

The Junction Club House Cairns Ltd		
Policy: Performance Support and Reviews		
Policy number: JQS.P6.9. v2		Date adopted: 26/06/2018
Authorised by: The Board		
Date last reviewed: 24/03/2022	Reviewed by: Quality Review Panel	Date of next review: 24/03/2024
Related documents:		
Related policies and procedures, How To Task Lists, forms, registers or other organisational documents of The Junction	<ul style="list-style-type: none"> Annual Employee Appraisal and Feedback form (JQS.F1.41) 	
Other standards	<ul style="list-style-type: none"> National Mental Health Standards The International Standards for Clubhouse programs NDIS Practice Standards 	
Legislation or other requirements	<ul style="list-style-type: none"> Work Health & Safety Act 2011 Work Health and Safety Regulation 2011 	

1. Purpose

The purpose of performance support and review are to continuously improve and ensure accountability in work performance. It is an ongoing process. The Junction will ensure that employees are supported in their development to align their work goals with the goals of The Junction and its members, and in their productivity.

2. Scope

The Junction Quality System (JQS)

This policy applies to all employees, members, contractors, volunteers, and visitors involved in the operations of The Junction.

3. Policy statement

The Junction believes a key component of developing employees is a well-executed review system incorporating elements such as regular one-to-one meetings, through to performance appraisals and processes to manage underperformance. We will take a strategic approach to ensure its effectiveness by continuously improving the performance of employees and by developing the capabilities of The Junction team.

We are committed to ensuring that all employees:

- Have a clear understanding of the work they are required to complete
- Are clear about The Junction's expectations and requirements of their performance
- Are provided with adequate direction and support in their work
- Perform their role to the best of their abilities
- Are accountable for the quality and outcomes of their work
- Take part in informal and formal meetings regarding their progress and performance

4. Procedures

Open, two-way discussion is encouraged during the following procedures:

4.1 Supervision

Employees can choose informal supervision as needed and participate in annual reviews. Supervision sessions are structured to enable the employee and The Director to:

- Identify and agree on goals, work plans or tasks
- Discuss any issues of concern or barriers to performing required duties
- Discuss strategies or actions for achieving desired outcomes
- Set priorities for the coming period
- Identify any professional development or training needs

Supervision is to be documented and kept on the employee's HR file. The employee will have a copy and should bring this copy to each meeting.

4.2 Annual Performance Review

All employees will undergo a formal performance review with The Director once a year. The following procedures will apply:

1. The Line Manager and the employee agree on the date for a performance appraisal meeting to allow time to prepare
2. The Line Manager and employee will meet and openly and constructively discuss performance over the period

The Junction Quality System (JQS)

3. The Line Manager and the employee will agree any objectives and outcomes for the next appraisal period
4. Training and development needs will be considered as part of the process
5. Notes should be taken of the meeting, using the Annual Employee Appraisal and Feedback form (JQS.F1.41), and signed by the employee and the Line Manager. A copy is to be placed in the employee's HR file
6. Outside of this formal process, employees are encouraged to raise any issues they have when they arise
7. When warranted, The Junction will use performance management to improve an employee's work performance

Note: If employees with a disability that requires reasonable adjustments to be made to the workplace or job to enable them to work safely and productively, they should raise this with the Director. The Junction will only refuse such requests on reasonable business grounds. Refer to Equal Employment Opportunity (EEO) and Anti-bullying policy (JQS.P6.6 v2) – Item 4.2 Reasonable Adjustment.

5. Review processes

Policy review frequency: Bi-Annually (2 yrs)	Responsibility for review: The Quality Review Panel
Review process: Director of Operations as Chair of the Quality Review Panel convenes the panel to conduct reviews.	
Documentation and Communication: All policy decisions will be documented and communicated through the Quality System Review Panel observing the Document control HTTL. Note: add version number after review.	