

State Service Act 2000

Commissioner's Direction No 4

PERFORMANCE MANAGEMENT SYSTEMS

ISSUE DATE: 8 June 2007

OPERATION DATE: 8 June 2007

[Replaces and supersedes Commissioner's Direction No.4 of 2002 issued on 11 November 2002 and Commissioner's Advice issued in November 2002, which are hereby revoked]

Commissioner's Direction No. 4

Performance Management Systems

Issue date: 8 June 2007

1. APPLICATION

- 1.1 This Direction is issued in accordance with Section 20 of the *State Service Act 2000* (the Act) and applies to all Agencies.
- 1.2 This Direction applies to all officers and employees.

2. PURPOSE

- 2.1 Section 34(1)(g) of the Act, requires a Head of Agency to develop and implement systems to evaluate the performance of employees in that Agency to ensure that the duties of employees are performed effectively and efficiently.
- 2.2 Under Section 18(1)(b) of the Act, a function of the State Service Commissioner is to evaluate the application within Agencies of practices, procedures and standards in relation to the management of and employment in State Service Agencies.
- 2.3 The purpose of this Commissioner's Direction is to outline the minimum requirements for performance management systems in Agencies.
- 2.4 This Direction is also consistent with my function under Section 18(1)(a) of the Act to take such steps, as the Commissioner considers necessary to uphold, promote and ensure adherence to the State Service Principles.

3. MINIMUM REQUIREMENTS

- 3.1 A Head of Agency must ensure that the system(s) to evaluate the performance management of employees in their Agency, prescribed by Section 34(1)(g) of the Act, incorporate the following minimum requirements:
 - (a) ensure adherence to the State Service Principles; and
 - (b) be fair and equitable and have clearly defined objectives and be well documented; and
 - (c) be supported by particular training for supervisors/managers and appropriate training for all other employees; and

- (d) have a performance agreement and appraisal system(s) covering all Agency employees which:
 - operates on a regular cycle (at least annually); and
 - identifies the structured training and development needs of employees; and
 - is aligned with the Agency corporate objectives; and
- (e) have appropriate confidentiality provisions and ensure that all information generated through the performance management process is used appropriately; and
- (f) have a connection to the Agency's process that manages unsatisfactory work performance; and
- (g) contain a mechanism to enable employees to obtain an internal review of any related performance management matter; and
- (h) have a comprehensive set of performance indicators to evaluate its outcomes and effectiveness and be reviewed at least once every four years.

4. REPORTING REQUIREMENTS

4.1 A Head of Agency must:

- (a) provide the Commissioner with details of the performance management system(s) and any supporting documentation. Where an Agency significantly revises its performance management system(s), a copy of the revised policy must be provided to the Commissioner as soon as practicable; and
- (b) provide any information the Commissioner requests to enable the Commissioner to report annually under Section 23 of the Act; and
- (c) provide information the Commissioner requests to enable the Commissioner to evaluate performance management system practices, procedures and standards in State Service Agencies under Section 18(1)(b) of the Act.

Issued by authority of the State Service Commissioner pursuant to Section 20(1) of the *State Service Act 2000*.

Date: 8 June 2007

Robert J. Watling

STATE SERVICE COMMISSIONER