



**POLICY 7: PERFORMANCE MANAGEMENT POLICY**

<p><b>Policy Rationale</b></p>	<p>The following Performance Management Policy can be developed for Insert Coin to Play Charitable Trust, an organisation that delivers gaming events for children in New Zealand.</p> <p>The purpose of this Performance Management Policy is to establish a framework for evaluating, supporting, and improving the performance of Insert Coin to Play Charitable Trust's staff, volunteers, and programs to ensure the delivery of high-quality gaming events for children in New Zealand.</p>
<p><b>Policy Statement(s)</b></p>	<ol style="list-style-type: none"> <li>1. This policy applies to all employees and volunteers of Insert Coin to Play Charitable Trust. Communication is effective and appropriate and shall convey information through appropriate communication channels.</li> <li>2. Performance Expectations: All staff and volunteers are expected to perform their roles and responsibilities to the best of their abilities, adhering to the organisations values, objectives, and policies. This includes maintaining a professional and child-friendly demeanor, ensuring the safety and well-being of event participants, and providing enjoyable gaming experiences. Internal and external communication shall be guided by high levels of integrity.</li> <li>3. Performance Evaluation Process:             <ol style="list-style-type: none"> <li>a. Regular performance evaluations will be conducted for all staff members and volunteers, at least annually or as deemed necessary.</li> <li>b. Performance evaluations will be based on pre-determined, objective criteria, such as event organisation quality, adherence to child safety protocols, stakeholder satisfaction, and effective communication.</li> <li>c. Feedback from participants will be considered.</li> </ol> </li> </ol>



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	<ol style="list-style-type: none"><li>4. Professional Development: Insert Coin to Play Charitable Trust will support the professional development of its employees and volunteers by providing opportunities for training, skill development, and growth, especially in areas related to child safety, event management, and gaming technology.</li><li>5. Program Performance Evaluation: The organisation will regularly assess the performance of its gaming events and programs to ensure they are meeting the needs of the target audience and achieving desired outcomes. This may include collecting feedback from participants, analysing event metrics, and identifying areas for improvement.</li><li>6. Continuous Improvement: Insert Coin to Play Charitable Trust is committed to continuously improving its performance and the quality of gaming events provided to children in New Zealand. This includes regularly reviewing policies, procedures, and practices, seeking feedback from stakeholders, and adapting to changes in the gaming industry and community needs.</li></ol> <p>By implementing this Performance Management Policy, Insert Coin to Play Charitable Trust can ensure the delivery of high-quality gaming events for children in New Zealand while supporting the professional growth and development of its staff and volunteers.</p>
<b>Policy Implementation Procedures</b>	<p>The implementation and review of these Risk Management policies are the responsibility of <a href="#">Insert Coin to Play trustees</a>.</p> <p>Policy implementation indicators help evaluate the success and effectiveness of policy implementation. The following implementation indicators can be identified for the Performance Management Policy of Insert Coin to Play Charitable Trust:</p> <ol style="list-style-type: none"><li>1. Stakeholder Engagement: The level of involvement and participation of employees, volunteers, participants, and parents in the implementation of the policy, as well as their understanding and ownership of policy objectives.</li></ol>



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2. **Relevance and Alignment:** The extent to which the policy aligns with the organization's goals, mission, and values, and addresses the needs of the target audience (children participating in gaming events)
3. **Training and Professional Development:** The number and quality of training and professional development opportunities provided to employees and volunteers, and their impact on improving performance.
4. **Timely and Effective Performance Evaluations:** The percentage of employees and volunteers who receive regular, timely performance evaluations, and the effectiveness of these evaluations in identifying areas for improvement and supporting growth.
5. **Participant and Stakeholder Satisfaction:** Feedback from participants, parents, and other stakeholders on the quality of gaming events, adherence to child safety protocols, and overall satisfaction with the organisation's performance.
6. **Program Performance Evaluation:** The effectiveness of the organisations gaming events and programs in achieving desired outcomes, as evidenced by metrics such as event attendance, participant engagement, and post-event feedback.
7. **Continuous Improvement:** Evidence of ongoing efforts to review and update policies, procedures, and practices, as well as the organisations responsiveness to stakeholder feedback and changes in gaming industry and community needs.



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<b>Legislative Compliance Considerations</b>	<ol style="list-style-type: none"><li>1. Risk Management Procedures Policy</li><li>2. Budgeting &amp; Forecasting Policy</li><li>3. Financial Systems &amp; Procedures Policy</li><li>4. Reserves Policy</li><li>5. Trust Act 2019</li><li>6. Insert Coin and Play Trust Deed</li></ol>
<b>Review Protocol</b>	<p>Policy Reviewed By: Insert Coin and Play Charitable Trust</p> <p>Date Reviewed: [Date] 5/6/2023 </p> <p>Next Review Date: [Date] 5/6/2024</p>