Development, Performance and Review Procedure

Section 1 - Purpose

(1) The purpose of this Procedure is to outline the process involved in Development, Performance and Review (DPR).

Scope

(2) This Procedure applies to all continuing and fixed term staff employed under the University and its Controlled Entities (the University).

Section 2 - Policy

(3) This procedure should be read in conjunction with the Development, Performance and Review Policy.

Section 3 - Procedures

Responsibilities and Required Actions

(4) DPR is conducted throughout the year. It involves:

a. planning and setting DPR goals;
b. reviewing progress and providing feedback; and
c. conducting a performance review.

Manager/DPR Supervisor

Setting DPR Goals

(5) A staff member's manager/DPR supervisor will provide them with information on the Faculty/School/Department Entity/Portfolio plans for the coming year.

(6) The manager/DPR supervisor will meet with a staff member to discuss and agree on their DPR goals, performance indicators and learning and development plans and ensure these are captured in the dedicated online DPR system.

(7) For staff who have completed the probationary period and have received confirmation of their employment, the manager/DPR supervisor and staff member is expected to set and agree to DPR goals within one (1) month at the completion of probation.

(8) The manager/DPR supervisor will review and where necessary provide feedback on a staff member's proposed DPR goals, performance indicators and development plans. The manager/DPR supervisor is responsible for final approval of a staff member's DPR goals, performance indicators and development plans.

Review Progress and Provide Feedback

(9) Managers/DPR supervisors are expected to have regular discussions with staff members to review progress and

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provide and discuss feedback on performance. In these discussions managers/DPR supervisors will:

a. review any issues relating to the staff member's workload;
b. document achievements and milestones reached;
c. ask the staff member to document and/or add any unplanned goals or changes to current goals along with relevant changes to original performance indicators if required;
d. assess whether the staff member is likely to achieve performance objectives and, where possible, resolve barriers to achievement;
e. identify and plan ways to address learning and development needs; and
f. constructively provide and discuss feedback.

(10) Managers/DPR supervisors will provide staff with informal coaching and developmental support.

(11) Managers/DPR supervisors will provide timely feedback regarding:

a. good/high performance including alignment with the University's values; and
b. under-performance, and development/actions required to achieve desired results and ultimate consequences if not met.

Perform End-Of-Year Review

(12) A staff member's manager/DPR supervisor will prepare for an end-of-year DPR discussion with the staff member by reviewing the staff member's documented achievements and progress against goals for the year and preparing feedback on the staff member's performance and learning and development goals.

(13) A staff member's manager/DPR supervisor will meet with the staff member to review and evaluate their performance during the year and ensure this is captured in the dedicated online DPR system.

(14) Where an end-of-year performance rating is required, and there are ratings in a work area from more than one supervisor, the Head of Office or Head of School/Department may conduct a moderation process to ensure ratings are applied consistently. If required, managers/DPR supervisors will participate in a moderation process. Following this process, managers/DPR supervisors will advise staff of the review outcome.

Request Review by Higher-Level Staff

(15) If a staff member requests a review of their DPR by higher-level staff, the manager/DPR supervisor will refer the DPR and other documentation to the next supervisory level for review.

(16) The next-level supervisor will meet with the staff member before making a determination on the review. If the matter cannot be resolved and the staff member considers there are issues of bias, direct or indirect discrimination as identified in the Discrimination, Bullying and Harassment Prevention Policy, the matter is then referred to the Chief People Officer for consideration.

Staff Member

Setting Goals

(17) Staff members should refer to the Development, Performance and Review website for information on the process and how to use the online DPR system.

(18) Staff prepare or review initial proposed performance objectives, learning and development plans and performance expectations and discuss these with their manager/DPR supervisor.

(19) Relevant information may include (but is not limited to):

a. the Position Description;
b. the strategic objectives of the University/Faculty/ Office/School/Department;
c. operational objectives for their work area;
d. workload models; and
e. academic promotional criteria.

Staff can obtain this information from their manager/DPR supervisor.

(20) Following discussion with their manager/DPR supervisor, staff must ensure their goals and learning and development plan is captured in the online DPR system and submitted to their manager/DPR supervisor for final approval.

Review Progress, Give and Receive Feedback

(21) Staff are encouraged to document achievements, milestones and any additional goals they wish to pursue as part of regular development and performance discussions with their manager/DPR supervisor.

(22) Staff should regularly discuss progress and outcomes with their manager/DPR supervisor, both providing and seeking feedback, and raising support needed to achieve their performance and development goals.

Perform End-Of-Year Review

(23) Staff prepare for the end-of-year DPR discussion by reviewing their performance and learning and development goals and evaluating achievements and progress.

(24) Staff must meet with their manager/DPR supervisor during the year to review and evaluate performance.

(25) Following the end-of-year DPR discussion, staff must update their online DPR and submit it to their manager/DPR supervisor for review.

Request Review by Higher-Level Staff

(26) If a staff member does not agree with the goals or outcomes of the DPR, a review by higher-level staff can be requested by providing relevant supplementary information for review and final determination.

HR Shared Services

(27) HR Shared Services provide the first-line assistance for DPR enquiries, including responding to process and system-related queries.

(28) HR Shared Services will escalate enquiries requiring HR advice or specialist support to the relevant HR Business Partner or HR Consultant.

HR Business Partners and HR Consultants

(29) HR Business Partners and HR Consultants will:

a. respond to DPR enquiries, including enquiries escalated by HR Shared Services;
b. provide advice and guidance to managers/DPR supervisors where concerns arise regarding a staff member's conduct or performance against expected position standards;
c. provide advice and guidance to managers/DPR supervisors on performance improvement processes, including documentation and implementation; and

d. ensure records relating to DPR moderation process and bias or discrimination reviews are maintained in accordance with applicable record-keeping requirements.

Capability, Culture and Inclusion

(30) Capability, Culture and Inclusion will monitor and report DPR completion rates at the University-wide level as appropriate.

(31) Capability, Culture and Inclusion will ensure information, guidance, materials, and resources relating to on the DPR system and process are available to managers and staff.

Chief People Officer

(32) The Chief People Officer will consider and decide matters relating to alleged bias or discrimination referred for review.

Section 4 - Guidelines

(33) Nil.

Section 5 - Definitions

(34) Nil.

Status and Details

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Responsible Executive	Eric Knight Deputy Vice-Chancellor (People and Operations)
Responsible Officer	David Ward Chief People Officer
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