



Unsatisfactory Performance Policy



“Issues with staff are addressed quickly when raised.”

Intent

We rely on everyone doing their job and working together. If a person is not performing well, it will be stressful for them and can have an adverse and unfair effect on other kaimahi and volunteers.

Performance issues will be addressed if and when they arise and informal and formal strategies used as necessary. We act fairly and respect rights to natural justice, privacy and access to appropriate support.

This policy applies to permanent full time and part-time kaimahi. It does not apply to contractors.

Responsibilities

Management will:

- ensure that kaimahi understand and are reasonably supported to achieve the performance standards expected of them
- raise performance issues as they arise and listen to any mitigating factors presented by kaimahi
- keep a written record of performance concerns raised with kaimahi and how they are addressed



- keep the board informed about any significant performance issues with kaimahi and consequent actions.

Kaimahi must seek and receive help with performance issues and apply best efforts to address performance issues raised with them.

Requirements

Informal response

During employment, performance issues will be addressed with kaimahi if and as they arise, even if they seem minor. This will usually be through feedback.

Care will be taken to help kaimahi understand:

- the nature of the under-performance
- the steps required to improve it
- the length of time they have to improve
- the repercussions of continuing under-performance.

Formal response

Significant and ongoing performance concerns will be dealt with formally. The kaimahi will be:

- notified of the concerns in writing
- invited to meet with management to discuss concerns
- advised they may bring a support person or advocate to the hui.

Possible outcomes of the hui may be that no further action is needed; actions are agreed by both or one party; a performance improvement plan is developed; or disciplinary action is commenced.



Performance improvement/management plan

A performance plan must be dated, agreed and signed by the kaimahi. It will state the performance issues to be addressed; how improvement(s) will be demonstrated and a timeframe to improve. Training and support for the employee may be covered.

Arrangements will be made to monitor and regularly review the plan with the kaimahi.

The kaimahi will be given a copy of the plan and a copy retained for their file. Depending on the circumstances, a first warning letter may also be issued.

No Improvement

If the plan is implemented and improvement does not occur within the timeframe agreed in the [Performance Improvement Plan](#) the [Disciplinary action](#) policy will be applied.

Improvement

If improvements are made, monitoring of the staff member's performance will reduce. Regular developmental feedback to the employee/kaimahi will continue.

Improvement not sustained

If the staff member's performance drops after improving, formal action outlined above and the [Disciplinary action policy](#) will be applied depending on the circumstances (eg how recently the Performance improvement plan finished).

Compliance

Social Sector Accreditation Standards – Level 2, Staffing



NZS 8134: 2021 Workforce and structure, Health care and support workers
2.4

Employment Relations Act 2000

Helpful links

[PIP step-by-step guide](#)

[Misconduct](#)

Review

Date: April 2022

Next review: by March 2024