Flow chart for dealing with poor performance – Sworn staff

Identified poor performance through CMS or other day to day management.

Attempts to remedy with coaching & guidance (document locally).

Is there shown improvement?

Yes → Ongoing monitoring and continue regular CMS.

No → Is there DOCUMENTED material (CMS, Notebook, local records) to suggest performance consistently unsatisfactory?

No → Consider Performance Enhancement Agreement; Document intervention methods, Continue to monitor.

Yes →

Remedial Performance Program : Local Workplace Counselling (Stage 1)

1. Advise the officer of their deficiencies (use examples)
2. Outline performance expectations as per JSR and the standard the officer is expected to achieve
3. Provide the officer with the RPP legislation
4. Inform the officer of the intention to commence RPP
5. Identify areas for development/improvement strategies
6. Negotiate review period for performance to improve
7. Prepare stage 1, statement of matters
8. Sign the statement of matters
9. CMS ceases and monitoring occurs through chronology

Ensure the officer is subject to monitoring, review and feedback on progress

Is the performance satisfactory?

Yes →
1. Finalise the RPP
2. Inform the officer
3. File on P drive with progress reports
4. Ongoing management through CMS

No →

Remedial Performance Program : Formal Counselling (Stage 2)

1. Tell officer and inform Commander (approval for stage 2)
2. Prepare formal Statement of Matters outlining;
   - Performance deficiencies/specific examples
   - Outline performance expectations as per JSR and the standard the officer is expected to achieve
   - Strategies and outcomes specific and relevant to deficiencies
   - Establish suitable timeframes
   - Provide ongoing coaching and mentoring, consider use of chronology for ongoing reviews of performance

Consider industrial responsibilities of the officer in respect of cl.63 .5.5 of the Crown Employees (Police Officer) Award

Is the performance satisfactory?

Yes →
1. Finalise the RPP
2. Inform the officer
3. File on P drive with progress reports
4. Ongoing management through CMS

No →
1. Extend the RPP, or;
2. Recommend appealable action (s.173 or s181D)