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

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| --- | --- | --- | --- | --- | --- |
| 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? | | | | | |
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| How do you support a participant’s goals and aspirations? | | | | | |
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| How do you support the gender, culture or religious beliefs of our participants? | | | | | |
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| Why is it important for BigDog to have a regular Newsletter? | | | | | |
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| 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? | | | | | | |
|  | | | | | | |
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| How would you make suggestions for improvements in our service delivery? | | | | | | |
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| 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

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| --- | --- | --- | --- | --- | --- |
| 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

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| Why is it important to maintain a safe environment when supporting a participant? | | | | | |
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| Why is it important to appropriately secure a participant’s money and property? | | | | | |
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| Why is it important to have appropriate medication management in place? | | | | | |
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|  | | | | | |
| What 3 precautions can you utilise to minimise potential hazards? | | | | | |
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| How do you support a participant’s strengths and needs? | | | | | |
|  | | | | | |
|  | | | | | |
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| 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? | | | | | | | | |
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|  | | | | | | | | |
| 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.

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| What actions will you undertake to improve your role in the next 12 months? | | | | | | |
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|  | | | | | | |
| What assistance would you like in your personal development? | | | | | | |
|  | | | | | | |
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|  | | | | | | |
| 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

|  | **Strongly Agree** | **Moderately Agree** | **No Opinion** | **Moderately Disagree** | **Strongly Disagree** |
| --- | --- | --- | --- | --- | --- |
| 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  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 | | | | | |