

# Employee Performance Audits Essential

*As soon as you say 'feedback', most people think 'negative' and 'criticism'  
This is a harmful mindset. From now on when you hear feedback think  
'information'.*

The performance of employees needs to be audited constantly to ensure employees are meeting the expectations of the position. Therefore, services must have appropriate performance management systems in place. It will ensure employees receive ongoing feedback and the services provided are quality.

Often when employees hear it is time for appraisal or feedback they often get defensive. The stigma is that generally appraisals only occur once a year and are used to measure an employee's performance over the previous year, which has probably already been forgotten. This is an ineffective technique. Annual reviews do not provide enough opportunities or challenges for either the employee or the employer and traditionally judge past performance. Managers/Directors should measure performance against clear objectives and goals set out to the employee on an ongoing basis.

An effective manager/director needs to be conscious of addressing the developmental needs of employees. Employees feel empowered and loyal when they know their leader is making an effort to keep them up to date.

The National Reform Agenda aims to improve outcomes for children through Australia's first national curriculum – the Early Years Learning Framework, and the National Quality Framework raises the bar in terms of quality assessment and ratings.

Educators play the key role in implementing the Reforms; therefore they must have clear goals – short and long term, in order for the EYLF vision for children to have a strong sense of Belonging, Being and Becoming to become a reality.

They also need to be supported with ongoing professional support to understand and embrace the National Quality Framework. Leaders must set the goals for educators, provide ongoing professional support, monitor performance and importantly provide feedback on a regular basis. If only undertaken annually, educators will continue with the same practices without any critical reflection thus impacting on the intent of the Council of Australian Governments vision that: *"All children have the best start in life to create a better future for themselves and for the nation"*.

**Managers/Directors should measure performance against clear objectives and goals set out to the employee on an ongoing basis**

