

North West Residential Support Services Inc.  
Policies & Procedures  
**PERFORMANCE APPRAISAL – COMPREHENSIVE – BY REQUEST**

Number: <1>  
Effective From: <January> <2015>  
Replaces: <#>  
Review: NWRSS Board  
Contact: Neal Rodwell, General Manager  
Review Date: <January> <2015>

**Process**

This appraisal can be used as follows:

- In its entirety as a formal performance appraisal resulting in a written report
- As a source of areas for selective appraisal
- As a guide for general discussion to get to know what an employee knows and how they feel they are going

It is important to consider the following steps when using it in any of its modes:

1. The appraiser should use the checklist to prepare for the appraisal by noting:
  - Things being done very well
  - Things that are being done well but could be refined
  - Things that need obvious improvement
  - Things of concern
  - Things where no observations are yet available
2. The meeting with the employee should be private and confidential.
3. The reasons for the appraisal should be confirmed:
  - For the benefit of the people being supported by improving the quality of service delivery
  - For the benefit of the employee by providing opportunities for personal development and improvements to employability
4. Request and discuss the employee's aspirations as a lead in to the appraisal.
5. Convey to the employee their positives attributes, strengths and value to the service.

6. When discussing strategies for refinement, improvement and concern relate them to the employee's aspirations and training history.
7. For more formal appraisals the written report should be agreed on and signed by the appraiser and employee.
8. The appraiser and employee should discuss and decide on a review date.
9. When the appraisal is being used for supervisors and employees who assist them, leadership and teaching skills will be important aspects of the assessment.

<b>WORKING LEGALLY &amp; SAFELY</b>		
<b>Checklist</b>	<b>Notes</b>	<b>References</b>
Are tasks and levels of responsibility outlined in the <b>Position Description</b> understood and being met?		Position Description
How does the employee rate in the <b>Employability Index</b> indicators? See Appendix 1		Employability Index
Are the safety measures in the <b>Occupational Health &amp; Safety Booklet</b> understood and being adhered to?		Occupational Health & Safety Booklet

NOTES:

<b>WORKING TO POLICIES &amp; PROCEDURES</b>		
<b>Checklist</b>	<b>Notes</b>	<b>References</b>
Is the employee understanding and working to the organisation's <b>Policies &amp; Procedures</b> ?		Policies & Procedures

**NOTES:**

<b>UNDERSTANDING THE PEOPLE BEING SUPPORTED</b>		
<b>Checklist</b>	<b>Notes</b>	<b>References</b>
Does the employee understand the importance of, and how to contribute to the life areas and issues in <b>Building Better Lives</b> , including prioritising needs?		Building Better Lives

**NOTES:**

<b>UNDERSTANDING THE ORGANISATIONS PHILOSOPHY</b>		
<b>Checklist</b>	<b>Notes</b>	<b>References</b>
Does the employee understand the nature of the service as outlined in the Orientation Package?		Orientation Package Policies & Procedures

**NOTES:**

<b>DOMESTIC</b>		
<b>Checklist</b>	<b>Notes</b>	<b>References</b>
Do the employee's domestic and cooking skills match requirements?		

**NOTES:**

**Appendix 1  
EMPLOYABILITY INDEX**

<b>Factor</b>	<b>Component</b>	<b>Element</b>	<b>Indicator</b>
A. Work Retention Skills	1. Motivation to remain employed	1. Attitude to the idea of working	1. Wants and likes to work
			2. If previously employed: Stable work history
	2. Work-related behaviour	1. Adherence to conditions of employment	1. Indicates an understanding of employer expectations and employee responsibilities: Attendance, punctuality, appearance and hygiene
			2. Performance of work tasks
		2. Works diligently, resisting distractions	
		3. Remembers details and instructions	
		4. Perseveres in work tasks, making reasonable efforts to complete them and resolve problems	
		3. Crisis conduct.	1. Copes with new tasks and unfamiliar situations
			2. Can work to a deadline and under pressure
	3. Handles changes in routines at short notice		



		4. Personal safety	1. Recognises own limitations such as weight, age, health and disability
			2. Is aware of work environment factors that could affect health, safety and functioning
			3. Safely uses electricity, equipment and appliances
			4. Deals with emergency situations
	3. Knowledge of employee rights and benefits	1. Understands employee has rights and employer has responsibilities	1. Indicates knowledge about unions, awards and working conditions
	4. Interpersonal skills	1. Co-worker relationships	1. Gets on well with other workers
2. Works well as a team member			
2. Relationship with supervisor		1. Appropriately accepts supervisory instructions and criticisms	
		2. Understands complaint procedures	
B. Job capabilities	1. Communication	1. Speaking	1. Understands verbal instructions
			2. Conveys clear verbal messages
		2. Listening	1. Has no trouble hearing
		3. Seeing	1. Executes gross visual tasks
			2. Executes detailed visual tasks
			3. Can identify the basic colours
4. Comprehends written messages			

		4. Writing	1. Has the required writing skills
	2. Personal care	1. Hygiene	1. Has acceptable hygiene for the workplace
	3. Locomotor	1. Ambulation	1. Can traverse: <ul style="list-style-type: none"> <li>• Flat terrain</li> <li>• Inclines/declines (including steps)</li> <li>• Stairs</li> </ul>
		2. Transfer	1. Can sit down/stand up
		3. Lifting/carrying	1. Can lift and carry a general range of portable objects
	4. Body disposition	1. Body movement	1. Can move body to: <ul style="list-style-type: none"> <li>• Reach (take) objects</li> <li>• Kneel/crouch</li> <li>• Retrieve objects</li> </ul>
			2. Can move with co-ordination
			3. Can move with speed appropriate to the job
		2. Posture	1. Can attain/maintain postural position/balance
	5. Dexterity	1. Manual activity	1. Can finger objects
			2. Can hold/grip objects
	6. Situation	1. Situation coping	1. Copes with changes in daily plans/routines
			2. Copes with general workplace stress
		2. Endurance	1. Can sustain sitting and standing positions
			2. Has stamina (i.e. does not fatigue easily from mental/physical pressures)

		3. Tolerance (environmental)	1. Can adapt to environmental changes (extremes): <ul style="list-style-type: none"> <li>• Temperature</li> <li>• Humidity</li> <li>• Noise</li> <li>• Light</li> </ul>
			2. Can withstand/resist allergens: <ul style="list-style-type: none"> <li>• Dust</li> <li>• Odours</li> </ul>
		4. Physiological independence	1. Is physiologically independent
		7. Intellect	1. Intelligence
		2. Memory and comprehension	1. Can learn/memorise new data
			2. Understands new information
			3. Can understand printed materials such as policies and procedures
			4. Can understand numerals: <ul style="list-style-type: none"> <li>• Can add and subtract</li> <li>• Can multiply and divide</li> <li>• Can tell time</li> <li>• Can use money</li> </ul>
		5. Makes logical decisions about workday activities	
		6. Can organise daily living pattern	