

## Queanbeyan Government Office Block Listening bulletin

### Background

The *Government Sector Employment (GSE) Act* (Section 67) requires all NSW public sector departments and agencies to implement performance management systems.

Your union, the PSA, sees the value in agencies basing performance management systems on the prerequisites of the Public Service Commission's Capability Framework. These would provide members with a common foundation to negotiate performance agreements and engage in performance reviews. However, as not all agencies have introduced new role descriptions based on the Capability Framework, there is potential for unfair and inequitable performance management systems to be created within and across agencies.

The PSA is consulting with members through 'listenings' so members can identify their concerns and have input in addressing them.

### Members' listening meeting

The PSA conducted a 'listening' with members at the Government Office Block, Queanbeyan on 30 July 2015. Twelve members attended from FACS, EPA, Police, DEC and Corrective Services.

Thank you to all those who participated and provided feedback to the following questions:

- How can we ensure learning and development is undertaken in a fair and effective way?
- What does a fair and reasonable performance management system look like?
- To successfully resolve unsatisfactory performance, an employee must have....[finish this sentence].

### Outcomes

In summary, members at the 'listening' determined that a fair and equitable performance management system must include a number of points:

- It should be consistent for all employees, with equal access to learning and development

- Development must be done with transparent consultation throughout the process
- Staff must have right of reply
- Training must receive adequate funding and include development programs to provide opportunities for role progression/advancement
- It should set fair benchmarks and include appropriate training needs analysis that aligns with the capability framework
- Performance standards must be published and include measures of "good practice" not purely based on measures of metrics or physical outputs
- Unsatisfactory performance should be substantiated and managed as it occurs with ongoing constructive feedback, well-defined work objectives, appropriate support, and training where necessary
- It must be predicated on the provision of adequate resources, such as staffing, IT, budget and training
- The process must be fair, balanced and comply with natural justice
- It should involve regular feedback, which is constructive and recognises excellence and high performance as well as underperformance
- The organisation must establish a positive and ethical culture within the workplace.

The information collected will be used in the development of the PSA's position paper on the Performance Management Framework. The PSA's position paper will be provided to all members when it is completed.

For more information about the Capability Framework and the Performance Development Framework, please see the [PSA's website](#) or access the [Public Service Commission's website](#).

(<http://psa.asn.au/the-capability-framework-and-the-performance-development-framework/>)

(<http://www.psc.nsw.gov.au/>)

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