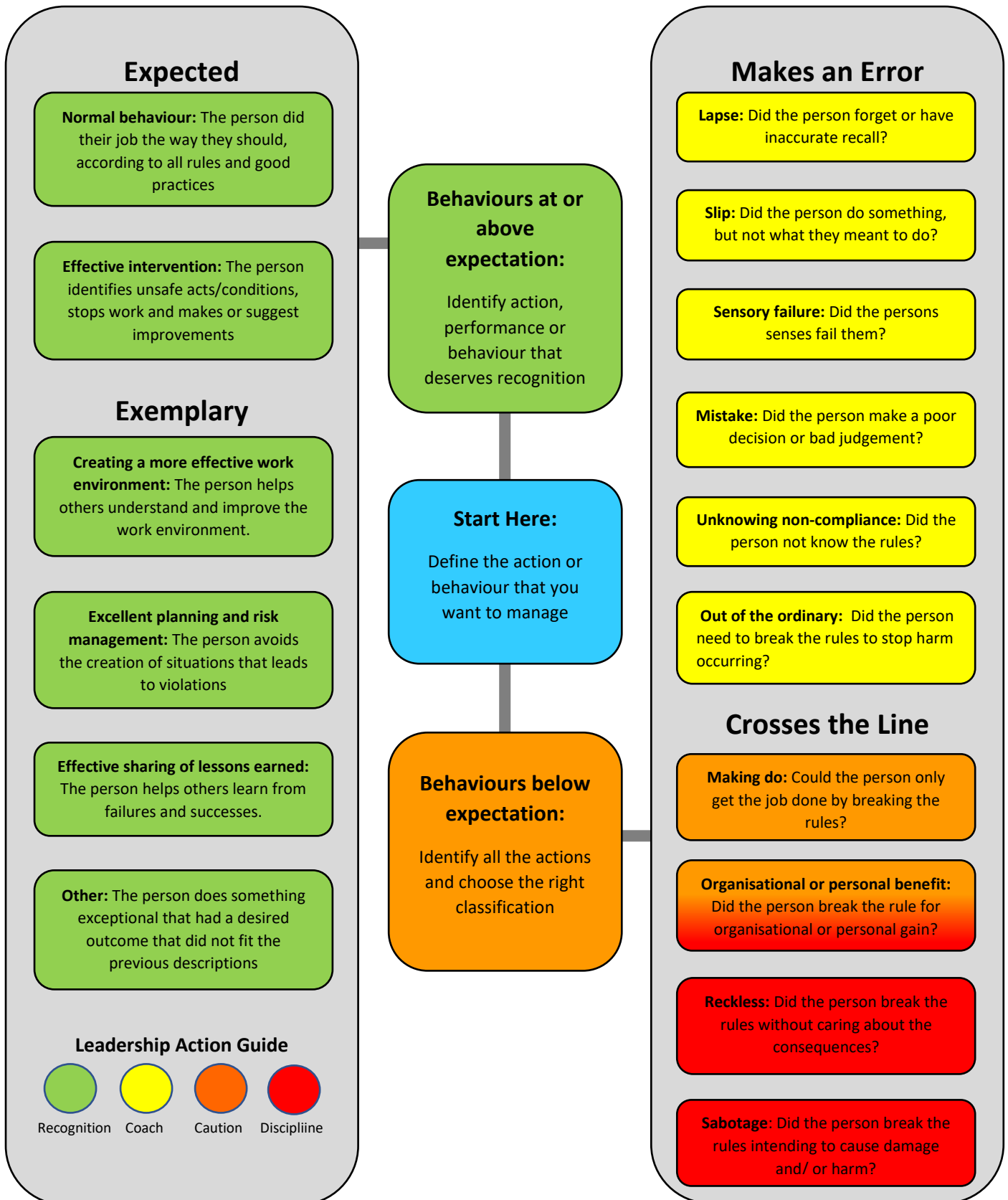
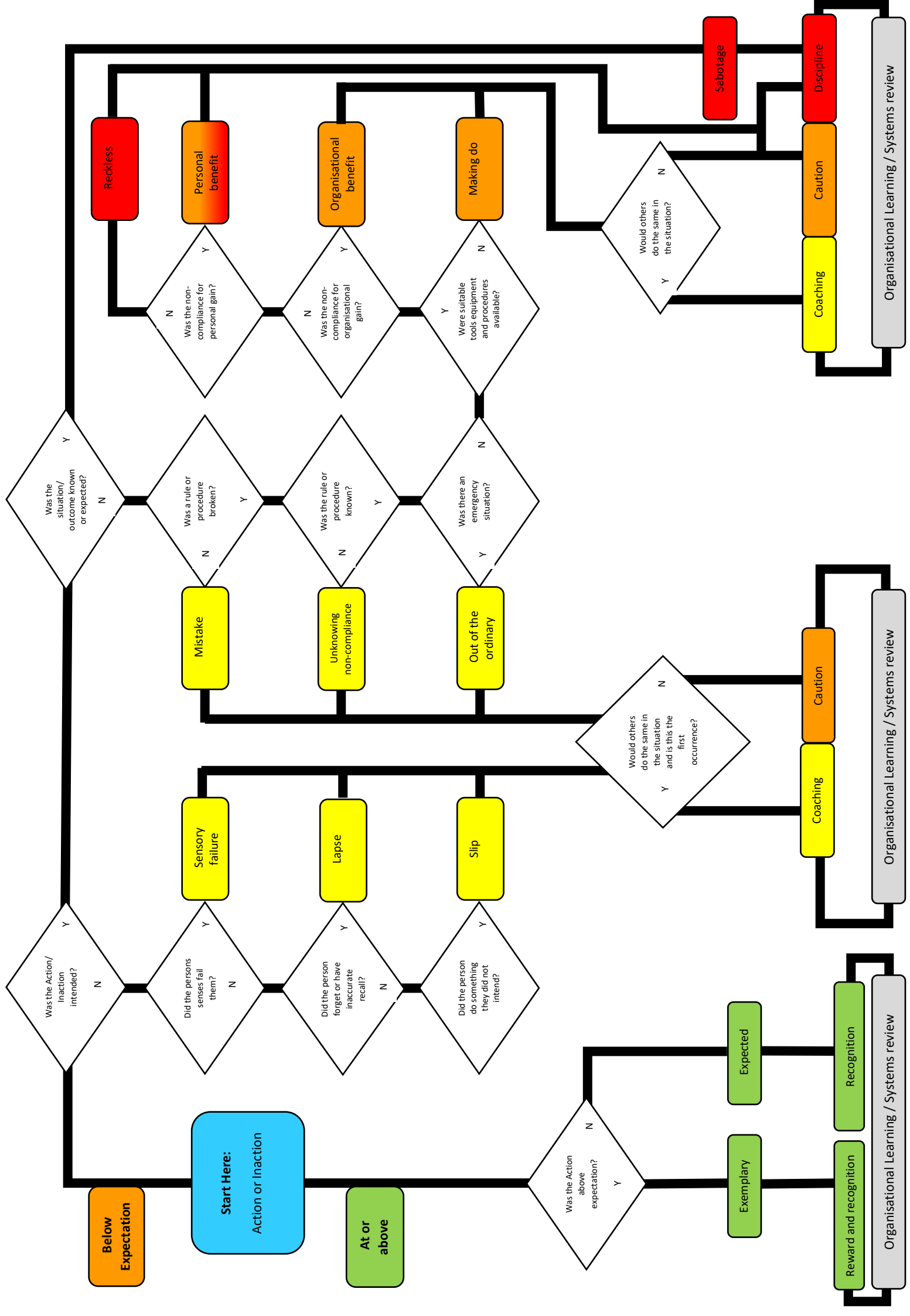


MIMICO Guide to giving everyone a 'Fair Go' using the just culture model**Fair Go Overview**

Who will use the Fair go approach?	<ul style="list-style-type: none">Any team leaders or managers can use the approach
Why / When?	<ul style="list-style-type: none">To influence, respond to and/or manage the behaviour of an individualThis can be when things go wrong like a breach of MIMICO policy or rules or when things go well like intervening in a potentially unsafe situation
What will they do?	<ul style="list-style-type: none">Ensure they assess and respond to each situation on its meritsProvide everyone with an opportunity to explain what occurred and whyUse the decision-making tree to get clear understanding of the type of behaviour and what caused itChoose the most appropriate response, and ensure this is followed through with either recognition, coaching, training, letter of expectation or in some cases starting the disciplinary process
How will they do it?	<ul style="list-style-type: none">By creating the conditions where people feel safe to report and discuss their behaviours and the choices, they madeBy setting clear expectations, modelling these and holding others to accountBy identifying what additional resources and support they needBy applying the Fair Go approach consistently
What support is there for the process?	<ul style="list-style-type: none">HR or General manager can provide support or provide assistance when required
Always Consider:	<ul style="list-style-type: none">The factors that either enhanced or degraded performanceWhether the person has a history of this kind of action or inactionWhether the action or inaction has become routine for the individual or the work groupThe actions rather than the consequences
When to take it further?	<ul style="list-style-type: none">Someone who makes repetitive errors should have performance standards set so any further repetition may be performance managed. Before setting performance standards the organisational areas for improvement need to have been addressed and eliminated as possible reasons for the error





Examples of outcome actions

Recognition examples:

- Appraisal from a manager and senior manager
- Reward & Recognition voucher
- Positive performance appraisal
- Public recognition- action highlighted at toolbox or other meeting

Coaching examples:

- Training
- Re-induction
- Provide feedback
- Numeracy / literacy assistance
- Communication
- How to raise suggestions to improve a rule or procedure
- The importance of following rules and procedures
- What 'good performance or compliance looks like'
- Coaching on what influences an outcome
- Highlight what can potentially go wrong
- Deliver training in a different method
- Revise the training that is best understood by the employee
- The importance of assessing risk before deviating from a set rule or procedure
- The right to not continue with a job if it is unsafe
- How to avoid reoccurrence

Caution examples:

- Letter of expectation
- Performance management
- One on ones
- Set KPIs
- Record on Employees file

Organisational/ System improvements:

- Review procedures and improve where required
- Review the training delivery method
- Implement check sheets
- Practice scenarios / drills
- Review equipment available and investigate better resources
- Redesign the job or equipment
- Ensure everyone is aware of rules and procedures and they are understood
- Ensure expectations are clear
- Ensure rules and procedures are relevant and practical