



## Managing Unsatisfactory Performance Policy

Policy number	28	Version	2
Drafted by	President	Responsible Person	President
Approved by	10/07/2019	Review Timetable	Every 2 years
Committee on			
<b>Review History:</b>			
Date: 14/7/2020		By: Secretary	
Date: 21/9/2022		By: President	

### PURPOSE

This policy sets out the policy and process for dealing with unsatisfactory performance of employees within Gallipoli Barracks Community Centre.

### SCOPE

This policy applies to all employees of Gallipoli Barracks Community Centre, except casual employees and employees within their probationary period.


### POLICY

Where Gallipoli Barracks Community Centre identifies unsatisfactory performance, Gallipoli Barracks Community Centre will take action to address the performance issues. Action taken to address unsatisfactory work performance will be consistent with the principles of procedural fairness.

Where, over time, an employee has failed to achieve the standards set by the organisation, or has acted in a manner which is contrary to the required codes of conduct, they should be advised of the organisation's requirements in these matters.

In order to maximise the potential of employees, it is important to provide feedback on the way they are undertaking their tasks, to coach them to achieve better performance on the job, and to counsel them when problems occur.

### AUTHORISATION

  
Committee Secretary  
Date: 01/06/2023





## Managing Unsatisfactory Performance Procedure

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### RESPONSIBILITIES

The **President and Secretary** are responsible for ensuring that:

- They consult with the committee and employees where serious performance issues arise, and especially where termination of employment is contemplated; and
- All documentation is completed to ensure employees receive their correct entitlements upon termination of their employment.

The **Committee** is responsible for ensuring that:

- Employees are aware of the performance standards expected of them; and
- They discuss performance issues with employees as and when they arise and listen to any mitigating factors presented by the employees.

**Employees** are responsible for ensuring that they:

- Discuss performance issues or difficulties with their supervisors/manager as and when they arise;
- Seek assistance in the performance of their duties, if necessary; and
- Make every effort to improve their work performance where performance issues are raised.

### PROCESSES

#### ***Prior to commencing a formal underperformance process***

Prior to commencing any formal unsatisfactory work performance process, the President must attempt to informally discuss the performance issues with the employee.

The President must consider organisational or personal factors that play a role in the employee's unsatisfactory work performance and consider alternatives to the unsatisfactory work performance process to address the problem.

Unsatisfactory work performance should be addressed as and when it arises to provide employees with support and assistance to improve their performance at the earliest

opportunity. The President should not wait until an employee's end of cycle performance review to address issues of unsatisfactory work performance.

### ***Formal process***

Where Gallipoli Barracks Community Centre considers that informal attempts to address the employee's unsatisfactory work performance have been unsuccessful, Gallipoli Barracks Community Centre may proceed to manage the employee's unsatisfactory work performance through a formal process.

Measures which may be used in the formal management of an employee's unsatisfactory work performance include, but are not limited to:

- Increased supervision;
- Changes to the employee's performance plan;
- Mentoring;
- Training and professional development;
- Increased feedback; and
- Coaching.

The formal process for the management of an employee's unsatisfactory work performance is:

- Stage One – formal counselling
- Stage Two – formal written warning
- Stage Three – final written warning

### ***Stage One – Formal Counselling***

The first stage of formal management of unsatisfactory work performance is formal counselling of the employee.

The employee will be advised of any consequences of not improving their performance within a reasonable period of time and of engaging in any further unsatisfactory work performance.

A written record of the formal counselling session will be placed on the employee's personnel file.

### ***Stage Two – Formal Written Warning***

If the employee's work performance has not improved within a reasonable period of time following formal counselling in accordance with Stage One of the process set out in this policy, or if the employee engages in further unsatisfactory work performance, the employee will be given a formal written warning.

The formal written warning must indicate:

- the standard of performance expected of the employee;
- where and how the employee is not meeting this standard;
- the consequences if the employee fails to improve their performance.

The written warning will be placed on the employee's personnel file.

### ***Stage Three – Final Written Warning***

If the employee's work performance has not improved within a reasonable period of time following receipt of a formal written warning in accordance with Stage Two of the process set out in this policy, or if the employee engages in further unsatisfactory work performance, the employee will be given a final written warning.

The final written warning must indicate:

- the standard of performance expected of the employee;
- where and how the employee is not meeting this standard;
- the consequences if the employee fails to improve their performance, including that the employee's employment may be terminated by Gallipoli Barracks Community Centre.

The final warning will be placed on the employee's personnel file.

At each of stages one, two and three of the formal process, Gallipoli Barracks Community Centre will provide the employee with an opportunity to respond.

#### Termination of the employee's employment

Gallipoli Barracks Community Centre may terminate the employee's employment for unsatisfactory work performance if stages one, two and three of the formal process have been followed. Notice of termination will be advised to the employee in writing and a copy of the notice will be placed on the employee's personnel file.

If a Supervisor/Manager considers that termination of employment may be necessary, they must contact the Human Resources Department immediately to discuss their view.

### **RELATED DOCUMENTS**

- Fair Work Section of the Policies and Procedures manual.

### **LEGISLATION & AWARDS**

- Fair Work Act 2009
- Fair Work Regulations 2009
- Social and Community Services Award 2010

### **AUTHORISATION**



Committee President

Date

1/6/2023