



Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation

**Date of last amendment : 06/06/2022**

# Performance and or behavioural improvement plan policy

This policy outlines the **performance improvement plan** (PIP) and **behavioural performance improvement** plan (BPIP) goal process which involves managing employee performance with clear actions that have clear measurements of performance so the employee can be monitored to achieve the required standards required by the company.

**As each PIP and BPIP action can vary according to the specific need, Happy HR recommends you email or call us to seek advice on the individual circumstance.**

Below is an outline of best practice.

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## Step 1 - Investigation:

Upon notification of a specific event or pattern of events (e.g. poor performance, inappropriate behaviour) or as a result of a complaint, the relevant manager will undertake an investigation as appropriate to ascertain what occurred. This may include:

- Conducting interviews or gathering statements;
- Compiling supporting documentation (includes electronic);
- Referring to previous performance reviews;
- Considering personal circumstances (if appropriate);
- Gathering any other relevant information;

All relevant documentation will be compiled and utilised during any subsequent professional performance management procedures. Rumour, innuendo and finger pointing will not be relied upon.

## Step 2 - PIP process:

The employee will be advised on the Happy HR employee dashboard that this process will commence and of the consequences of not meeting professional performance expectations. The process will be as follows:

1. A conversation between the relevant manager and employee has occurred.
2. During this discussion the manager and employee will endeavour to discover the reasons for continued under performance.
3. The manager will clearly communicate the ongoing issue and how performance is not meeting expectations. This should be illustrated using recent examples.
4. The manager will allow the employee to respond and give his/her reasons for the continued performance issue.
5. The manager will re-emphasise the performance modification/s required to meet expectations.
6. The manager and the employee will develop a professional performance improvement

- plan using the PIP and or BPIP process in the Happy HR platform.
7. The manager and the employee will set measurable PIP actions and performance goals as agreed mutually.
  8. This will result in a formal PIP plan which will be visible on the manager and employee dashboards.
  9. The manager will explain to the employee about the possible ramifications of failing to meet expected standards i.e. termination of employment.
  10. The manager will establish a performance review period and schedule follow up meeting dates - performance will be regularly reviewed within this period.
  11. The manager must set aside time to provide the necessary training and support to assist the employee to improve performance.
  12. Any documentation arising from this process will be retained in the employee's dashboard.

### Step 3 - Outcome:

There are two possible outcomes from a formal performance management procedure. They are:

1. The employee is notified that their performance has met expectations and further reviews regarding the current issue are not required.
2. The employee will be advised that their performance has not met expectations and they will be required to attend a **second PIP and or Disciplinary session**

### Step 4- 2nd PIP and or disciplinary session:

The employee will be advised in writing that this process will commence and of the consequences of not meeting professional performance expectations. The process will be as follows:

1. A conversation between the relevant manager and employee has occurred.
2. During this discussion the manager and employee will endeavour to discover the reasons for continued inadequate performance.
3. The manager will clearly communicate the ongoing issue and how performance is not meeting expectations. This should be illustrated using recent examples.
4. The manager will allow the employee to respond and give his/her reasons for the continued performance issue.
5. The manager will re-emphasise the performance modification required to meet expectations.
6. The manager and the employee will develop a PIP or BPIP plan using the Happy HR platform.
7. The manager and the employee will set measurable PIP or BPIP plan as agreed mutually.
8. This will result in an PIP or BPIP plan which will be seen on the manager and employee

dashboard.

9. The manager will explain to the employee about the very serious and possible ramifications of failing to meet expected standards i.e. termination of employment.
10. The manager will establish a performance review period and schedule follow up meeting dates - performance will be regularly reviewed within this period.
11. The manager must set aside time to provide the necessary training and support to assist the employee to improve performance
12. Any documentation arising from this process will be retained in the employee's dashboard.

### **Step 5 - Outcome:**

There are two possible outcomes from the second formal performance management procedure and they are:

1. The employee is notified that their performance has met expectations and further reviews regarding the current issue are not required.
2. The employee will be advised that their performance has not met expectations and they will be required to attend a **disciplinary session**.

### **Step 6 - Disciplinary session:**

The disciplinary session may result in termination of employment, however mitigating circumstances and the employee's responses to the continuing performance concerns will be taken into account.

Both parties are able to have a third party present during the disciplinary session.

An employee will be given sufficient notice of a disciplinary session to allow for the nomination of a third party to be present.

#### **The disciplinary session should:**

1. Include third party representation to ensure due process is adhered to.
2. Discuss previous commitments or actions agreed to by the parties and any subsequent progress towards improved performance.
3. If no reasonable cause is demonstrated or mitigating circumstances accepted, the employee will be informed of the company's intention to terminate their employment.
4. Employee will be terminated and a statement of service emailed to the former employee.