



# Policies, Procedures and Guidelines

## PERFORMANCE MANAGEMENT POLICY

CSG001

### BACKGROUND

It is Lachlan Shire Council's (LSC's) practice to ensure all employees are treated with fairness and consistency through the establishment of procedures for dealing with instances where unsatisfactory work performance and/or conduct need to be resolved.

### OBJECTIVE

Council expects each employee to show competence, care, good faith and compliance with instructions, policies and procedures in the performance of their duties and to conduct themselves in a manner which respects the rights and welfare of other members of staff in line with LSC's Code of Conduct.

### SCOPE

This Policy applies to all employees.

### POLICY

Where an employee's work performance does not meet a satisfactory standard, an appropriate process of investigation and corrective action must be taken. The action taken must conform to the relevant legislation and accord with the principles of natural justice and procedural fairness. LSC is committed to ensuring that fair and effective systems exist for managing unsatisfactory work performance and allegations of unacceptable conduct or workplace behaviour.

The managing of unsatisfactory performance requires the principles of natural justice and procedural fairness to underpin all actions undertaken by supervisors.

*The principles of natural justice are:*

- all parties will have the right to be heard and judged without bias
- all issues are investigated thoroughly and justly.

*The principles of procedural fairness are:*

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| <b>Further Information:</b> Manager People & Organisational Management<br>☎ 211 ✉ Email: <a href="mailto:hr@lachlan.nsw.gov.au">hr@lachlan.nsw.gov.au</a> |                                   |                                  |                                  | Page 1 of 2          |
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- The standards of conduct or job performance required will be made clear to the staff member by documentation or during interviews
- The staff member will be made aware of the likely next steps in the event that satisfactory performance or conduct is or is not maintained
- The staff member will be afforded the right to be accompanied and represented by an employee representative at discussions or interviews at any level of the discipline process
- When a complaint about performance or conduct is brought to the supervisor’s attention by a third party, the substance of the complaint will be verified before any action is taken on the matter.

This policy does not replace the normal responsibility of a supervisor to discuss work or conduct issues with staff members, to ensure that staff members have a clear understanding of the work and conduct expected of them and to provide appropriate feedback on their performance.

The emphasis should always be on early intervention and informal resolution of a problem, as opposed to a more formal intervention at a later time. In any event, unless the matter is of a serious nature, the formal disciplinary process outlined in the Performance Management Procedures should only be commenced when it becomes clear to the supervisor that a work performance or conduct problem has not been corrected through relatively informal discussion between the supervisor and staff member.

**RELATED DOCUMENTS**

Performance Management Procedures

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GENERAL MANAGER

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|---|--|---|---|-----------------------------|
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