Support Worker Performance Appraisal

|  |  |
| --- | --- |
| Employee Name |  |

## Rights and Responsibilities

BigDog upholds the legal and human rights of all participants.

**Required research**

I have read and understood the NDIS Code of Conduct? [ ]  Yes [ ]  No

I have read and understood the Individual Needs Policy [ ]  Yes [ ]  No

|  |
| --- |
| To satisfy the requirements of the Privacy Act we should ask which question(s)[ ]  Why do we need this information? [ ]  Is there a specific reason for the information?[ ]  Have I the permission of the individual to collect this information? [ ]  All these questions |
| How do you describe person-centred supports? |
|       |
|       |
|       |
| How do you support a participant’s goals and aspirations? |
|       |
|       |
|       |
| How do you support the gender, culture or religious beliefs of our participants? |
|       |
|       |
|       |
| Why is it important for BigDog to have a regular Newsletter? |
|       |
|       |
|  |
| Scoring is 5 for Excellent – 1 for Needs Improvement | 5 | 4 | 3 | 2 | 1 |
| How do you consider your performance in this area?  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Assessor performance appraisal of this area | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

## Governance and Operational Management

BigDog maintains accountability to stakeholders through the implementation and maintenance of sound governance and management systems. These systems reflect our size and structure and contribute to maximising outcomes for people using services.

**Required research**

I have read the Governance and Management Policy [ ]  Yes [ ]  No

I have read the Feedback, Complaints and Appeals Policy [ ]  Yes [ ]  No

|  |
| --- |
| What do the 3 elements of our vision mean to you? |
| 1 Flexible |       |
| 2 Innovative |       |
| 3 Responsive |       |
| What do the 5 elements of our Corporate Values mean to you? |
| 1 Integrity |       |
| 2 Community |       |
| 3 Initiative |       |
| 4 Teamwork |       |
| 5 Accountability |       |
| Why is it important that participant information be accurate, current and confidential? |
|       |
|       |
|       |
| How would you make suggestions for improvements in our service delivery? |
|       |
|       |
|       |
| Which of the following are standard BigDog feedback and complaints forms?[ ]  Participant Grievance Report [ ]  Compliment Form [ ]  Participant Survey[ ]  Easy Participant Survey [ ]  Employee Grievance Report[ ]  All of the above |
|  |
| Scoring is 5 for Excellent – 1 for Needs Improvement | 5 | 4 | 3 | 2 | 1 |
| How do you consider your performance in this area?  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Assessor performance appraisal of this area | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

## Provision of Supports

BigDog makes our services available to our target group in fair, transparent and non-discriminatory ways and people seeking access to services are prioritised and responded to in a timely manner.

**Required research**

I have read the BigDog Service Information booklet? [ ]  Yes [ ]  No

I have read the Service Access Policy [ ]  Yes [ ]  No

|  |
| --- |
| What are the eligibility requirements for the NDIS?[ ]  Under the age of 65 [ ]  An Australian Citizen or resident or permanent visa holder[ ]  Meet the disability or early intervention requirements[ ]  All of the above |
| What is the difference between the NDIS and the NDIA? |
|       |
|       |
| Name 3 essential elements of a Service Agreement with a participant? |
| 1       |
| 2       |
| 3       |
| What are 3 ways that you can respect a participant’s decision making? |
| 1       |
| 2       |
| 3       |
| How do you best communicate with your participants? |
|       |
|       |
| Which of the following are included in a Profile Kit?[ ]  Personal details [ ]  Community Access [ ]  Community Assistance [ ]  In Home Support[ ]  Individual Needs [ ]  Sensory Skills [ ]  Behavioural Information [ ]  Consent Form[ ]  Medical Form [ ]  Health History[ ]  All of the above |
|  |
| Scoring is 5 for Excellent – 1 for Needs Improvement | 5 | 4 | 3 | 2 | 1 |
| How do you consider your performance in this area?  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Assessor performance appraisal of this area | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

## Support Provision Environment

BigDog provides appropriate services that are identified/assessed, planned, monitored, reviewed and delivered in collaboration with the person using the service, their representative and/or relevant stakeholders.

**Required research**

I have completed BigDog “Assisting with Self-Medication” training. [ ]  Yes [ ]  No

|  |
| --- |
| Why is it important to maintain a safe environment when supporting a participant? |
|       |
|       |
|       |
| Why is it important to appropriately secure a participant’s money and property? |
|       |
|       |
|       |
| Why is it important to have appropriate medication management in place? |
|       |
|       |
|       |
| What 3 precautions can you utilise to minimise potential hazards? |
| 1       |
| 2       |
| 3       |
| How do you support a participant’s strengths and needs? |
|       |
|       |
|       |
| Which of the following are standard BigDog individual needs information forms?[ ]  PATH [ ]  Goal Support Plan [ ]  Goal Review [ ]  NDIS Plan Review[ ]  Participant NDIS Workbook [ ]  Participant Centred Description[ ]  All of the above |
|  |
| Scoring is 5 for Excellent – 1 for Needs Improvement | 5 | 4 | 3 | 2 | 1 |
| How do you consider your performance in this area?  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Assessor performance appraisal of this area | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

## Behaviour Support

BigDog upholds the legal and human rights of people using services. This includes people’s right to receive services that protect and promote their safety and well-being, participation and choice.

**Required research**

I have read the Safety, Well-being and Rights Policy [ ]  Yes [ ]  No

|  |
| --- |
| How do you uphold the human and legal rights of our participants? |
|       |
|       |
|       |
| List 3 examples of proactive activities to ensure a participant’s safety |
| 1       |
| 2       |
| 3       |
| Why is it important to undertake a risk assessment? |
|       |
|       |
| What is a behaviour support plan? |
|       |
|       |
| Which of the following are standard BigDog participant safety forms?[ ]  Incident Report Form [ ]  Minor Injury Report[ ]  ABC Form [ ]  Activity Risk Assessment [ ]  Activities Risk Assessment[ ]  Behaviour Record [ ]  Emergency Information Form[ ]  All of the above |
| Which of the following required items do you have? |
| Current First Aid/CPR | [ ]  Yes [ ]  No | Expiry |       |
| Current Driver’s Licence | [ ]  Yes [ ]  No | Expiry |       |
| Current ‘Blue Card’ | [ ]  Yes [ ]  No | Expiry |       |
| Current ‘Positive Notice Card’ | [ ]  Yes [ ]  No | Expiry |       |
|  |
| Scoring is 5 for Excellent – 1 for Needs Improvement | 5 | 4 | 3 | 2 | 1 |
| How do you consider your performance in this area?  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Assessor performance appraisal of this area | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

## Human Resources

BigDog has human resource management systems that ensure people working in services (including trainees and volunteers) are recruited appropriately and are suitable for their roles within the organisation.

**Required research**

I have read the Employee Induction Manual [ ]  Yes [ ]  No

I have read the Support Worker Induction Manual [ ]  Yes [ ]  No

|  |
| --- |
| Which of the following are standard BigDog Human Resource information documents?[ ]  Employee Induction Manual [ ]  Code of Practice [ ]  WHS Induction Manual[ ]  Support Worker Position Description [ ]  Support Worker Induction Manual [ ]  All of the above |
| Which of the following are standard BigDog induction forms?[ ]  Employee Induction Checklist [ ]  Employee Details [ ]  Letter of Appointment[ ]  Tax File Declaration Form [ ]  Employee Confirmation Agreement[ ]  All of the above |
| What is important to you at work? |
|  |
| What supports do you appreciate at work? |
|  |
|  |
| Which of the following are important skills of a good support worker?[ ]  Good Communication [ ]  Teamwork [ ]  Problem Solving [ ]  Initiative and enterprise[ ]  Planning and organising [ ]  Being genuine [ ]  Be a good role model [ ]  Trustworthy[ ]  All of the above |
| I maintain my current personal information with BigDog Administration [ ]  Yes [ ]  No |
|  |
| Scoring is 5 for Excellent – 1 for Needs Improvement | 5 | 4 | 3 | 2 | 1 |
| How do you consider your performance in this area?  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Assessor performance appraisal of this area | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

## Training and Development

Once appointed, people working with BigDog have access to support, supervision, opportunities for training and development and grievance processes.

|  |
| --- |
| What actions will you undertake to improve your role in the next 12 months? |
|  |
|  |
|  |
| What assistance would you like in your personal development? |
|  |
|  |
|  |
|  |
| Which training did you undertake in the last 12 months? |
| [ ]  Certificate III in Disability | [ ]  First Aid / CPR  |
| [ ]  Introduction to PATH Planning  | [ ]  NDIS Support Worker Induction  |
| Other training |
| Which training would you like to undertake in the next 12 months? |
| [ ]  Certificate III in Disability  | [ ]  Certificate IV in Disability |
| [ ]  Introduction to PATH Planning  | [ ]  PATH NDIS Planning |
| [ ]  Communication and Supporting Skills | [ ]  Social Role Valorisation  |
| [ ]  Writing a Person Centred Plan | [ ]  Mental Health First Aid |
| [ ]  Professional Boundaries | [ ]  AUSLAN – Sign Language |
| Other training |
|  |
|  |
| Scoring is 5 for Excellent – 1 for Needs Improvement | 5 | 4 | 3 | 2 | 1 |
| How do you consider your performance in this area?  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Assessor performance appraisal of this area | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

## Workplace Health and Safety

No employee, volunteer, or agent of BigDog will engage in any activity that they believe is dangerous or harmful to their person or any others in the course of their duties.

**Required research**

I have read the Workplace Health and Safety Policy [ ]  Yes [ ]  No

I have read the WHS Induction Manual [ ]  Yes [ ]  No

|  |
| --- |
| Which of the following are your appropriate behaviours, conduct and responsibilities?[ ]  Do not be judgemental of others [ ]  Follow direct and indirect guidance [ ]  Maintain confidentiality [ ]  Be punctual and reliable [ ]  Be respectful of others [ ]  Footwear must be closed in, flat and sensible [ ]  Maintain good personal hygiene[ ]  All of the above |
| How do you identify a potential hazard in the workplace? |
|  |
|  |
| Which safety training would you like to undertake in the next 12 months? |
| [ ]  Participate in Workplace Safety Procedures | [ ]  Infection Control |
| [ ]  30215 General WHS Induction | [ ]  ABC Reporting |
| [ ]  Manual handling | [ ]  Medication |
| [ ]  Protective Practices | [ ]  Restrictive Practices |
| Other training |
| Which of the following are standard BigDog WHS reporting forms[ ]  Hazard Report Form [ ]  Hazard Assessment Form [ ]  House Risk Assessment [ ]  WHS Safety Audit [ ]  WHS Incident Report [ ]  WHS Vehicle Inspection [ ]  WHS Maintenance Request Form [ ]  WHS Incident Report[ ]  All of the above |
|  |
| Scoring is 5 for Excellent – 1 for Needs Improvement | 5 | 4 | 3 | 2 | 1 |
| How do you consider your performance in this area?  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Assessor performance appraisal of this area | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

Employee Survey

|  |  |
| --- | --- |
| Employee Name |       |

**Directions** Following are a series of statements that broadly describe the internal dynamics of BigDog. Please indicate whether you agree or disagree with the statement as it applies by "marking" the appropriate response.

There are no right or wrong answers, so please respond truthfully. Do not think too much about your answer - go with your first impression.

Note that “BigDog” means either management or the company in context to the question

Top of Form 1

|  | **StronglyAgree** | **ModeratelyAgree** | **NoOpinion** | **ModeratelyDisagree** | **StronglyDisagree** |
| --- | --- | --- | --- | --- | --- |
| 1. I am proud of the quality of the services BigDog provides to clients
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. BigDog informs me about issues that are important.
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. Achieving participant satisfaction is an everyday priority
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. BigDog provides opportunity for me to upgrade my skills
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. BigDog treats employees with respect
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. BigDog demonstrates that employees are important to the success of the company.
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. BigDog encourages teamwork and cooperation
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. BigDog practices its corporate values
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. BigDog provides a clear picture of where the company is headed
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. My job makes good use of my skills and abilities
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. BigDog recognises and rewards good performance
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. Safety is emphasised at BigDog
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

Thank you for your time and your responses

# Performance Results

|  |  |
| --- | --- |
| Employee Name |       |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| How did you consider your performance in the described areas? Please mark the box [x]  next to the required statement.  | Excellent | Very Good | Good | Fair | Needs Improvement | Your Score | Assessor Score |
| Scoring is 5 for Excellent – 1 for Needs Improvement | 5 | 4 | 3 | 2 | 1 |
| 1. Rights and Responsibilities
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |       |       |
| 1. Governance and Management
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |       |       |
| 1. Provision of Supports
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |       |       |
| 1. Support Provision Environment
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |       |       |
| 1. Behaviour Support
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |       |       |
| 1. Human Resources
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |       |       |
| 1. Training and Development
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |       |       |
| 1. Workplace Health and Safety
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |       |       |
| Comments      |
|  |  |  |       |
| Employee Signature |  | Date |
|  |  |  |       |
| Coordinator Signature |  | Coordinator Name |