



***PERFORMANCE  
MANAGEMENT SCHEME  
GUIDELINES***

***ACT Public Service***

CHIEF MINISTER'S DEPARTMENT



# 1 Introduction

These Guidelines have been developed to assist agencies with the implementation of Performance Management arrangements.

The Guidelines complement the *Chief Minister's Annual Reports Directions*.

## **2 Performance Management Scheme**

**All agencies must have a Performance Management Scheme in place, accredited by the Commissioner for Public Administration.**

- Aims** Agency Performance Management Schemes should provide:
- ongoing assessment and feedback on individual performance against agreed targets and objective performance measures; and
  - a link between training activity and individual, agency and service-wide needs.
- Objectives** Agency Performance Management Schemes should allow staff to:
- understand how their work role contributes to agency goals and objectives, identified for example in agency business plans and purchase agreements;
  - understand the responsibilities and expectations of managers and individuals within work teams;
  - take greater responsibility for their own performance and development; and
  - be clear about management responsibilities to offer training and development opportunities to address identified skills gaps.
- Implementation** Agency Performance Management Schemes need to:
- be linked to the achievement of organisational outcomes and outputs;
  - support improved work performance by focusing on clear goals, skill development, flexibility and job satisfaction;
  - be structured so that agencies can identify improvements in skill levels in the workplace;
  - be accredited by the Commissioner for Public Administration; and
  - be periodically evaluated to ensure that objectives are being met.

### **3 Performance Management Plans**

Agency Performance Management Schemes should have as their basis the development and implementation of individual Performance Management Plans (or their equivalent).

**All staff must have a Performance Management Plan (or equivalent) in place which is regularly reviewed.**

<b>Phases</b>	<p>Performance Management Plans should incorporate a number of phases:</p> <ul style="list-style-type: none"><li>• Work Plan Development</li><li>• Skills Development</li><li>• Performance Monitoring</li><li>• Evaluation</li></ul>
<b>Implementation</b>	<p>Performance Management Plans should be managed in the following way:</p> <ul style="list-style-type: none"><li>• each staff member, together with their manager, agree upon the scope of work and responsibilities within their current position;</li><li>• the method of assessment of performance against set objectives is determined, agreed and documented;</li><li>• regular feedback on performance is provided by the manager, and progress towards the achievement of agreed objectives recorded;</li><li>• individual training, information and development needs and options are identified and accessed; and</li><li>• the Plan is periodically evaluated to ensure that objectives have been achieved, and that the agreed training and development has been carried out.</li></ul>

## **4 Training and Development**

**All staff should have access to appropriate training and development opportunities, including key corporate training initiatives.**

### **Options**

These could include, but are not limited to:

- training and information programs
- job rotation and secondment
- project training and self development
- coaching and mentoring
- studies assistance

### **Corporate Objectives**

Agencies should identify and incorporate within Performance Management Plans, specific corporate objectives needed to support their organisational goals and culture.

## **5 Reporting**

**Agencies are required to report on training and development, and the implementation of Performance Management Plans, in accordance with the *Chief Minister's Annual Reports Directions*.**