



# Gladstone Regional Council

## Council Standard

<b>Title</b>	<b>EMPLOYEE REWARD &amp; RECOGNITION</b>
<b>Corporate Standard Number</b>	<b>CS-2019-14</b>
<b>Business Unit/s</b>	<b>PEOPLE, CULTURE &amp; SAFETY</b>
<b>Date of Approval by CEO</b>	
<b>Date of Effect</b>	
<b>Review Date</b>	
<b>Date Repealed</b>	

### 1.0 PURPOSE:

The purpose of our reward and recognition initiatives are to acknowledge our people for their contribution, commitment and years of service towards achieving our vision, mission, values and operational plan objectives.

### 2.0 SCOPE:

This corporate standard applies to all employees.

### 3.0 RELATED LEGISLATION:

Nil.

### 4.0 RELATED DOCUMENTS:

Meal Entertainment and Hospitality Form  
People and Culture Policy

### 5.0 DEFINITIONS:

To assist in the interpretation of this corporate standard the following definitions apply:

**Employee** means a person employed directly by the business, either under an Employee Employment Agreement or the *Gladstone Regional Council Certified Agreement 2018*.

**Leader** means the Executive Team, Managers, Team Leaders and any other supervisory position that reports to a General Manager (i.e. Specialists) of the business.

## **6.0 CORPORATE STANDARD STATEMENT:**

The intent of this corporate standard is to:

- celebrate success;
- motivate and reward a high-performance culture;
- increase employee motivation and engagement;
- provide for a range of informal and formal reward and recognition programs, which may or may not have monetary value; and
- provide transparency and ensure that rewards and recognition are meaningful to the individual, group or business unit.

### **6.1 Responsibilities**

#### **6.1.1 Employees**

Responsibilities include:

- recognising and celebrating our people's successes;
- informing leaders about any positive behind the scenes work our people are doing that is contributing to the business' overall success; and
- engaging with formal or informal reward and recognition programs implemented.

#### **6.1.2 Leaders**

In addition to employee responsibilities, Leaders are also responsible for:

- creating a culture that rewards and recognises employee achievement;
- implementing timely informal reward and recognition initiatives for their people in accordance with our vision, mission and SERVICE values, to foster engagement;
- regularly recognising through feedback their employee's achievements and good performance; and
- recognising the contribution by their employees.

#### **6.1.3 People, Culture and Safety**

Responsibilities include:

- developing and implementing formal reward and recognition programs and systems that are consistent with our vision, mission and SERVICE values, Operational Plan and encouraging a high-performance culture;
- ensuring any programs implemented are applied fairly and transparently across the business;
- ensuring rewards are valued and meaningful to employees;
- communicating any formal reward and recognition programs adopted to the organisation;
- coordinating event celebrations; and
- providing advice to leaders about informal reward and recognition programs they wish to implement within their business unit or group.

### **6.2 Informal reward and recognition programs**

Informal rewards should be individualised, spontaneous, meaningful and simple, and to be most effective, informal rewards should be provided as soon as possible after the achievement has occurred.

Some examples of informal reward and recognition programs that may be initiated by leaders include:

- handwritten thank you notes or thank you e-mails for an employee who has gone above and beyond;
- opportunity to present in front of executive team and/or the Councillors on a specific project the team or individual has worked on to receive praise from;
- articles in the staff newsletter about employee's achievements outside of work, either in the community or sporting space;
- acknowledgement at team meetings or other appropriate forums;
- celebrating milestones achieved in projects or peak periods of workloads; and
- face to face visit from the business unit General Manager to the individual or team's workplace to thank them for a job well done.

### **6.3 Formal reward and recognition programs**

#### **6.3.1 SERVICE Awards**

The SERVICE Awards are based on recognising and rewarding employees who live and breathe our vision, mission and SERVICE values.

SERVICE Awards are driven by our people who are encouraged to nominate their peers who go above and beyond to live our values in everything they do and all their decision making.

The following categories are open for nominations:

- SAFE - We are uncompromising in our commitment to safety, which is reflected in our attitude, our decisions and our actions;
- ETHICAL - We operate with transparency, openness and accountability at the fore;
- RESPONSIVE - We respond by being present, proactive and solutions-focused, and we deliver on our commitments;
- VISIONARY - We plan as futures-thinkers and opportunity seekers and we have the courage to shape a better future for our community;
- INCLUSIVE - We create and value diversity and we actively demonstrate our commitment to equality and inclusivity;
- COMMUNITY - We care about each other and our environment and we recognise that community is the core of our business; and
- EFFICIENT - We deliver; we challenge the status quo and we continually find better ways to reduce cost and improve services.

#### **6.3.2 Recognition of service anniversary**

After completing a minimum of ten (10) years' continuous service with Gladstone Regional Council and thereafter at five (5) year intervals, employees will receive a certificate and a voucher from a list supplied by People, Culture and Safety valued at an amount as per the table below.

Employees who reach their 50 years' anniversary milestone will also receive an additional gift.

Number of completed years of service	Recognition options
10 Year Service Anniversary	Voucher to \$150
15 Year Service Anniversary	Voucher to \$250
20 Year Service Anniversary	Voucher to \$350
25 Year Service Anniversary	Voucher to \$450
30 Year Service Anniversary	Voucher to \$550
35 Year Service Anniversary	Voucher to \$650
40 Year Service Anniversary	Voucher to \$750
45 Year Service Anniversary	Voucher to \$850
50 Year Service Anniversary	Voucher to \$1000 + gift

Employees who reach these milestones will be invited to a celebration event organised by People, Culture and Safety or their leader each year in recognition of their years of service.

Employees who resign or retire prior to the annual service celebration and who have completed the relevant service anniversary will still receive their voucher and certificate.

#### **6.3.2.1 Counting service anniversary**

The service anniversary awards are based on an employee's continuous service with Gladstone Regional Council.

For the purpose of this corporate standard, to calculate an employee's continuous service anniversary, it will:

- commence from their first day of employment with Gladstone Regional Council, or, their first day of employment with the:
  - former Gladstone City Council, Calliope Shire Council, Miriam Vale Shire Council and the Gladstone Calliope Aerodrome Board prior to amalgamation in 2008; or
  - Gladstone Airport Business Unit up to the time of Corporatisation (1 July 2012); and
- include individual periods of unpaid maternity leave up to two (2) years;
- include other periods of authorised unpaid leave;
- exclude periods of service prior to any breaks in employment contracts of more than three (3) months.

#### **6.3.3 Retiring or resigning from Council after 10 years' service**

Employees who are retiring or resigning and have completed 10 or more years' service with Gladstone Regional Council will be offered the option of a business paid morning tea, lunch or afternoon tea hosted by their team during their final week to the maximum value of \$100. This is not mandatory, however is not exchangeable for money. If the morning tea, lunch or afternoon tea occurs, a Meal Entertainment and Hospitality Form is to be completed and sent to Finance in accordance with Fringe Benefit Tax requirements.

#### **6.4 Nominations for industry awards**

Leaders are encouraged to research and nominate their employees and completed projects, contributions to innovation and best practice, or exceptional leadership for any local, state or national awards. For example, but not limited to:

- trainee and apprentice of the year;
- Park and Leisure awards; or
- Institute of Public Works Engineering Australasia Excellence Awards.

#### **6.5 Other initiatives**

Other formal reward and recognition programs may be implemented from time to time as approved during the Council budget process or by the Executive team.

#### **7.0 ATTACHMENTS:**

Nil.

#### **8.0 REVIEW MECHANISM:**

This corporate standard will be reviewed when any of the following occur:

1. The related legislation or governing documents are amended or replaced; or
2. Other circumstances as determined by resolution of Council or the CEO; or
3. Three years from date of effect.

<b>TABLE OF AMENDMENTS</b>		
<b>Document History</b>	<b>Date</b>	<b>Notes (including the prior CS No, precise of change/s, etc)</b>
Originally Approved	17 July 2012	G/12/122 (formerly Policy P-3.04.07)
Amendment 1	18 March 2014	G/14/1926
Amendment 2		(Formerly P-2014/18 Staff Recognition Policy) Redeveloped to corporate standard and retitled to Reward and Recognition to incorporate more than just length of service awards.
Amendment 3		

#### **APPROVED:**

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**LEISA DOWLING**  
**CHIEF EXECUTIVE OFFICER**