



## Staff and Volunteer Recognition and Service Awards Policy and Procedure

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### Supporting Documents

Delegations Manual  
Northcott Strategic Plan  
Staff Recognition Assessment Panel - Terms of Reference

### Supporting Forms

Employee of the Month Nomination Form  
Volunteer of the Year Award Nomination Form

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### Policy Statement

Northcott Disability Services prides itself on offering clients and families innovative and high quality services which promote person centred practices and an inclusive society. The Board and Management Team of Northcott recognise that the commitment, creativity and diversity of skills and experience of our staff and volunteers are our greatest assets in seeking to achieve these goals.

### Overview and Description of the Procedure

Staff Recognition and Volunteer of the Year Awards are established to recognize staff and volunteers that provide exceptional service. Staff and Volunteers are able to be nominated for a range of reasons, including demonstration of Northcott values in practice as well as considerable years of employment with Northcott.

### Definitions

**NIGEL** (Northcott Information General Electronic Library) - Northcott's Intranet providing internal access to operational and service provision related policies, procedures, forms and frequently accessed information.

**Northcott Strategic Plan** - This is Northcott's plan outlining our vision, values and organizational goals for the coming years.

**Level 3 Managers** – This includes a variety of senior management positions at Northcott as outlined in the Northcott Delegations Manual.

### Responsibility

**Nominations** – Can be made by staff, clients and their families, carers, volunteers or other stakeholders

**Assessment Panel** – Responsible for reviewing the Staff Recognition Award nominations.

**Human Resources Coordinator** – Responsible for coordinating the Assessment Panel and Staff Recognition Award process.

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**Operations Managers Group** – Responsible for deciding the Staff and Volunteer Award winners.

**Chief Executive Officer** – Responsible for final approval of Employee and Volunteer of the Year Award winners.

**Volunteer Coordinator** – Responsible for promoting and coordinating the Volunteer Awards.

**Level 3 Managers** – Responsible for approving staff nominations.

### Procedure Details

#### Northcott Staff Recognition Awards

The Northcott Staff Recognition Awards celebrate, promote and encourage quality services which reflect the Northcott Values outlined in our Strategic Plan.

The Northcott Staff Recognition Awards are about all aspects of our work including:

- Support for clients and their families
- Service to people with disabilities
- Support for our staff
- Administrative and corporate services
- Relationships with the community

Northcott Staff Recognition Awards will comprise the following:

- Employee of the Month
- Employee of the Year (announced at Annual General Meeting)

#### **Selection Criteria for the Awards**

An Assessment Panel will review all applications that outline how each nominee demonstrated one or more of the following Northcott Values in the workplace:

- Friendly and Considerate
- Committed and Enthusiastic
- Innovative and Responsive
- Ethical and Courageous
- Professional and Competent

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### Who is eligible for nomination?

All staff are eligible for nomination, with exception of Level 3 Managers and above. Nominated staff that miss being awarded Employee of the Month are eligible to be re-nominated, however individual EOTM recipients are only eligible to be awarded EOTM once per year.

### Who can make a nomination?

Employee of the Month nominations can be received from anyone eg staff, clients and their families, carers, volunteers or other stakeholders using the Employee of the Month Nomination Form. Nominations need to be approved and signed off by the relevant Level 3 manager prior to being assessed. This is to ensure that there are no performance issues that would hinder the application. Northcott Operations Managers will determine the Employee of the Year from the list of EOTM winners.

### Employee of the Month Nomination Form

Nominations must be submitted on a Employee of the Month Nomination Form which will be circulated and available on NIGEL and the Northcott website. Nominations need to be written in 150 words or less to keep the assessment process manageable and the preference is for nomination forms to be typed. The relevant manager will need to sign their approval of the nomination.

### Employee of the Month Assessment Panel

The Assessment Panel will review all Employee of the Month nominations and consist of the following staff from across the organisation:

- Human Resources Coordinator who will oversee the process and act as Panel Chair.
- Two Operations Managers (may rotate)
- Regional/Offsite Management Representative
- Frontline Client Programs Staff Representative

The panel will develop Terms of Reference to guide the meetings. The Panel will make recommendations to the Chief Executive Officer (CEO) as to the proposed recipient each month and the CEO will provide final approval.

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### When are Employee of the Month nominations due?

Employee of the Month (EOTM) Awards will run each month. Employee of the Year will be sourced from EOTM recipients between October and September of the following year. Forwarded nominations for EOTM need to be received by the Panel Chair by the 20th of each month to enable time for the panel to decide the winner for the following month.

### What recognition will the Employee of the Month receive?

The Employee of the Month (EOTM) will receive a formal certificate and be profiled by Northcott's Marketing, Communications and Media (MCM) department on NIGEL and in Off the Record. Nominees who missed out on becoming EOTM will also be listed via these mediums. EOTM winners will be acknowledged in the Annual Report and announced publically at the Annual General Meeting. All EOTM recipients are eligible to become Employee of the Year.

### How is the Employee of the Year determined?

The Panel Chair will contact the relevant Level 3 Manager to enquire if there is any reason why the Employee of the Month Award recipient should no longer be considered for Employee of the Year status (EOTY). Reasons for this may include staff having left the organisation or more recent work performance issues. The Panel Chair will forward all approved nomination forms to the CEO who will table them at the Operations Managers Meeting, where managers will vote on the EOTY. The CEO will provide final approval.

### What recognition will the Employee of the Year receive?

Employee of the Year (EOTY) will be decided prior to Annual General Meeting where it will formally be announced. The EOTY will receive a formal certificate and be profiled by MCM on NIGEL, in the staff newsletter, Off the Record and on the Northcott website. EOTY will be eligible to receive one paid days leave from work and also a choice between a \$100 gift voucher or two free tickets to attend a Northcott Fundraising Event of their choice. In the event that the EOTY is from a regional area, consideration will be given to covering the cost of travel and accommodation for the winner to attend the event. EOTY may also be profiled at Northcott events and in local media as required.

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### **Volunteer of the Year Award**

In addition to Northcott Staff Awards, Northcott volunteers will also be eligible for an award. Rather than award this each month, volunteers will be eligible for nomination for Volunteer of the Year Award.

The Northcott Volunteer Awards celebrate, promote and encourage quality services that reflect the Northcott Values outlined in our Strategic Plan.

### **Selection Criteria for the Awards**

An Assessment Panel will review all applications, which outline how each nominee demonstrated one or more of the following Northcott Values in the workplace:

- Friendly and Considerate
- Committed and Enthusiastic
- Innovative and Responsive
- Ethical and Courageous
- Professional and Competent

### **Who is eligible for nomination?**

All Northcott volunteers are eligible for nomination. Volunteer that miss being awarded Volunteer of the Year Award are eligible to be re-nominated.

### **Who can make a nomination?**

Northcott Volunteer of the Year Award nominations can be received from anyone eg staff, clients and their families, carers or other stakeholders using the Northcott Volunteer of the Year Award Nomination Form.

### **Northcott Volunteer of the Year Award Nomination Form**

Nominations must be submitted on a Volunteer of the Year Award Nomination Form that will be circulated and also available on NIGEL and the Northcott website. Nominations need to be written in 150 words or less to keep the assessment process manageable and the preference is for nomination forms to be typed. The Northcott Volunteer Coordinator will sign to indicate her approval of the nomination.

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### **How is the Volunteer of the Year Award decided?**

The Volunteer Coordinator will be responsible for promoting the Volunteer of the Year Award and collating nominations. The Coordinator will forward all approved nomination forms to the CEO who will table them at the Operations Managers Meeting, where managers will vote on the Volunteer of the Year Award. The CEO will provide final approval.

### **When are Volunteer of the Year Award nominations due?**

Volunteer of the Year Award nominations will be due to the Volunteer Coordinator by the end of September each year.

### **What recognition will the Volunteer of the Year receive?**

The Volunteer of the Year (VOTY) will be decided prior to Annual General Meeting where it will be announced formally. The VOTY will receive a formal certificate and be profiled on NIGEL, in the staff newsletter, Off the Record and on the Northcott website. VOTY will be eligible to receive two free tickets to attend a Northcott Fundraising Event of their choice and may be profiled at Northcott events and in local media as appropriate.

### **How will staff and volunteer awards be promoted?**

Volunteer of the Year and Staff Recognition Awards will be promoted via client and staff newsletters, on NIGEL and the Northcott Website.

### **Northcott Service Awards**

In addition to Northcott Staff Recognition Awards, Northcott Service Awards recognise the contribution of staff who have worked for the organisation for a number of years. This award is for staff that attain 10 years and 20 or more years of service at Northcott. The Human Resources Department will notify the relevant manager of staff who are eligible to receive these awards each month and then a list will also be provided to the CEO prior to the AGM.

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### What recognition will Northcott Service Award Recipients receive?

Staff will receive a formal certificate that will be presented by the relevant Manager at a team or office meeting. They will be profiled on NIGEL and in the staff newsletter, Off the Record. Staff who have

attained 10 years of service will have the option of receiving two free tickets to attend a Northcott Fundraising Event of their choice or a \$50 gift voucher. Staff who have attained 20 years of service will have the option of receiving two free tickets to attend a Northcott Fundraising Event of their choice or a \$100 gift voucher. Vouchers will be organised by the Human Resources Department. Recipient's names will be formally announced at the Annual General Meeting. Please note that staff will not be eligible to receive additional service recognition awards between 10 and 20 years of service.

### Review and Evaluation of Procedures

This procedure will be reviewed within the framework of Northcott's quality assurance and continuous improvement process. Process performance and procedure effectiveness will be measured against Northcott's standards, objectives, and practices as part of a scheduled review of the procedure and related documents based on the level of risk to clients and the organisation.

Procedures and related documentation will be evaluated based on whether they are meeting the overarching standards of the organisation in regards to quality, best practice, consistency, efficiency and effectiveness affecting service provision and organisational capacity.

### Help

- For more information about Northcott Staff Recognition Awards contact the Human Resources Department on phone: (02) 9890 0100.
- For more information about the Volunteer of the Year Award contact the Volunteer Coordinator on (02) 9890 0505.
- Please notify the Human Resource Department if you require additional assistance in nominating a staff member or volunteer due to access restrictions related to your disability, cultural requirements or language spoken.

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- Northcott Staff Recognition Awards and Volunteer of the Year Award Nomination Forms are located on NIGEL and the Northcott website: [www.northcott.com.au](http://www.northcott.com.au)

A handwritten signature in black ink, appearing to read "Kerry Stubbs".

Authorised by: .....  
**Kerry Stubbs, Chief Executive Officer**

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