



Cloncurry Shire Council

PROCEDURE
HRM 1011-02

STAFF REWARD & RECOGNITION PROGRAM

1. BACKGROUND

As a local government authority, Council and Council Staff make a number of commitments pursuant to the Local Government Act 2009 and to other relevant legislation and regulations:

- This includes a commitment to the safety and compliance of Council operations, and to the delivery of efficient and effective services to Council's stakeholders.
- This includes a commitment from Council Staff to operate in accordance with Council's values and those values elaborated in the Code of Conduct and the *Public Sector Ethics Act 1994*.

Council is introducing a Staff Reward and Recognition Program to assist Council in meeting the above objectives. Research indicates that:

- Organisations with good workplace cultures (those committed to accountability, customer service, teamwork, professionalism etc.) are more likely to deliver their objectives; and
- 'Reward and Recognition' programs can be an effective tool in building and sustaining good workplace cultures.

2. PURPOSE

The purpose of Council's Reward and Recognition Program is to play a role in building and sustaining the kind of workplace culture that promotes safety and compliance, the delivery of efficient and effective services, and adherence to behaviours in accordance with Council's Code of Conduct and the *Public Sector Ethics Act 1994*.

3. DEFINITIONS

Buy Local Voucher means a cash voucher redeemable at shops local to Cloncurry.

Length of Service means the length of time that an employee has worked for the Cloncurry Shire Council.

4. SCOPE

This policy applies to all Council staff.

5. ROLES & RESPONSIBILITIES

The Chief Executive Officer is responsible for ensuring this Policy is understood by Council Staff.

6. OBJECTIVES

The objectives of Council's Reward and Recognition Program are as follows:

- To recognise length of service of employees;
- To encourage positive work health and safety outcomes;
- To encourage and recognise performance that consistently meets Council's committed levels of service;

- To encourage and recognise performance that aligns with key organisational objectives as articulated from time-to-time (e.g., accuracy of timesheets, completion of pre-starts, identification of hazards)
- To encourage and recognise performance that leads to improvement in the delivery of Council services (e.g., safer, more efficient, more effective);
- To encourage behaviours that contribute to a positive workplace culture, that align with Council's values, and are in line with expectations of public sector employees and Council's Code of Conduct.

7. REWARD & RECOGNITION CATEGORIES

The following reward and recognition categories and sub-categories will be recognised:

7.1. Recognition of Length of Service

- 7.1.1. Recognition for Length of Service will take place on a monthly basis and will recognise each year of service provided by a member of Council's staff.
- 7.1.2. Rewards for Length of Service will be conferred at the following intervals: after the completion of 3 years of service, after the completion of 5 years of service, after the completion of each additional 5 years of service thereafter.

7.2. Commendation for Quality of Service

- 7.2.1. Consistent Performance: award to recognise the performance of individuals or teams who have performed at or above the required level of service over a sustained period.
- 7.2.2. Continual Improvement: award to recognise the performance of individuals or teams who have improved the efficiency and/or effectiveness of Council services.
- 7.2.3. Commitment to Work Health & Safety: award to recognise individuals or teams who contribute to building and sustaining a positive WHS environment at Council.
- 7.2.4. Commitment to Organisational Values: award to recognise the performance of individuals or teams
- 7.2.5. Commitment to Organisational Initiatives: award to recognise the performance of individuals or teams who meet the objectives of organisational initiatives as implemented from time-to-time (e.g., accuracy or quality of reporting or recording data: timesheets, pre-starts, productivity rates, data for publication in Council meeting reports etc.).

8. GUIDELINES

8.1. Budget: an annual budget will be allocated to reward and recognise the efforts of Council Staff in line with this Reward & Recognition Program.

8.2. Rewards – form and value:

- 8.2.1. Rewards will be in the form of Buy Local Vouchers.
- 8.2.2. The value of the Reward for Commendations for Quality of Service will be determined on a case-by-case basis having regard to the annual budget, the number of suitable recommendations in any given month or quarter, whether or not rewards will be issued to individuals or teams and so forth.
- 8.2.3. The value of the Reward for Length of Service will be determined having regard to the annual budget, any equivalent provisions incorporated into the Certified Agreement and so forth.

8.3. Nomination Process for Commendations for Quality of Service

The nomination process will be as follows:

- 8.3.1. Nominations will be submitted either digitally (e.g., via a SurveyMonkey form or equivalent) or physically (e.g., a paper form). See Appendix B for the indicative outline.
- 8.3.2. Nominations will be required to identify the category or categories for Commendation and provide sufficient information to justify the nomination. In the absence of such information, the nomination may not be able to be assessed and progressed.
- 8.3.3. Nominations will be received from Council Officers, Managers, Directors and Council's chief executive officer.
- 8.3.4. A SurveyMonkey invitation will be sent out prior to the start of a new month, it will be sent to each staff member's primary email account (as listed in Council's payroll system).

8.4. Selection Process for Commendations for Quality of Service

The selection process will be as follows:

- 8.4.1. The Executive Leadership Group will review nominations on a monthly basis.
- 8.4.2. The Executive Leadership Group will make recommendations for conferral of Commendations for Quality of Service to the chief executive officer.
- 8.4.3. The chief executive officer will review recommendations and confirm recipients of Commendations for Quality of Service awards on a quarterly basis.

8.5. Presentation of Commendations for Length of Service and Quality of Service

- 8.5.1. Commendations will be presented by the chief executive officer (or relevant Director, Manager or Supervisor in the chief executive officer's absence)

8.6. Reporting

Recipients of Commendations will be included in the HR and WHS report to Council.

8.7. Commendation Certificate

The commendation certificate will be:

- Printed on paper with a weight in the range of 100-150g
- Be A5 (148.5 x 210 mm) in size
- Will be in a format similar to that laid out in Appendix A.

PROCEDURE VERSION AND REVISION INFORMATION

Version No.	Approval	Date implemented	Review Date
1	Philip Keirle Chief Executive Officer	12 February 2024	February 2024

Procedure Authorised by: Philip Keirle



Title: Chief Executive Officer

APPENDIX A

Style of Certificate



Commendation for Quality of Service

Continual Improvement

This commendation is presented to
Staff Member

for [insert details of continual improvement action, initiative, behaviour etc.].

On behalf of Cloncurry Shire Council, I wish to thank you

Your efforts and ongoing contribution to Cloncurry are greatly appreciated.

Philip Keirle, Chief Executive Officer



Commendation for Quality of Service

Consistent Performance

This commendation is presented to
Staff Member

for [insert details of continual improvement action, initiative, behaviour etc.].

On behalf of Cloncurry Shire Council, I wish to thank you

Your efforts and ongoing contribution to Cloncurry are greatly appreciated.

Philip Keirle, Chief Executive Officer

APPENDIX A (continued)
Style of Certificate



Commendation for Quality of Service

Commitment to Work, Health & Safety

This commendation is presented to
Staff Member

for [insert details of continual improvement action, initiative, behaviour etc.].

On behalf of Cloncurry Shire Council, I wish to thank you

Your efforts and ongoing contribution to Cloncurry are greatly appreciated.

Philip Keirle, Chief Executive Officer



Recognition of Service

This recognition of service is presented to
Staff Member

For reaching the milestone, as at dd month yyy, of xx years of service.

On behalf of Cloncurry Shire Council, I wish to thank you for your time serving the Community.

Your efforts and ongoing contribution to Cloncurry are greatly appreciated.

Philip Keirle, Chief Executive Officer

APPENDIX B
Nomination Form - Example

See Over Page



Cloncurry Shire Council

FORM
FRM – HRM 1011-31

STAFF REWARD & RECOGNITION PROGRAM – NOMINATION FORM

1. Name of person nominating (“your name”)

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2. Department of Nominator

What Department are you in?

<input type="checkbox"/>	Corporate Services
<input type="checkbox"/>	Community Services and Economic Development
<input type="checkbox"/>	Executive Support
<input type="checkbox"/>	Infrastructure & Environment
<input type="checkbox"/>	Projects

3. Department

What Department is the individual or team from? You may select more than one:

<input type="checkbox"/>	Corporate Services
<input type="checkbox"/>	Community Services and Economic Development
<input type="checkbox"/>	Executive Support
<input type="checkbox"/>	Infrastructure & Environment
<input type="checkbox"/>	Projects

4. Team or Individual?

Are you nominating an Individual or Group?

<input type="checkbox"/>	Individual
<input type="checkbox"/>	Group

5. Who are you nominating?

If more than one person, please write all the names or a team name:

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6. Nomination Period

What period are you nominating the Team / Individual for?

	January / February / March
	April / May / June
	July / August / September
	October / November / December
	Consistent performance over time
	For a particular project/initiative

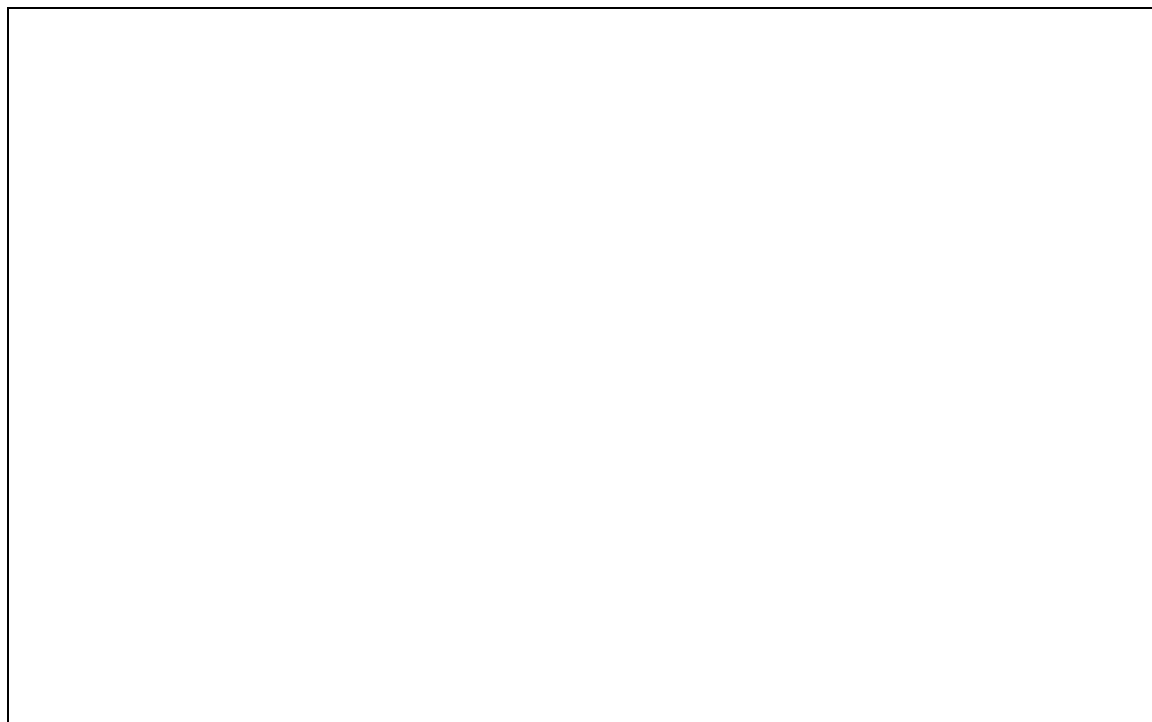
7. Nomination category

What is the category that you are nominating them for?

	Consistent performance – an individual or group who have performed at or above the required level of service over a sustained period
	Continual improvement – an individual or group who have improved the efficiency and/or effectiveness of Council services
	Commitment to Work, Health & Safety – an individual or group who contribute to building and sustaining a positive WHS environment
	Commitment to Organisational Values – an individual or group who embody Council’s values
	Commitment to Organisational Initiatives – an individual or group who deliver on key Council initiatives.

8. Justification

8.1. What did they do that justifies the nomination for this award?



8.2. Why was this important?

E.g., alignment with Operational Plan, organisational initiatives, saved money, improved safety etc.



8.3. When did they do this?

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8.4. Any extra information

Please provide any additional information/attach a photo etc.

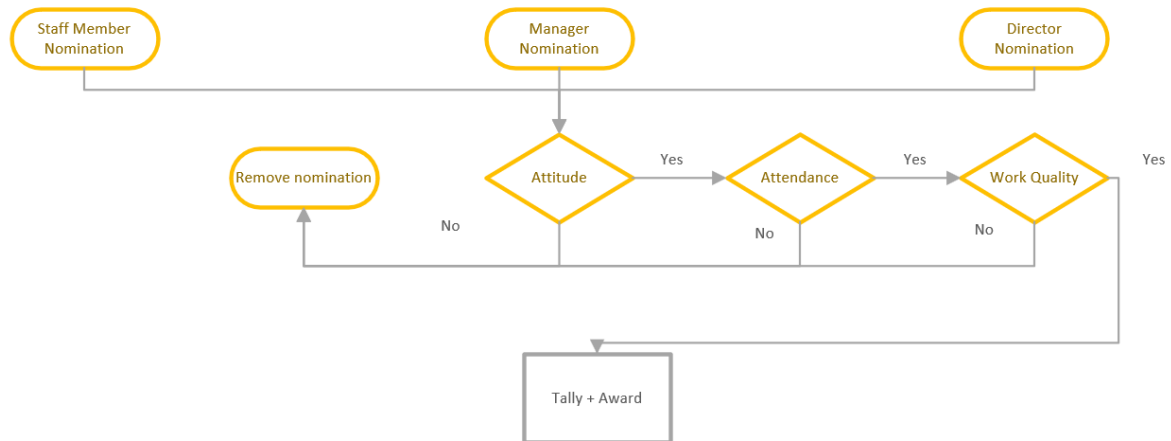
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Version No.	Approval	Date implemented	Review Date
1.0	Philip Keirle Chief Executive Officer	5 February 2024	February 2025

APPENDIX C

Selection Process for Commendations (other than length of service)

Nominations will follow this path:



APPENDIX D

Guide and Nomination examples

Guide to Reward and Recognition Nomination

Name of person nominating – (Your name)

What department is the individual or group you are recognising in? – choose the individual's department OR as many as apply from Communities, Corporate Services, Executive Support, Infrastructure and Environment, Projects, unknown.

Are you nominating an individual or a group? – e.g., individual is one person, and a group is more than one and can be from the same or different Council groups (but you need to know their names).

Who are you nominating? - if more than one person then please write all their names.

What period are you nominating them for? – choose one of January-March/April-June/July-September/October-December.

What is the category you are nominating them for? – choose one of Consistent Performance / Continual Improvement/Commitment to Work Health & Safety / Commitment to Organisational Values / Commitment to Organisational Initiatives.

What did they do that makes you want to nominate them for this award? – write the action that you are nominating them for and why it was important.



Link to the survey

Category examples:

Consistent Performance (award to recognise the performance of individuals or groups who have performed at or above the required level of service over a sustained period)

- Evelyn, Emma, and Logan complete their pre-starts and consistently make sure that their machinery is well maintained (meaning very little reactive maintenance is required). They always work to their program and meet the levels of service expected. A very reliable team.
- Mia and Elijah consistently delivered a packed events calendar over the Christmas period with great feedback from around the town.

Continual Improvement (award to recognise the performance of individuals or groups who have improved the efficiency and/or effectiveness of Council services)

- Glenda has made [insert name of business system] into a more user-friendly system by improving the user experience, leading to clearer reporting for the Communities group and more efficient use of the facilities.
- Olivia has helped implement a new maintenance program for [insert name of location or department]. This is leading to delivery of a more consistent level of service at this facility which has led to good feedback from the community.

Commitment to Work Health & Safety (award to recognise individuals or groups who contribute to building and sustaining a positive WHS environment at Council)

- Beyonce goes out of her way to fix issues even on his weekend – he stops to realign road signs and rectifies hazards where possible when out on the road. If he can't address it on the spot, he takes the time to report the issue.

Commitment to Organisational Values (award to recognise the performance of individuals or groups who display honesty, integrity, accountability, respect, and friendliness)

- The quality of Joan's engagement with visitors at the visitor information centre is outstanding. She demonstrates a passion for the history of the Shire and is always friendly, respectful and helpful.

Commitment to Organisational Initiatives (award to recognise the performance of individuals or groups who act on/deliver on key Council initiatives)

- Exec Team Initiative – Payroll Improvement – Tina has improved his group's Defintiv reporting by ensuring their entries are correctly allocated while also taking the time to train his staff on how entries should be made and forwarding any queries through to Corp Services.