

# STAFF EXCELLENCE MONTHLY AWARDS

## POLICY®

### DOCUMENT SUMMARY/KEY POINTS

- This policy replaces Staff Excellence programs at CHW and SCH
- The program is managed by the Workforce Directorate.
- This policy recognises individual achievements.
- Volunteers are also eligible for nomination.
- Staff members or volunteers are nominated in line with the four key areas of the Network's CORE values.
- A Staff Excellence award is presented to an individual at CHW and SCH each month excluding January.
- Staff or volunteers can be nominated for an Award by other staff, patients and/or families.
- A Committee, made up of representatives from across the Network, will determine the winners each month.
- Winners can be chosen from previous month's nominations.
- The nominee's Manager and/or Director must endorse the staff member or volunteer receiving the award.

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

<b>Approved by:</b>	SCHN Policy, Procedure and Guideline Committee	
<b>Date Effective:</b>	1 <sup>st</sup> August 2018	<b>Review Period:</b> 3 years
<b>Team Leader:</b>	Workforce Engagement Advisor	<b>Area/Dept:</b> Workforce

## CHANGE SUMMARY

- N/A – new document

## READ ACKNOWLEDGEMENT

- Managers are responsible for bringing this policy to the attention of staff

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## Introduction

As part of the Sydney Children's Hospitals Network (SCHN) employee recognition program, a Staff Excellence Award is presented to one employee or volunteer at each hospital each month, with the exception of January. The Awards are given to those who demonstrate excellence in their place of work in one or more of the four CORE values of the Network.

## Selection Criteria

Staff or volunteers can be nominated for an Award in recognition of demonstration of excellence against one or more of the four CORE values.

The NSW Health CORE Values build upon the public sector values of integrity, trust, service and accountability. The Network's aim is to reflect these Core Values in our workplace and in the way we conduct ourselves by demonstrating Collaboration, Openness, Respect and Empowerment. The following performance indicators describe how the Network aspires to demonstrate these in day to day work practices.

### **Collaboration**

- Partners with patients and families when planning care
- Partners with patients and families when planning and implementing improvements
- Working together - a willingness to participate with and work with others
- Being positive - being proactive, open, available and friendly
- Being helpful - being consistent, reliable, inclusive and collegial (working together)
- Engages positively with others to achieve the best possible outcomes

### **Openness**

- Kindness - being caring and kind, approachable and supportive
- Being calm - being respectful, flexible and accepting
- Being fair - inclusive, tolerant and non-judgemental
- Zero tolerance of poor behaviour - abusive and bullying behaviours, prejudice and discrimination are not displayed or condoned

### **Respect**

- Respects families as key members of each patient's care team
- Consideration - being consistent and courteous
- Welcomes new ideas to allow continuous improvement in their role
- Actively promotes a positive workplace culture

## **Empowerment**

- Encouragement - encouraging of others, positive attitude
- Being reflective - willingness to act on feedback
- Striving for excellence - seek opportunities for improvement and strive for excellence
- Values and enables the opinions and contributions of others

## **Management of the Awards**

The Awards are managed by the Workforce Directorate. The Workforce Directorate establishes the selection committee, manages monthly nominations, secures suitable recognition for winners and manages the process following selection to ensure the suitability of a winner and notification of the Award. The Staff Communications and Engagement Advisor manages all aspects of the awards. Workforce Services are supported by other Directorates as appropriate.

## **Nominations**

All Network employees and volunteers can be nominated for these Awards for either CHW or SCH. Individual nominations must be received on the nomination form. The forms are available on the [Staff Excellence Award intranet page](#), and can be printed and submitted to Workforce Services in person, through the internal mail or via email. Forms can also be collected from Workforce Services, Public Relations or the Staff Excellence nomination box at either hospital.

## **Selection Committee**

The Selection Committee is established biennially by calling for expressions of interest from staff, with the final committee being approved by the Director of Workforce. The committee comprises of

- An Executive (can be rotated)
- Two clinical staff (one from each campus)
- Two non-clinical staff – Corporate Services or Clinical Support staff (one from each campus)
- A Clinical Program Director

The Staff Communications and Engagement Advisor collates the monthly nominations and emails them to the Committee. The Committee members will each vote for two nominations with the Executive member to have the determining vote if required.

The Staff Communications and Engagement Advisor will call for nominations for a new committee in September with the new Committee commencing the following January.

## **Management of successful and unsuccessful nominations**

The Staff Communications and Engagement Advisor will follow up the successful nomination with the staff member or volunteer's direct Manager, Tier two Director and Workforce Managers to seek support for the decision. If the Director approves the merit of the staff

member or volunteer to receive the Award, the Staff Communications and Engagement Advisor will notify the successful nominee's manager and the manager will advise the nominee, giving them the letter signed by the Chief Executive. The letter will include details of when the quarterly presentation will be held and advise the successful nominee to contact Transport Department to arrange parking (CHW only).

The Staff Communications and Engagement Advisor will provide email confirmation of receipt of all nominations to nominating staff members.

## Awards

The Workforce Development & Culture team will arrange the presentation of the individual Award winners on a quarterly basis. The Workforce Development & Culture team will arrange a time for the presentation with the winners' Managers.

The Workforce Development & Culture team will also arrange:

- A representative from HESTA to attend the meeting and present the Award
- A member of the Executive or local tier three manager to attend the presentation
- A photograph of the successful staff member for use on intranet
- The winner's name and work location to be displayed on the staff TV screen at each site.

The Executive Assistant to the Director of Workforce will arrange:

- The congratulations letter signed by the Chief Executive
- The certificate signed by the Chief Executive Winning staff will receive:
- Congratulations letter (on announcement)
- Certificate
- \$100 gift voucher
- One month allocated parking (CHW only) or \$20 Starbucks voucher if staff member has current parking arrangements
- Star Café voucher (SCH only)

The winning staff member from each site will be asked to take part in a Q&A that will run on the Staff Excellence intranet page, as a news story on the intranet, and each site's weekly bulletin.

## Sponsorship

The Awards are currently sponsored by HESTA. The Workforce Development & Culture team will arrange for an annual contract to be put in place with HESTA or call for alternative sponsorship. A HESTA (or other) representative will be invited to attend and present the

award to the successful staff members/volunteers. HESTA (or other sponsors) are to be recognised on nomination forms, certificates and on the Network intranet.

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