**The Center’s Staff recognition and reward policy**

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**1 Purpose**

To provide opportunities to recognise and reward Employees for their contribution, commitment, and service.

**2 Scope**

This procedure applies to all staff the have direct contact with external customers at a minimum of 4 out of 5 days a week. With preference given to staff who undertake unpaid overtime.

**3 Procedures**

The Employee Recognition and Reward Program provides mechanisms to recognise and reward Employees for exceptional work performance, service and contribution to the achievement of the goals and strategic priorities.

**3.1 Recognition**

**3.1.1 Colleague recognition**

All Employees are encouraged to provide recognition to their colleagues to recognise the positive contributions of others in the workplace. Colleagues can include other Employees, Supervisors, or teams.

In addition, non-monetary recognition program that empowers Employees with a range of options and tools to acknowledge colleagues for their contributions.

**3.1.2 Work area initiatives**

The Center acknowledges that an effective way of recognising Employees can be by way of a one-off non-cash gift, or small incentive of a personal nature, to the value of less than $220 (inclusive of GST) in accordance with relevant taxation legislation. Such incentives include gift cards, travel vouchers, dinner vouchers, flowers or similar items.

**3.2 Excellence Awards**

Formal recognition of Employees' contribution, commitment, and service is provided through an annual Excellence Awards.

Award winners will be granted use of the “Excellence Awards Winners” car parking space for a year, a certificate of recognition and a one-year subscription to Better Homes and Gardens.

Excellence Award recipients must be employed in a direct customer service role such as customer service agent, receptionist or similar role. No other staff will be considered.

**4.1 Application, assessment and approval process**

**4..1.1 Application**

Once nominated applicants must apply by addressing the selection criteria in a verbal presentation via a recorded application. Excellence Awards will be given to the applicants who best meets the selection criteria.

Nominations of eligible Employees must be made on the relevant application form and submitted by the advertised due date.

**4.1.2 Assessment**

All applications will be reviewed by an assessment panel made up of selected members from the community, committee, organisation and other stakeholders. Panel members are always female due to their ability to consider applications without bias.

**4.1.3 Approval**

The panel chair will provide a recommended recipient to the CEO.