

# Performance improvement plan template

You can use this template to help you develop a performance improvement plan with your employee. We recommend that you use this plan in conjunction with our [Managing underperformance – the initial steps checklist](#) and [Underperformance meeting plan template](#).

A performance improvement plan is a document that sets out what the problem is with your employee's performance and what they need to do to improve it.

This template has been colour coded to help you complete it. Simply replace the red < > writing with what applies to your employee and situation.

Explanatory information is shown in *blue italics* to assist you and can be deleted.

## Suggested steps for developing a performance improvement plan

For more information on managing underperformance, see our online learning courses at [www.fairwork.gov.au/learning](http://www.fairwork.gov.au/learning). For information about minimum employment rights and entitlements you can also call the Fair Work Infoline on 13 13 94 or visit [www.fairwork.gov.au](http://www.fairwork.gov.au).

### Step 1: Plan

Use the template to prepare a performance improvement plan for your employee.

Begin by clearly identifying the specific area or areas in which the employee needs to improve their performance.

### Step 2: Meet with your employee

Next, explain what your employee needs to do to improve their performance and how they can do this, along with what support you'll provide to them (eg. training). Also explain to them what their responsibilities are, and what your responsibilities are.

Give your employee a reasonable time to improve their performance and set a date or dates for further review.

Finally, explain what will happen if your employee's performance doesn't improve.

Both you and your employee should sign and keep a copy of the plan.

### Step 3: Monitor

Monitor your employee's performance while the plan is in place. Regularly check-in with your employee over that period to discuss their progress.

### Step 4: Review

Meet at the times set out in the plan to review your employee's performance. Before these meetings, both you and your employee should assess their performance. After these meetings, you should update the plan to make sure it stays current (eg. to explain what your employee still needs to improve, and any further support that you'll provide).

## PERFORMANCE IMPROVEMENT PLAN

Details	
Employee name	<i>&lt;employee name&gt;</i>
Employee position and level	<i>&lt;position title and level&gt;</i>
Manager name	<i>&lt;manager name&gt;</i>
Manager position	<i>&lt;manager position&gt;</i>
Date of plan	<i>&lt;date plan was made&gt;</i>
Period of plan	<i>&lt;insert start date&gt; to &lt;insert end date&gt;</i> <i>Typically 6 – 8 weeks</i>
Interim review date	<i>&lt;interim review date&gt;</i>
Final review date	<i>&lt;final review date&gt;</i>
<b>Performance improvement objective:</b> <i>&lt;Objective&gt;</i> <i>Describe the specific area in which the employee's performance needs to improve.</i> <i>eg. – Objective: Timely and accurate processing of customer orders</i>	
Required outcomes	<i>&lt;required outcomes&gt;</i> <i>Describe what the employee needs to do to improve their performance to the required standard. The required outcomes should be specific, measurable and realistic. In most cases, the required outcomes should be described as a measurement</i>

Details	
	<p><i>of quality, quantity or timeliness.</i></p> <p>eg.</p> <ul style="list-style-type: none"> <li>• <i>Process all customer orders within 48 hours of receipt.</i></li> <li>• <i>Process at least 15 orders each day.</i></li> <li>• <i>Complete order-related paperwork neatly and accurately.</i></li> </ul>
Strategies	<p><i>&lt;strategies&gt;</i></p> <p><i>Describe how the employee is going to meet the required outcomes.</i></p> <p>eg.</p> <ul style="list-style-type: none"> <li>• <i>Your priority task at all times will be processing customer orders.</i></li> <li>• <i>If you have any questions (eg. you're not sure how to complete a task, or if you're asked to complete a different task), you must immediately raise this with your manager.</i></li> </ul>
Support	<p><i>&lt;supports&gt;</i></p> <p><i>Describe what support you're going to provide to the employee to meet the required outcomes.</i></p> <p>eg.</p> <ul style="list-style-type: none"> <li>• <i>Your manager will provide you with refresher training on the order software.</i></li> <li>• <i>Your manager will meet with you each Monday to provide you with feedback on your progress against the required outcomes.</i></li> </ul>
Responsibilities	<p><i>&lt;responsibilities of all relevant parties&gt;</i></p> <p><i>Describe the responsibilities of the employee, their manager and any other relevant parties.</i></p> <p>eg.</p>

Details	
	<p><i>Employee:</i></p> <ul style="list-style-type: none"> <li>• to meet the required outcomes by the final review date.</li> <li>• to participate in refresher training on the order software and weekly feedback meetings with your manager, as well as any other training or development activities that your manager considers appropriate.</li> </ul> <p><i>Manager:</i></p> <ul style="list-style-type: none"> <li>• to provide you with on-the-job support.</li> <li>• to provide you with refresher training on the order software.</li> <li>• to conduct weekly feedback meetings.</li> </ul>
Consequences	<p>&lt;consequences &gt;</p> <p>Describe the consequences if the employee doesn't meet the required outcomes by the final review date.</p> <p>eg. If you fail to meet the required outcomes by the review date, without a reasonable excuse, you will be given a final written warning.</p>
<p><b>Performance improvement objective:</b> &lt;objective&gt;</p> <p><i>Repeat for additional objectives</i></p>	
Required outcomes	<required outcomes>
Strategies	<strategies>
Supports	<supports>
Responsibilities	<responsibilities of all relevant parties>
Consequences	<consequences>

**Manager signature:**

**Print name:**

**Date:**

**Employee signature:**

**Print name:**

**Date:**

## Employee self-assessment

*Employee to complete before the interim and final review meeting.*

How do you think you have performed against each of your performance improvement objectives?

<Employee comments>

Other comments:

<Employee comments>

**Employee signature:**

**Print name:**

**Date:**

## Manager assessment

*Manager to complete before the interim and final review meeting.*

How do you think the employee has performed against each of their performance improvement objectives?

<Manager comments>

Other comments:

<Manager comments>

**Manager signature:**

**Employee signature:**

**Print name:**

**Print name:**

**Date:**

**Date:**