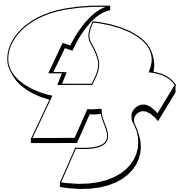




QUEENSLAND GOVERNMENT



# Office of the Public Service DIRECTIVE

(refer Section 34 of the *Public Service Act 1996*)

No: **18/97**

Supersedes: PSM  
Standards 2, 4, 6 & 10

**1. TITLE: Performance Management**

**2. PURPOSE:** To specify the requirements for the implementation of performance management systems.

**3. LEGISLATIVE PROVISIONS:** Sections 23(b), 25, 51(2)(g), 51(2)(h) and Part 6 of the *Public Service Act 1996*.

**4. EFFECTIVE DATE:** 18 July, 1997

**5. DIRECTIVE:**

(a) In order to achieve continuous improvement of performance in the delivery of services as detailed in Part 3 of the *Public Service Act 1996*, Chief Executives shall implement a performance management system.

(b) To achieve the principles of work performance and personal conduct, detailed in Section 25 of the *Public Service Act 1996*, employees shall actively participate in departmental performance management strategies.

(c) Performance management systems should be linked to strategic plans and be directed toward the achievement of organisational goals and objectives.

(d) Performance management may be applied to the achievement of both individual and team performance objectives.

(e) A performance management system shall include, at a minimum, the following strategies:

- A performance appraisal and development strategy.
- A strategy for acknowledging high levels of performance.
- A strategy for the improvement of unsatisfactory performance.
- A strategy for managing disciplinary action<sup>1</sup>.

**6. APPLICATION:**

Public Service Employees

**7. NON APPLICATION:** Chief Executive Officers.

**8. APPEALS**

Appeals will be subject to the provisions of Directives issued by the Office of the Public Service.

<sup>1</sup> Chief Executives should ensure that, where applicable, the requirements of the *Workplace Relations Act 1997* are met and that the principles of natural justice are followed in accordance with Section 90 of the *Public Service Act 1996*.