

Performance Appraisal Form

Conducted For

Conducted On

Prepared By

1 General Performance Standards

Job Knowledge Skills and Abilities

Scale 1-10

Consider each standard separately. Number from 1-10 scale to reflect the evaluators response. A standard performance rating on any performance standard must be supported by a specific comment in the space provided.

Has basic knowledge, skills and abilities to perform work satisfactorily

☐

Yes

☐

No

☐

N/A

Has sufficient knowledge, skills and abilities to perform work satisfactorily

☐

Yes

☐

No

☐

N/A

Has exceptional knowledge, skills and abilities to perform work

☐

Yes

☐

No

☐

N/A

Comments

Quality of Work

Scale 1-10

The worker demonstrates accuracy, attention to detail and effectiveness in completion of work

Work is sometimes inaccurate or incomplete; Fails to meet departmental standards

☐

Yes

☐

No

☐

N/A

Work is usually accurate and thorough; work meets departmental standards

☐

Yes

☐

No

☐

N/A

Work is consistently of excellent quality, accuracy and detail

☐

Yes

☐

No

☐

N/A

Comments

Productivity

Scale 1-10

Worker performs work with efficiency, consistency and timeliness.

Works slower than expected; work is of substandard consistency and timelines

☐ Yes ☐ No ☐ N/A

Completes work on time with consistency and efficiency; meets departmental standards

☐ Yes ☐ No ☐ N/A

Quickly completes work often ahead of schedule; effectively prioritises works; exceeds departmental standards

☐ Yes ☐ No ☐ N/A

Comments

Reliability

Scale 1-10

The worker exhibits dependability and is conscientious in performing work and in willingness to accept responsibilities.

Sometimes is not dependable and conscientious in performing work; unwilling to accept responsibility

☐ Yes ☐ No ☐ N/A

Consistently dependable and conscientious; accepts responsibilities; meets departmental standards

☐ Yes ☐ No ☐ N/A

Extremely dependable follows through promptly on tasks; accepts responsibilities; exceeds job goals; shows high level of initiative

☐ Yes ☐ No ☐ N/A

Comments

Communication

Scale 1-10

The worker demonstrates the appropriate level of written and verbal communication skills necessary to satisfactorily perform the job.

Communication skills impair work performance

☐ Yes☐ No☐ N/A

Possesses the required communication skills and is effective in the position; meets departmental standards

☐ Yes☐ No☐ N/A

Has excellent communication skills very effective in verbal interactions

☐ Yes☐ No☐ N/A

Comments

Work Relationships

Scale 1-10

The worker possesses the ability to maintain effective and productive working relationships with fellow supervisors, colleagues, management, participants and the public.

Has trouble getting along with other workers, supervisors, participants and the public

☐ Yes☐ No☐ N/A

Has a generally positive approach in assisting others: maintains effective working relationships; meets departmental of Standards

☐ Yes☐ No☐ N/A

Exceeds departmental standards highly cooperative works hard to promote positive work relationships

☐ Yes☐ No☐ N/A

Comments

Safety

Scale 1-10

The worker adheres to the rules and regulations to ensure safety standards are met.

Fails to follow safety rules and regulations; falls below departmental standards

☐ Yes☐ No☐ N/A

Follows safety rules and meets departmental standards

☐ Yes ☐ No ☐ N/A

Exceeds departmental standards for safety

☐ Yes ☐ No ☐ N/A

Comments

2 Job Performance Standards

This section is designed to be “job specific”. Refer to the “job performance standards” for each workers position description. Check the standard which represents the staff members work performance. Additional job performance standards may be attached. In the comments section, provide information to explain and support ratings that indicate substandard performance

Disability Support Worker

Compliance with the organisation’s policies and procedures, code of conduct and values

☐ Exceeds Standard ☐ Meets Standard ☐ Below Standard

Development and research for participant support plan and assistance to achieve participant goals

☐ Exceeds Standard ☐ Meets Standard ☐ Below Standard

Maintain and provide accurate, timely and appropriate progress notes and internal team communication to support participants

☐ Exceeds Standard ☐ Meets Standard ☐ Below Standard

Collaboration with participant support networks, including family/advocate/guardian

☐ Exceeds Standard ☐ Meets Standard ☐ Below Standard

Monitor and review risks associated with the delivery of supports to participants

☐ Exceeds Standard ☐ Meets Standard ☐ Below Standard

Develop and maintain relationships with workers and participants to ensure satisfaction of services

☐ Exceeds Standard ☐ Meets Standard ☐ Below Standard

Support Coordinator

Compliance with the organisation's policies and procedures, code of conduct and values

☐ Exceeds Standard

 ☐ Meets Standard

 ☐ Below Standard

Maintain and provide timely, accurate and appropriate communication/records and reports with all participant networks, including NDIS reporting and informal/formal supports

☐ Exceeds Standard

 ☐ Meets Standard

 ☐ Below Standard

Research, build and develop opportunities for the participant to exercise their choice and control

☐ Exceeds Standard

 ☐ Meets Standard

 ☐ Below Standard

Build a participant's capacity and capability to understand their support services and navigate the NDIS

☐ Exceeds Standard

 ☐ Meets Standard

 ☐ Below Standard

Broker supports and services in line with a participant's wishes and their plan budget

☐ Exceeds Standard

 ☐ Meets Standard

 ☐ Below Standard

Link participants to mainstream, community and informal supports

☐ Exceeds Standard

 ☐ Meets Standard

 ☐ Below Standard

Monitor participant plan budgets and support effectiveness

☐ Exceeds Standard

 ☐ Meets Standard

 ☐ Below Standard
Professional Role – such as Director, Senior Manager, Quality Assurance, IT, Accounts etc.

Compliance with the organisation's policies and procedures, code of conduct and values

☐ Exceeds Standard

 ☐ Meets Standard

 ☐ Below Standard

 ☐ N/A

Policy development and implementation

☐ Exceeds Standard

 ☐ Meets Standard

 ☐ Below Standard

 ☐ N/A

Level of professional support

☐ Exceeds Standard

 ☐ Meets Standard

 ☐ Below Standard

 ☐ N/A

Develop and maintain new relationships with workers and participants to ensure continued growth and participant satisfaction

☐ Exceeds Standard

 ☐ Meets Standard

 ☐ Below Standard

 ☐ N/A

Monitor changes in the environment, position the organisation to seize opportunities and minimise threats

☐ Exceeds Standard
 ☐ Meets Standard
 ☐ Below Standard
 ☐ N/A

Ensure that all income and expenditure is within budget guidelines

☐ Exceeds Standard
 ☐ Meets Standard
 ☐ Below Standard
 ☐ N/A

Maintain file notes, evidence and correctly complete forms

☐ Exceeds Standard
 ☐ Meets Standard
 ☐ Below Standard
 ☐ N/A

Comments

3 Overall Work Performance

Work Performance

☐ Exceeds Standard
 ☐ Meets Standard
 ☐ Below Standard
 ☐ N/A

Are there any areas that need to be addressed or managed in the future e.g. performance management, training or issues raised from appraisal?

Worker comments; Comments are encouraged either agreeing, disagreeing or acknowledging the evaluation.

Note: By signing this form, the worker acknowledges only that this evaluation was discussed and a copy has been received by the worker. The workers signature does not signify agreement with this evaluation.

Worker Signature

Date

Person Performing Appraisal Signature

Date

CEO/Director Signature

Date