**Kyeema Support Services**

**Managers’ Annual Performance Review**

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| Manager’s Name: |  | Manager’s position: |  |
| Performance Review Date: |  | **Review Conducted By:** |  |

**RATINGS GUIDE:**

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| **6** | **Outstanding:**  | Exceeded all expectations and/or achieved outstanding results demonstrating the capability described. |
| **5** | **Very Good** | Exceeded most expectations and/or achieved very good results for the relevant area. |
| **4** | **Good** | Met, and in some cases exceeded, the expected standards for this area.  |
| **3** | **Satisfactory** | Met the expected standards for this area |
| **2** | **Under Achieved** | Met some but not all expectations for the capability described. Development area or requires further work |
| **1** | **Unsatisfactory** | Not currently meeting this capability / Requires immediate improvement in this area |

**CAPABILITIES and KEY PERFORMANCE INDICATORS:** (Manager and reviewer to complete relevant sections)

Fulfills position description?

Comment:

Meets Kyeema’s values?

Comment:

|  | Capabilities | Key Performance Indicators | Manager’s Self-Assessment/ Examples if able | Rating | Reviewer Assessment | Rating |
| --- | --- | --- | --- | --- | --- | --- |
| Participant Focus | Maintain and develop quality services and programs for participants that are relevant, accessible, and highly regarded.  | * Demonstrates a thorough knowledge of the human rights approach to disability support.
* Demonstrates an excellent understanding of the disability sector and the issues impacting own department.
* *Measured by: Results from evaluation of participant services and programs from participants and their families.*
* *Feedback from our staff.*
* *Feedback from other stakeholders.*
 |  |  |  |  |
| * Operational managers: Greater than 90% of participants achieve one or more of their plan goals throughout the review period.
* *Measured by:*
 |  |  |  |  |
| Leadership, Teamwork, People. | Manages the development, implementation and evaluation of organisational performance, goals, and objectives, with an influential and effective approach. | * Leads and advocates with respect, integrity, and transparency, modelling desired behaviours.
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| * Ensures objectives of the business unit are understood and achieved.
 |  |  |  |  |
| * Contributes to management team performance and organisational effectiveness.
 |  |  |  |  |
| * Manages and empowers staff performance by ensuring training, support, and direction.
 |  |  |  |  |
| * Initiates programs/projects that benefit business area and provides leadership in change management.
 |  |  |  |  |
| * Undertakes annual appraisals of direct reports and contributes to annual staff training plan with identified needs of staff and self.
 |  |  |  |  |
| * *Measure: training records, satisfaction via staff engagement survey, staff appraisal records, CEO/ reviewer observation.*
 |  |  |  |  |
| Stakeholder Management | Establishes and maintains critical relationships, with highly capable interpersonal and negotiation skills to all key stakeholders. | * Maintains successful participant, family, community and business engagement where appropriate.
* *Measures - observations in management reports, CEO observation and communications.*
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| * Maintains an effective working relationship with key stakeholders, providing timely responses to requests, and undertaking all reporting requirements.
* *Measures - management reports, results of participant satisfaction surveys, CEO observation and external auditing results.*
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| * Any concerns, issues or information requests raised by NDIS Quality & Safeguards Commission, DFFH and other regulatory bodies are managed and escalated as appropriate.
* *Measures – self-report, reports from accreditation audits and interim service audits, incident reporting data, agenda items at Management Team meetings.*
 |  |  |  |  |
| Quality, Compliance and Risk Management | Operates within all relevant standards. Ensures the strategic and ethical alignment of practices, methods and procedures with the relevant organisational policies and legislation. | * Understands the sector’s legislative framework including the NDIS Practice Standards and policies and procedures that relate to the Manager’s business areas.
* *Measure: Self-report, CEO/ reviewer observation.*
* *Positive reports from external service auditors every 18 months.*
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| * Takes a proactive approach towards reporting and managing risk by identifying external and internal risks as they arise, including awareness of sector and national issues.
* *Measure: reports from accreditation audits and interim service audits, incident reporting data, risk management discussion at Management Team meetings, contribution to organisational risk register.*
 |  |  |  |  |
| * Meet administration and compliance obligations and procedures.
* *Measure: evidenced by results from regular audits and/or re-accreditation processes.*
 |  |  |  |  |
| Business Management | Ensures effective financial management of the business unit organisations resources.  | * The Manager’s business unit is operating in a financially sustainable manner
* *Measure: Finance reports for business unit*
 |  |  |  |  |
| Communication | Has highly effective interpersonal skills at all levels of the organisation and externally | * Establishes, communicates with and maintains relationships necessary to achieve strategic outcomes
 |  |  |  |  |
| * Produces good quality written reports where needed
 |  |  |  |  |
|  |  | * *Measure: effectiveness of written reports, emails, management team reporting. Observation by CEO/ reviewer and/or other managers*
 |  |  |  |  |
| Objectives for ensuing year:20\_\_\_ | Goals not listed above. |  |  |  |  |  |
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**OVERALL PERFORMANCE OUTCOMES:** (Reviewer to complete only)

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| The degree to which you are satisfied with the accomplishments of the manager against the objectives and priorities as determined by the performance |
| Manager Overall Rating |  | CEO Overall Rating |  |
| Performance Outcome: |  |

**LEADERSHIP DEVELOPMENT:** (Manager and CEO to complete)

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| Consideration towards additional development; skills, knowledge, support to assist the Manager |
| Manager Comments: |  |