Policies and Procedures for Unsatisfactory Employee Performance

1. Counselling and Warning

**Investigation**

* Advise employee that you intend on conducting an investigation into their conduct
* Review employee’s file and performance history
* Review guidelines for managing and investigating complaints

**Notify of Meeting**

Notify the employee that you intend to conduct an interview, advising of the time and location (24 hours notice recommended).

**Reason**

**(**Performance Issues)

* Bullying and Harassment
* Drinking in the Workplace
* Poor Patient Care

**Meeting**

* Give employee the opportunity to have a witness present at the interview
* Notify the employee that you intend on taking notes prior to the commencement of the meeting
* Take detailed file notes of what is said during the meeting.
* Keep a copy of notes attached to the warning.
* During the meeting put allegations to the employee during the meeting.
* Provide the employee with evidence to support allegations
* Point out any previous steps taken to improve performance/conduct.
* Provide employee with opportunity to respond to allegations made against them
* Note employee’s response on counselling form
* Consider employee’s response and whether disciplinary action is appropriate and if so, the type/level of discipline that is necessary.
* If you are considering terminating their employment it is strongly recommended that you utilise a 24 hour ‘cooling off’ period to consider their response and seek advice from your Regional HR Business Partner before terminating.
* Fill in all details on the form and provide the employee with a copy

**Return to Work**

* Monitor performance when they return to work
* Provide coaching and assistance to help them improve their performance.

**COUNSELLING AND WARNING STEPS**