



Version Control and Objective ID	Version No: 2	Objective ID: A8497591
Name of parent policy/administrative directive	Reward and Recognition of Council Employees Administrative Directive	
Approved by General Manager on	11 August 2022	
Date of Review	11 August 2026	

1. Background

Ipswich City Council is committed to providing a work environment where employees feel valued and empowered to deliver at their best. In order to support employees to feel valued, council is committed to providing a culture of reward and recognition for great work, and behaviour that is aligned to our values and Leadership Charter.

2. Purpose

The purpose of this Procedure is to support the implementation of the Reward and Recognition of Council Employees Administrative Directive. Council also has a responsibility to balance rewards and recognition with accountable and transparent decision making. This procedure provides further clarification around informal and formal reward and recognition to Ipswich City Council employees in the following areas:

- Informal celebrations, rewards and recognition
- Internal awards - ICC Service Excellence Awards
- End of year celebrations
- External awards
- Service recognition for long serving employees

3. Regulatory Authority

Local Government Act 2009
Industrial Relations Act 2016
Public Sector Ethics Act 1994
 Certified Agreements

4. Human Rights Commitment

Council has considered the human rights protected under the *Human Rights Act 2019 (Qld)* (the Act) when approving and/or amending this procedure. When applying this procedure, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

5. Roles and Responsibilities

This Procedure is applicable to all employees. This Procedure will be administered by the People and Culture Branch.

General Managers and Branch Managers will determine the nature of any informal celebrations, rewards and recognition events as well as any end of year celebration events.

The Finance Branch will provide guidance on the potential Fringe Benefit Tax (FBT) implications of celebration, reward and recognition events to assist in making informed decisions.

6. Key Stakeholders

- People and Culture Branch
- General Managers
- Branch Managers
- Corporate Governance Branch
- Principal Taxation Accountant

7. Education and Training Requirements

N/A

8. Procedure

This procedure provides further clarification for a number of the rewards outlined in the Reward and Recognition of Council Employees Administrative Directive.

Any celebration, reward, or recognition event may have potential FBT implications, early consultation with the Finance Branch will identify any potential FBT implications and this should be considered as part of the holistic decision regarding the establishment of events.

Informal celebrations, rewards and recognition

There may be times when it is appropriate to provide informal rewards and recognition to individuals or teams throughout the course of the year. This is used to recognise outstanding council values-based behaviours, alignment with the Leadership Charter and, or, outstanding performance aligned to council's outcomes or strategic objectives in the Annual Plan or iFuture.

Supervisors have discretion within their budgets to provide informal rewards and recognition to individual employees and teams in consultation with their Branch Manager. The reward should be proportional to the achievement or performance. Where a reward or recognition is provided to an individual or team that incurs a cost, the justification for the spend must be clearly documented. The reward and recognition should be aligned to the principles of the Reward and Recognition of Council Employees Administrative Directive. Examples of informal celebrations that may incur a cost include:

- As a general rule, catered informal gatherings with light refreshments aligned to the Gifts, Benefits and Hospitality Policy whereby light refreshments for internal meetings, conferences, workshops, seminars and other business purposes as approved by the relevant departmental officer (supplied through the Civic Centre where possible) is allowed; *(Advice to be sought from People and Culture for informal celebrations that are outside of this general guidance).*

- Gift vouchers of a nominal value not exceeding \$50 (with consideration to a cumulative effect per financial year / per individual). Gift vouchers as a general rule should be monetary based rather than tickets (eg. movie tickets).

End of year celebrations

Localised section, branch and/or departmental celebrations are supported to provide an opportunity for teams to celebrate achievements and milestones. Decisions will be made on an annual basis by the Executive Leadership Team regarding budget to support end of year celebrations.

Internal Awards – ICC Service Excellence

ICC Service Excellence Awards are intended to reward significant and outstanding achievement against the following:

- Conduct and behaviour of individuals and teams against our values and purpose statement;
- Excellent performance toward the achievement of council's adopted plans and strategies; and
- Excellence in service delivery.

In recognition of significant and outstanding achievement and/or service, employees are eligible to receive a *Service Excellence Award*. There are six Service Excellence Awards, one for each of Council's values plus scope for a premier award, presented to the individual or team who has demonstrated the values or performance to a very high degree.

A *Service Excellence Award* is awarded to an individual or team that consistently demonstrates excellence relating to the following criteria:

- **Collaboration:** Demonstrates effective collaboration (individual or team) by working effectively with others towards the common purpose of producing positive results and outcomes; and/or
- **Communication:** Clearly demonstrates a high-performance culture through effective communication. Communicates openly and ensures diverse voices are being heard and valued; Consider different perspectives and ideas to make good decisions; and/or
- **Integrity:** Demonstrates accountability, respect and an ethical approach. Takes ownership of their work; whether it's being honest with customer issues and addressing them, improving processes or the quality of delivery. Respects other people and works with colleagues to get the best outcome for everyone involved; and/or
- **Efficiency:** Demonstrates outstanding creativity when confronted with challenges, issues or a need or desire for improvement. Provides enhanced services for the purpose of meeting customer needs; and/or
- **Leadership:** Demonstrates a unique ability to lead, guide and inspire others, which in turn contributes to the effective and efficient functioning of Council. Lives the values of council's Leadership Charter. Leaders at any level demonstrates ethical, fair and consistent leadership; and/or

- **Purpose Statement:** Demonstrates deep commitment and a dedication to their work, which in turn contributes to the vibrancy of the workplace and achieves the objectives and goals of Council in a significant way.

Further details of criteria are listed on the [Service Excellence Award nomination form](#).

Employees may be nominated for a *Service Excellence Award* by a manager, colleague or customer (internal or external).

The nomination period is active each calendar year, from January and closes at the end of October. Nominations will be reviewed each quarter.

When received by the People and Culture Branch, each nomination will be forwarded to the relevant Branch Manager who will determine its suitability as either a Service Excellence Award Nomination or Valued@Certificate.

The Branch Manager, when reviewing nominations, may expand upon the information contained to ensure the nomination meets the requirements by addressing the relevant award [criteria](#), highlighting behaviors and actions exhibited by the nominees. A checklist is available to assist in ensuring the quality of the nomination.

All nominations are reviewed by People and Culture and a collated report is then provided to ELT to review and select Service Excellence Awards recipients for each category. Nominations will be collated by People and Culture as at the end of October, and the Executive Leadership Team will select award recipients no later than 15 November. These timeframes will allow for end of year celebrations to be held from in late November or early December, ahead of traditionally high periods of employee leave.

Those who are, based on the Executive Leadership Team's evaluation and moderation process, selected as *Service Excellence Nominees*, are presented with the following:

- A letter of congratulations and
- A gift voucher to the value of \$250 for individuals and \$50 for members of a team.

External Awards

There may be opportunities to nominate great work for external awards.

- External awards include the [Local Government Managers Australia Awards for Excellence](#), [Queensland Reconciliation Awards](#), [Queensland Multicultural Awards](#) and [Public Service Medal](#). This is not an exhaustive list and employees are encouraged to nominate for external awards that fit the achievement.
- Each external award has its own processes and are not affiliated with council; however, most require CEO approval as part of the nominations process.
- At a minimum the relevant General Manager should provide approval for nominations for external awards and provide a copy of the nomination to servicerecognition@ipswich.qld.gov.au
- Funding to nominate for external awards is to be provided by the branch nominating for the award.

Service recognition for long serving employees

In recognition of their long service, employees will be eligible to be recognised for the completion of 10, 20, 30, 40, 45 and 50 years of continuous employment at Ipswich City Council.

For each of the above milestones, the employee receives a certificate, letter of service and a gift card for an amount determined by the years of service achieved (\$100 for every ten years of service), presented on a quarterly basis by the General Manager at a Branch/Department function as per the below:

Years of service	Value
10	\$100
20	\$200
30	\$300
40	\$400
45	\$450
50	\$500

We recognise and celebrate employee service milestones with Council at 10, 20, 30, 40 and 50+ years of service. The following table outlines the responsibilities associated with service recognition:

Task	Actions	Responsibility
Reporting	<ul style="list-style-type: none"> Prepared reports quarterly in advance showing employees with the various service lengths. Email each Executive Assistant to advise the upcoming anniversaries before the commencement of each quarter. 	People and Culture
Communication	<ul style="list-style-type: none"> Advise the upcoming anniversaries with General Manager and Coordinate a local celebration event. 	Executive Assistant
Certificates and gift cards	<ul style="list-style-type: none"> Coordinate the printing of certificates and purchasing of gift cards on a quarterly basis in advance for employees receiving service recognition as per the report. Certificates and gift cards are provided to the appropriate General Manager. 	People & Culture

Presenting Certificates and Gift Cards	<ul style="list-style-type: none"> • Present certificate and gift card closest to their anniversary date. • Acknowledgement of anniversary date on the day of the service milestone or as close as possible to, General Managers or their delegates recognise the length of service in a local celebration and present the certificate and gift card to the employee. • Where the celebration can't take place on the day of the service milestone, the employee will be communicated with regarding when it will take place. 	General Manager
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In the event that the long serving employee is retiring, refer to [Processing of Employee's Resignation, Retirement or Completion of Employment](#).

9. Monitoring and review

This procedure will be reviewed in line with contemporary human resource management and employee and leader feedback. The Annual Employee Experience Survey will be a method to monitor the effectiveness of reward and recognition.

10. Related documents

[Long Serving Employees Procedure](#)

[Processing of Employee's Resignation, Retirement or Completion of Employment](#)
[Gifts, Benefits and Hospitality Policy](#)

[Good Governance Policy](#)

[Employee Code of Conduct](#)

[Diversity and Inclusion Strategy 2018 - 2022](#)

11. Definitions

EMPLOYEE	Any person employed directly by Ipswich City Council, regardless of their employment status and contractors undertaking duties on behalf of Council.
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12. Procedure Owner

The General Manager Corporate Services is the procedure owner and the Manager, People and Culture is responsible for authoring and reviewing this procedure.