

Staff Performance Management Policy

Purpose

The purpose of this policy is to provide a structured framework for monitoring, evaluating, and enhancing staff performance. It aims to promote professional growth, recognize achievements, identify areas for development, and ensure that staff meet the standards required for their roles. The policy also provides clarity for staff regarding expectations, responsibilities, and the processes in place to support continuous improvement and accountability.

Scope

This policy applies to all staff, educators, and volunteers employed or engaged by Bateau Bay OSHC. It encompasses all aspects of performance management, including regular appraisals, professional development, feedback processes, and support mechanisms. The policy applies during all working hours and within any service-related activities where staff performance is relevant to their duties.

Legal and Regulatory Framework

Performance management at Bateau Bay OSHC is guided by the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011, including Regulation 168, which requires services to have policies and procedures for staffing arrangements and performance management. The service also aligns with Quality Area 4 of the National Quality Standard, which emphasizes the importance of professional development, staff supervision, and collaborative practices to maintain high-quality education and care. ACECQA encourages services to implement structured performance management systems that support continuous improvement and professional growth.

Performance Management Practices

Bateau Bay OSHC implements a structured approach to performance management that includes regular feedback, goal-setting, and professional development opportunities. Staff participate in two formal performance reviews each year, which provide an opportunity to discuss achievements, challenges, and professional goals. During these reviews, staff and management collaboratively assess performance against role expectations, professional standards, and service objectives. Staff are encouraged to reflect on their own practice, seek feedback, and identify areas for improvement. The service also provides ongoing support and guidance between formal reviews to address any concerns and promote continuous professional growth.

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Implementation

To implement this policy, staff receive clear information about the performance management process, including timelines, review procedures, and documentation requirements. Supervisors provide constructive feedback during the review process and work with staff to develop individual professional development plans that support career progression and skill enhancement. The service ensures that performance management practices are consistent, transparent, and equitable, and that all records of reviews and development activities are securely maintained. Staff are also encouraged to engage in relevant training and professional learning opportunities to enhance their knowledge and practice.

Responsibilities

The Approved Provider is responsible for ensuring that a performance management system is in place and resourced appropriately. The Nominated Supervisor and management team are responsible for conducting performance reviews, providing guidance and support, facilitating professional development opportunities, and monitoring ongoing performance. Staff are responsible for actively participating in performance reviews, engaging in professional development, implementing feedback, and reflecting on their practice to improve outcomes for children. Volunteers and contractors are also expected to engage with relevant performance management processes as required by their role.

Child Safe Standards and Paramountcy Principle

The Service is committed to upholding the National Principles for Child Safe Organisations and embedding a strong child safe culture across all practices, including staff performance, supervision and professional development. In accordance with the Paramountcy Principle, the safety, wellbeing and best interests of the child are the primary and overriding consideration in all decisions, actions and practices undertaken by the Service, including the management of staff performance.

This requires that all performance management practices prioritise the safety, supervision and wellbeing of children above all other considerations. Educators, staff and management must exercise sound professional judgement to ensure that staff performance consistently meets the standards required to provide safe, responsive and high-quality care and education for children.

The Service will ensure that performance management processes are implemented in a fair, transparent and supportive manner, promoting continuous professional growth while maintaining accountability. Ongoing supervision, feedback and professional development will be used to strengthen staff capability, address any performance concerns promptly, and ensure that practices align with legislative and regulatory requirements. Where performance issues have the potential to impact children's safety or wellbeing, these will be addressed as a priority.

All practices relating to staff performance management must prioritise the protection of children from harm, uphold their dignity and wellbeing, and ensure that every child is safe, supported and cared for at all times.



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Review

This policy is reviewed annually or sooner if there are changes in legislation, regulatory requirements, or service practices. Reviews involve consultation with staff and management to ensure that performance management processes remain effective, fair, and supportive of professional growth. Feedback from staff is incorporated to continually improve the performance management system, reinforce a culture of excellence, and maintain high-quality care at Bateau Bay OSHC.

Review

Date:	Changes:	Reviewed by:
18/09/25	Policy Created	Charmayne Nathan
30/04/2026	Child Safe Standards & Paramountcy Principle was implemented in align with new laws and regulations	Charmayne Nathan