02.18, Amended 28.07.22, Amended 04.07.24