

POLICY 2.3 – STAFF REVIEW

Policy Statement

Wonderland Community Services (WCS) Pty Ltd is committed to delivering high-quality services to all participants, young people, and clients. A key component of achieving this standard is the regular review of staff performance to ensure employees are supported, trained, and working effectively within their designated roles. Performance reviews also provide opportunities for staff to raise concerns, contribute to organisational improvement, and identify development needs.

Purpose

This policy ensures a consistent, transparent, and supportive approach to staff performance reviews, contributing to continuous improvement and professional development across the organisation.

Scope

This policy applies to all employees of WCS, including both Pirates Rest and Wonderland Retreat.

Policy Objectives

- Monitor and support employee performance and development
- Promote open communication between staff and management
- Identify training and development needs
- Recognise achievements and address areas for improvement
- Support continuous improvement within the organisation

Performance Review Procedure

Frequency:

- Performance reviews will be conducted bi-annually (every six months) and additionally as required. Reviews may be initiated by either the employee or management/supervisors.

Access to Review Forms:

- Staff Review Forms will be made available to all employees via the respective service websites.

Confidentiality:

- All reviews will be conducted in a confidential and respectful manner. Feedback and ratings will be handled professionally and stored securely in accordance with privacy requirements.

Involvement:

- Reviews will include input from the HR Manager and relevant Direct Line Manager.

Self-Assessment and Supervisor Review:

- Staff will be given the opportunity to self-rate their performance and view corresponding ratings from their supervisor. These ratings will be based on clearly defined Key Performance Indicators (KPIs) and organisational expectations.

Collaborative Feedback:

- A collaborative discussion will take place during the review, enabling employees to:
 - Provide feedback to management
 - Identify accomplishments and areas for growth
 - Raise concerns or suggestions for improvement
 - Discuss workplace satisfaction and engagement

Professional Development and Training:

- During the review, any skills gaps will be identified. Management and the staff will collaboratively explore and arrange appropriate professional development opportunities, such as:
 - In-house training
 - Buddy systems/mentoring
 - External courses or formal qualifications
 - Supervision or coaching support

Responsibilities

- **HR Manager:** Ensure the review process is implemented consistently and fairly across the organisation.
- **Line Managers/Supervisors:** Actively participate in reviews, provide constructive feedback, and support staff development.
- **Support Staff:** Engage honestly in the review process and collaborate on development plans.

DATE	PERSON/S	DETAILS
06.08.2025	Becci Fazldeen	Review and update
24.01.2025	Ashleigh Davis	Review and update
23.02.2024	Cita Carmody-Pearson	Review and update
10.08.2022	Toni Mehigan	Policy created