

## **Performance Development Policy**

### **Policy overview**

The Policy sets out the guidelines for the resolution of performance related issues in the workplace.

### **What do I need to do?**

You need to read the policy carefully. You will receive some education on the policy and how it is implemented during your time here at K1 Payroll Pty Ltd.

### **Policy and further information**

To the extent that the contents of the Performance Development Policy refers to obligations on K1 Payroll Pty Ltd, they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely.

Your manager is available to assist with any queries you have relating to the policy.

## **Performance Development Policy**

### **Counselling and resolution of performance issues**

Where performance issues or concerns are identified K1 Payroll Pty Ltd may, at its discretion, take some or all of the steps below:

- Informal counselling.
- Formal performance management procedure.
- Disciplinary action.
- Verbal and written warnings.
- Performance improvement plans.
- Dismissal.

### **Informal counselling**

Informal counselling is appropriate to prevent minor issues or incidents from becoming major incidents. It allows Managers to identify the early indications of reduced performance and investigate the causes.

When conducting an informal counselling session, K1 Payroll Pty Ltd aims to:

- Ensure that the meeting is held in a supportive environment;
- Ensure that the performance issue, evidence highlighting the issue(s), and the period of the issue(s) are clearly stated and understood by the staff member;
- Ensure that the staff member has a reasonable opportunity to respond to the issue(s) identified by K1 Payroll Pty Ltd;
- Investigate the likely causes, be they unclear understanding of requirements, knowledge issues, team issues, personal issues or other causes;
- Reiterate our required performance and plan for improvement with the staff member, ensuring that the staff member has adequate opportunity to reflect and provide input and then attaching a realistic timeframe for review;
- Inform the staff member that further instances of similar performance or failure to improve will lead further investigation and possibly to a formal assessment of their role may impact on their continuing employment; and
- Keep a log of the counselling session details in a diary or the staff member's file.

### **Formal disciplinary management procedure**

Disciplinary action can occur at any stage of employment, either before, during or after the informal counselling referred to above.

The type of disciplinary action will be affected by the misconduct involved, and the nature of disciplinary action may include:

- Verbal or written warnings;
- Suspension, or demotion; and/or
- Termination of employment, with or without notice.

Termination of employment will generally occur after the issues relating to performance have been raised with the employee, but this does not always need to occur (for example, if the conduct is serious, or the concern is known to the employee, or it is not possible or necessary to raise it with him or her).

Failure by a staff member to meet the required standards of conduct will result in K1 Payroll Pty Ltd initiating a formal disciplinary management procedure. The objective of the procedure is to:

- Put the concerns regarding the performance to the staff member;
- Provide the staff member with an opportunity to respond to those concerns;
- Consider the staff member's response and decide whether the alleged misconduct is substantiated.

If the alleged misconduct is substantiated:

- A first and final written warning may be issued;
- Termination with notice; and/or
- Summary dismissal may result (e.g.: harm to a child/wilful neglect, or other serious misconduct).

### **Performance improvement Plan**

The objective of a performance improvement plan is to improve the staff member's performance by setting goals and to allow for close monitoring of on-going performance:

- Develop and record realistic measures to the action plan that will allow for improvement and for effective evaluation of the staff member's performance
- Communicate with the staff member and record the consequences that the staff member will face if the agreed action plan measures are not achieved
- Set a timetable for review that is appropriate to the circumstances
- Ensure that the timetable and the accompanying support measures gives the staff member a reasonable opportunity to meet the action plan requirements
- Issue the staff member with a written warning if appropriate
- At the end of the review period, decide whether to:
  - Allow the staff member to resume working in the normal way
  - Extend the performance improvement plan
  - Dismiss the staff member (with or without notice).

## **Warnings**

Written or verbal warnings may be issued as a part of the above procedures.

Where they are issued, they may outline what the employee is required to do, the applicable time periods, and what consequences may be involved for the employee if the performance standards are not achieved.

However, it is important to note that K1 Payroll Pty Ltd is not obliged to issue written warnings, or any number of them (whether as a first and final warning, or two or three warnings) before a disciplinary response occurs.

Dismissal must always be accompanied by a letter setting out the grounds for the dismissal and the amount of notice or pay instead of notice provided (if any) as well as any relevant information as required by law.