



Health Professional Councils Authority

Procedure – Staff Recognition Program

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Summary:	This Procedure provides a framework for recognising staff performance				
Applies to:	Staff				
Author:	Corporate Governance				
Related legislation, Awards, Policies and Agreements					
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INTRODUCTION

The Staff Recognition Program acknowledges the significant contributions staff make towards fulfilling the HPCA's values, objectives and goals. The Program recognises individuals or teams who have made a difference to HPCA services and culture and who demonstrate the NSW Health CORE values of Collaboration, Openness, Respect and Empowerment.

This Procedure provides a framework for recognising achievements of individuals, teams or groups whose performance is consistently good or exceptional and who have made an outstanding contribution to the HPCA or the NSW public sector. It is consistent with NSW Public Service Commission Guidelines.

PRINCIPLES

- To recognise the positive contributions staff make to the success of the organisation, individually and/or as part of a team through significant outstanding performance and innovation and that supports the CORE values.
- To encourage managers and colleagues to take the time to say thank you for the hard work and commitment of their colleagues.
- To encourage recognition to be timely and meaningful and provide fair, consistent and transparent rewards.

KEY DEFINITIONS

Council means any health professional Council.

Member includes any member of a Council, a Council governance committee or an associated regulatory body such as an Assessment Committee, Professional Standards Committee, Impaired Registrants Panel, Performance Review Panel or Tribunal.

Staff refers to permanent, temporary and casual employees, contractors or consultants, working in a full-time or part-time capacity, at all levels of the HPCA.

Team refers to an identified team within the HPCA organisational structure for example the conduct team, Pharmacy Council team, finance team.

Group refers to a group of people who come together to undertake a specific project or task, for example the work health and safety group, an inter-Council discussion group, ICT steering committee, working groups established for specific purposes.

BENEFITS OF STAFF RECOGNITION

Through acknowledgement of staff achievement there is a benefit to the organisation by:

- Positively reinforcing excellence in behaviour or effort
- Engaging staff and therefore increasing job satisfaction
- Increasing retention rates of staff
- Building an environment where staff are encouraged to explore innovative approaches to their work
- Sending a message to staff that they are valued, and
- Supporting a culture of excellence.

STAFF RECOGNITION FRAMEWORK

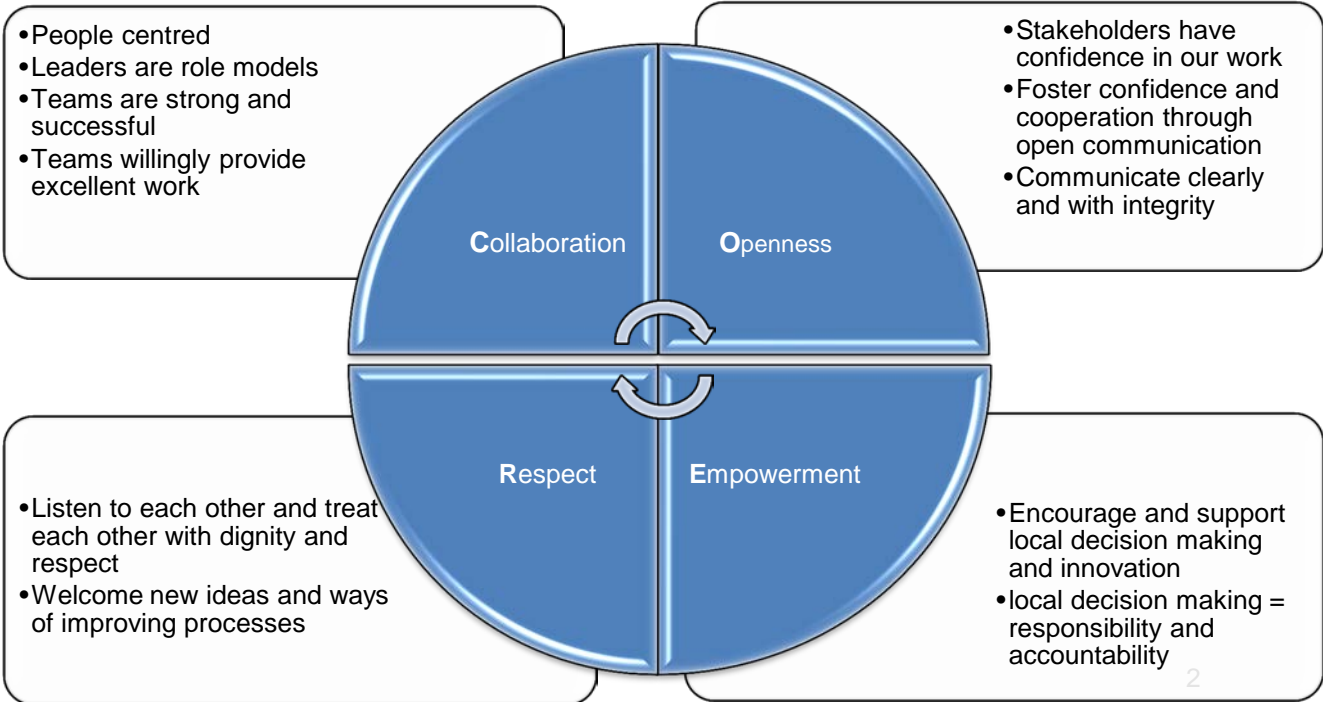
The ways in which staff achievements can be acknowledged include:

1. Informal recognition of an individual, team or group
2. Formal recognition by award to an individual, team or group
3. Recognition of length of service.

Underpinning the staff recognition framework is recognition of consistent modelling of the CORE values of the Code of Conduct in all aspects of work.

- C**ollaboration
- O**penness
- R**espect
- E**mpowerment

CORE values



INFORMAL RECOGNITION

Informal recognition is important in creating a positive work environment. The objective of informal recognition is to acknowledge one-off achievements or commendable contributions by individuals or teams and may take place at any time. Possible areas that may be informally acknowledged include:

- provision of excellent service to internal or external clients
- significant process improvement
- excellent performance in a project
- development of innovative ideas and concepts
- collaboration with an internal or external unit
- exceeding targets
- working above and beyond expectations on a project or task.

There are many opportunities for informal recognition of individual staff, teams and groups at any time such as:

- a verbal 'thank you'
- a short note of thanks
- an 'all staff' email recognising and thanking the individual, team or group
- acknowledgement in the staff newsletter
- an executive attending staff meetings for the purpose of recognising and thanking the individual, team or group
- public recognition at a meeting/gathering
- notation in the staff member's personnel file
- an opportunity for professional development.

It is also appropriate to advise the relevant manager about commendable actions by an individual or team and when a client acknowledges a staff member.

FORMAL RECOGNITION

Formal recognition is through awards made twice a year at the HPCA Staff Forums.

Three awards are available to acknowledge modelling of CORE values AND achievements in one of the following categories:

1. Contribution to improving HPCA services
OR
2. Contribution to improving organisational culture
OR
3. Development and implementation of an innovative project or piece of work.

Eligibility

All staff, as individuals and in teams or groups are eligible to be nominated for recognition and an award.

Individual, team or group nominees must have demonstrated both work that reflects the CORE values AND achievements in one of the three categories.

Nominations

Individuals, teams and groups can be nominated by peers, a manager, a member or external stakeholder, such as another agency or member of the public. Staff may also nominate staff in a higher level role or classification. Staff may not self nominate.

Nominations should be submitted on the nomination form (see attached) either electronically to a dedicated confidential email address staffawards@hpcansw.gov.au or in hard copy to the Senior Policy and Project Advisor at Pitt Street or an assessing panel member at Gladesville.

Assessing Panel

There are five members of the assessing panel:

- Four staff who submit an expression of interest to the Director and are representative of Program Officers, Shared Services and Executive Officers
- One executive team member nominated by the Director.

Panel membership should include both Pitt Street and Gladesville representation.

The Director appoints panel members for a 12 month period and appoints to any vacancies that arise in that period.

Panel members are eligible to be recognised and rewarded. The Panel is to take reasonable steps to ensure that a panel member who is nominated for recognition does not participate in the assessment of their nomination.

Assessing Nominations

Nominations are assessed using the nomination form to rate contributions in the relevant category and also how CORE values have been modelled.

The Panel should discuss the merits of nominations before deciding the winner of each category rather than just relying on the scores.

Where there is more than one nomination that deserves to be recognised in a category, the Panel should seek the Director's approval to consider:

- Awarding two nominations for the one category, as a one off event, or
- Awarding one nomination, but also acknowledging the other nomination in the presentation of awards or through appropriate informal recognition.

NOTE: The Panel may consider that nominations for a specific category were not to a standard that could be recognised for an award.

The Panel may consult with the nominee/s' manager or project sponsor to confirm any additional information to assist in the selection process.

Acknowledging the Winners

The Director will present the winner of each category with a gift voucher and certificate at the next staff forum.

Gift vouchers will be awarded to the following value:

- Individual award – \$50
- Small team/group award (up to 6 people) – total amount equivalent to \$25 per person up to a maximum of \$150 per team
- Large team/group award (7 plus people) – total amount equivalent to \$20 per person up to a maximum of \$180 per team

Gift vouchers will allow winners to purchase a range of goods, except for alcohol.

Awards will NOT include alcohol or lottery type gifts.

Following the Staff Forum, winners will be announced in the staff newsletter and a copy of the certificate included on the winners' personnel files.

HPCA LENGTH OF SERVICE AWARD

The contributions of staff who reach 10, 15 and 20 years of working continuously for the HPCA will be recognised by a certificate of appreciation and acknowledgement at the Staff Forum following attainment of these milestones and in the staff newsletter.

RESPONSIBILITIES

The **Director** is responsible for establishing a panel for assessing nominations.

The **executive** and **managers** are responsible for promoting this Procedure.

All **staff** are responsible for participating in the staff recognition program.

The **Communications Officers** are responsible for promoting:

- The Procedure
- Calls for expressions of interest to participate in the assessing panel
- Calls for nominations for awards.

The **Manager, Corporate Governance** is responsible for evaluating the benefits of the Staff Recognition Program and reviewing and monitoring this Procedure.

The **Administration Manager** is responsible for identifying staff who are eligible for recognition of length of service, and as required, contributes to evaluation of this Procedure by providing advice on staff attendance and retention rates.

The **assessing panel** is responsible for objectively and confidentially assessing nominations.

COMMUNICATING THE PROGRAM

The Program should be communicated regularly to promote:

- Staff understanding of the rationale for the program and the link to the CORE values
- Eligibility for recognition as an individual or as part of a team or group
- Awareness that recognition and reward may be awarded outside of their usual work area with different reporting relationships
- The processes and timeframes for:
 - Establishing assessing panels
 - Making nominations
 - Assessing nominations.
- Recipients of awards
- The fair and equitable approach of the program and awards.

BUDGET

The program has an allocated budget of \$1,200 per annum, that is a maximum of \$600 per six months.

The value of each award per staff member means that the award may be classified as a minor benefit by the ATO and therefore will be exempt from FBT.

EVALUATION

Evaluation is an important part of the Procedure.

Evaluation activities should focus on the effectiveness of the procedure in achieving fair and equitable recognition of staff achievements.

Qualitative evaluation may also provide indicators of the benefits that can follow from staff recognition awards and could include:

- Responses in the staff satisfaction and recognition areas of the Public Service Commission staff survey *People Matter Employee Survey*.
- HPCA specific surveys, such as an adaptation of the Public Service Commission sample survey (see attached).

Staff attendance and retention rates may also provide some quantitative indicators of the benefits of staff recognition awards, though there is not necessarily a direct co-relation between the staff recognition awards and these measures as other factors can have a significant impact.

NSW GOVERNMENT AWARDS

HPCA staff are also eligible for nomination for a range of NSW Government staff recognition awards.

NSW Health Awards

Embracing innovation and individual awards for Volunteer of the Year, Staff Member of the Year and Collaborate Leader of the Year, will mean continuous improvement in the service we offer.

<http://internal.health.nsw.gov.au/communications/healthawards/2014/pre-index.html>

Excellence in Nursing and Midwifery Awards

<http://www.nursingmidwiferyawards.health.nsw.gov.au/>

Premier's Awards

Recognising excellence in the Public Sector.

<http://www.publicserviceawards.nsw.gov.au/>

The NSW Service Medallion

The NSW Service Medallion is presented by the Premier and awarded to employees (both waged and salaried staff) who have completed 40 or more years of meritorious service for the New South Wales Government.

http://www.dpc.nsw.gov.au/programs_and_services/awards_for_community_and_public_service/awards_for_public_service

Public Service Medal

The PSM recognises outstanding service of Public Sector employees. As outlined in the guidelines, 'outstanding service' can be shown through:

- service excellence to the public, or to external or internal clients
- innovation in program, project or policy development
- leadership, including a member of a team
- the achievement of more efficient processes, improved productivity or better service delivery.

http://www.dpc.nsw.gov.au/programs_and_services/awards_for_community_and_public_service/awards_for_public_service

Staff Recognition – Nomination Form

	Individual	Small group	Large group
Who are you nominating: (For teams/groups please include name of the team/group and the names of the members in the team/group)			
Date:			
Your name: (Nominations are confidential)			

To be eligible for an award the individual, team or group needs to demonstrate that their work/behaviour is consistent with the CORE values.

1. Select which CORE values the nominee has demonstrated:

- Collaboration
- Openness
- Respect
- Empowerment

2. Select the appropriate award category for your nomination:

(Please tick only one box)

- Contributed to improving HPCA culture
- Contributed to improving HPCA services
- Developed and implemented an innovative piece of work or project

3. Describe why you have nominated the individual, team or group, linking your reasons with the CORE values and award category:

4. You may also attach supporting information.

Send your nomination to staffawards@hpcansw.gov.au or submit in person to the Senior Policy and Project Advisor (Pitt St) or a member of the assessing panel at Gladesville.

Employee survey

The following survey will help us to assess current and potential employee recognition programs. This survey should take no longer than 10 minutes to complete. Your individual response will be used to improve how the Health Professional Councils Authority (HPCA) recognises our employees. Your responses will be kept strictly confidential.

Overall employee opinion

1. *How important to you are each of the following?*

	Not at all important	Somewhat important	Extremely important
Receiving formal recognition for my efforts in making a difference			
Being recognised by management for my efforts			
Being recognised by peers and colleagues for my efforts			
Receiving recognition for team accomplishments			
Feeling that my work is valued and appreciated			
Feeling a spirit of teamwork and cooperation amongst colleagues			
Knowing that [organisation] treats its employees fairly			

2. *In your experience, how well does the HPCA perform in delivering each of the following?*

	Not at all well	About average	Extremely well
Giving formal recognition for employee efforts to 'make a difference'			
Management recognising employees whose efforts make a difference			
Colleagues and peers recognising employees who are making a difference			
Recognising individual team members equally for their efforts			
Building a spirit of teamwork and cooperation among colleagues			
Demonstrating that employees' work is valued and appreciated			
Treating employees fairly			

Overall employee recognition

3. *How would you rate your overall satisfaction with the current recognition programs offered by HPCA?*

- Very satisfied
- Neither satisfied or dissatisfied
- Not satisfied

Why?

4. *Have you ever received an award from the HPCA?*

- Yes (If so, what for? _____)
- No

5. *Have you ever nominated someone for an award at the HPCA?*

- Yes (If so, what for? _____)
- No

Overall employee recognition

6. *Thinking about the employee recognition program at the HPCA, to what extent do you agree or disagree with the following statements?*

	Strongly disagree	Neither agree nor disagree	Strongly agree
The criteria for the recognition programs have been clearly explained to me			
I am aware of the procedures for nominating an employee for an award			
It does not take much time and effort to nominate employees for an award			
The recipients of the employee recognition awards are adequately publicised			
The recognition programs are fair to all employees			
Recognition programs are treated the same all teams/portfolios			
The awards on offer have value to me			

7. *In your experience how well does the current recognition program perform in delivering each of the following?*

	Not at all	About average	Extremely well
A clear explanation of the criteria for the recognition program			
Recognising a special project and/or achievement			
Recognising outstanding achievement individually or as a team			
Recognising employees who consistently display the agency's behaviours			
Recognising employees who have demonstrated extraordinary achievements			

8. *Please rate the importance of the following criteria as qualifications for an award.*

	Not at all important	Somewhat important	Extremely important
Consistently modelled the CORE values			
Improved and strengthened services in regulating health professionals in NSW.			
Made a positive difference to the workplace.			
Actively participated in building a stronger and supportive workplace.			
Achieved outstanding and visible results.			
Demonstrated excellent job knowledge.			
Often supported and enabled others to succeed in their role			
Spontaneously provided leadership including within a team that has made a difference			