## Performance Management and Discipline Policy

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| **Version:** 001 |
| **Date approved:** |
| **Date of review:** |
| **Authority to amend: Board** |
| **Related documents**  *National Standards for Volunteer Involvement*  *Small Business Fair Dismissal Code*  *Performance Review Policy* |

ABCD undertakes to assist all workers (employees and volunteers) maintain and improve their performance through review, support and management systems. These systems are aimed at ensuring workers are treated fairly and that they are provided every opportunity to meet the standards required in their work areas.

The purpose of performance management is to ensure that workers achieve and maintain expected performance standards. In order to encourage good performance, all workers will be provided with regular feedback on their work (see *Performance Review Policy)*. Where there are concerns about performance, ABCD is committed to providing all workers with prompt performance management aimed at addressing poor performance.

It is the responsibility of the Manager to oversee the performance management of workers. The Board is responsible for the performance management of the Manager.

The Manager may choose between informal or formal performance management procedures, depending upon the severity and circumstances of the concern.

Informal performance management refers to verbal discussions between a manager and a worker over performance, work standards or other performance related issues.

Formal performance management refers to a face-to-face meeting that may result in a written document to record the discussion and its outcomes, which may include a formal warning.

In both formal and informal processes, workers will be:

* provided with clear feedback at an early stage
* invited to discuss matters impacting on performance
* engaged with the Manager in a plan for performance improvement
* provided with an opportunity to reach appropriate work standards.

Workers may have a support person or union representative present during a formal performance management meeting.

ABCD will maintain its integrity and service to its customers and partners by ensuring operational standards are met. Consistent with this, workers who fail to respond to performance management after due process has been followed, and continue to show poor performance or conduct, may be subject to disciplinary action, including having their engagement with ABCD terminated.

### Disciplinary action and termination

Any disciplinary action will be fair, reasonable and documented, taking into consideration the severity and nature of the offence and the worker's performance record. Disciplinary action can include: required counselling or training; restricted or transferred duties; demotion; warnings; or termination.

Excluding grounds for summary dismissal, all decisions to terminate a paid employee’s employment will be made by the Board of Management.

Excluding grounds for summary dismissal, all decisions to terminate a volunteer’s engagement will be made by the Manager. A volunteer may appeal such a decision to the Board of Management, but cannot continue in their duties after any notice period is served and whilst awaiting a decision of the Board.

The ABCD *Discipline Procedure* must be followed prior to any decision to terminate employment or volunteer engagement, excluding grounds for summary dismissal.

### Summary dismissal

Any paid or unpaid ABCD worker may be dismissed without notice or warning when the Manager or Board believes on reasonable grounds that serious misconduct has occurred. Serious misconduct includes:

* Theft of property or funds from ABCD.
* Wilful damage to the property of ABCD.
* Reasonable grounds to believe the worker is intoxicated by alcohol or other substance during working hours.
* Violent or abusive behaviour.
* Disclosure of confidential information without prior permission.
* Carrying on business in an activity similar to that performed by ABCD without full disclosure.
* Carrying on a private business from ABCD premises or using ABCD resources for private business purposes.
* Dishonesty, fraud or falsification of ABCD records.
* A conviction that renders the worker unfit for work.
* Misconduct that seriously compromises the reputation of ABCD.

Before taking action to summarily dismiss a worker on grounds of serious misconduct, ABCD shall observe the following:

* a reasonable investigation into the particulars of the matter
* a clear written statement of the alleged misconduct shall be prepared and given to the worker
* the worker shall be invited to respond to the allegations and shall be given a fair opportunity to be heard.

ABCD may suspend the staff member from duty, on full pay, during the period of the investigation.

The Chairperson of the Board will be notified of the dismissal as soon as possible and the Board of Management will be notified at the next Board meeting.

Any summary dismissal that arises from a criminal offence, such as fraud, theft or assault, must be reported to the police.