

Leader's Guide to Recognition at UnitingCare

How to help your employees feel seen and valued for the meaningful difference they make.

What is Recognition

Employee Recognition is the practice of acknowledging and appreciating an employee for their behaviour.

We understand people are complex and different, hence, we are striving to provide a suite of recognition options to ensure you can recognise your staff and peers in ways which will be meaningful to them. We understand recognition can be personal, so this guide will equip you to know what tools you can utilise to recognise effectively and meaningfully.

This is the essential step-by-step guide of the different ways to recognise at UnitingCare. We hope this guide supports you to make a lasting positive impact on our people.

Why is Recognition important

Recognition impacts employee wellbeing, engagement, retention and culture.

Effective employee recognition reminds your employees why they enjoy their job, why UnitingCare is a great place to work, and that the meaningful difference they make is seen and valued.

Our people's connection to the UnitingCare mission and values in particular is a key element to engagement and retention. Recognition is an effective way to both link and then celebrate those living the UnitingCare mission and values.

Our Values

Compassion - Through our understanding and empathy for others we bring holistic care, hope and inspiration.

Justice - We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society.

Leading through Learning - Our culture encourages innovation and supports learning.

Respect - We accept and honour diversity, uniqueness and the contribution of others.

Working Together - We value and appreciate the richness of individual contributions, partnerships and teamwork.

Did you know?

82% of managers report that they prioritise showing timely appreciation and thanks to employees who have done good work yet 54% of employees feel their boss could do more to appreciate them.

(Reward Gateway/Atomik, Recognition Study May 2017).



Wellbeing

69% of Aus employees agree their work wellbeing would improve if they were simply thanked more for their hard work (Reward Gateway, The 2023 Employee Engagement Trends Report, 2023)



Culture

63% of employees would rather work for a company that had a culture where people were praised and thanked regularly for doing good work, than for a company that paid 10% more but offered no praise or thanks (Reward Gateway, 2017)



Engagement

Employees are 4x as likely to be engaged employees when recognition is effective (Gallup-Workhuman, Transforming Workplaces Through Recognition, 2022).



Retention

40% of employees would leave a job if there was a lack of reward and recognition for their efforts, (Reward Gateway, 2022)

What is my role as a leader

Leaders have a crucial role to play in recognising contributions big and small, to ensure we foster a culture of recognition. Part of a leaders' overall role is to model values and behaviours that reflect the dignity and worth of all people- including role modelling of recognition.

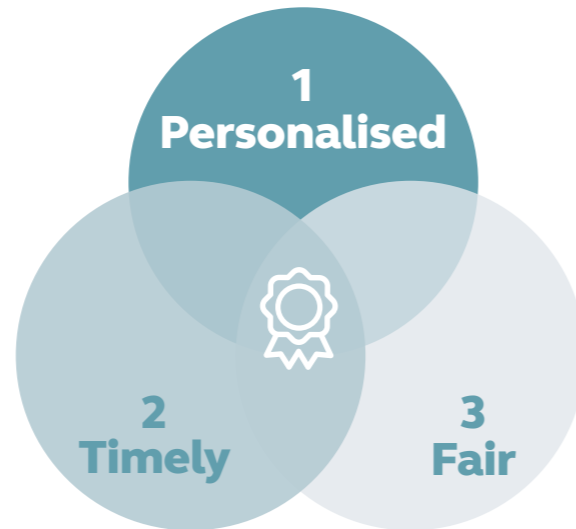
One of the expectations as part of the UnitingCare Leader Accountability Framework is that leaders

'engage in and encourage recognition practices across the team and organisation.' 'Effective and meaningful recognition' was also identified as one of the five key practices that UnitingCare leaders need to create a highly engaged team. All leaders with high performing teams both acknowledged and lived the importance of recognition, creating a positive and high performing team culture.

How to make Recognition impactful

Employee recognition may come quite naturally to you or it may be more of a challenge. No matter your experience, there are a few factors that take recognition from “okay”, to incredibly impactful.

The 3 key ingredients to making recognition impactful are:



1. Personalised

The recognition highlights the specific behaviour, links to a UnitingCare values/mission, states the impact of the behaviour and is personal and individual to the recipient.



2. Timely

The recognition is provided instantly when the behaviour occurs



3. Fair

The recognition is relative to the achievement being recognised. Recognition does not only favour one person, or one group of people.

1. How to make recognition PERSONALISED

- Call out the specific recognised behaviour and state the impact it had. This means the recipient knows what they did to receive the recognition, and the difference it made.
- Unsure on what to recognise? Look for any behaviours you hope to see more of. Refer to the UnitingCare Mission and Values for guidance

2. How to make recognition TIMELY

- Recognise moments as quickly as possible. For example, if you're part of a long project, disperse recognition for small wins throughout the project, not just at the end
- Delayed recognition, although still nice, it is
- far less impactful than if the behaviour was
- recognised right away.

3. How to make recognition FAIR

- Make the recognition is appropriate for the desired behaviour. For example, for completing a huge body of work, a brief thank-you in passing would not be fair given the achievement.
- Recognition should also be equitable. If you are recognising the same person or people – check to see if there are others doing just as meaningful work but might not be as front of mind.



Good Recognition

Hi Christine, thanks so much for your help! I really appreciated it and it made the day go so much smoother. You are a star!



May 2017).

Great Recognition

Hi Christine, thank you so much for handling that additional patient paperwork that came to our team last minute today. It ensured the discharge for that patient went both smoothly and on time, but also reduced the stress of the 2A nursing team on a particularly busy day. I was impressed by your compassion and dedication to our patients, but also your excellent team work. I really appreciate it. You are a star!

Key: ● Personalised ● Timely ● Fair

The figures above show two examples of recognition for the same event. Although it's great to see recognition in both instances, see how impactful is it when it is it timely and personalised. Consider how this also includes “fair”

Recognition at UnitingCare

- At UnitingCare, there are many ways you can effectively recognise your staff and colleagues, across all levels of recognition moments from frequent and instant, to more involved for those big wins and achievements.
- The following pages outline:
 - The different ways to recognise at UnitingCare
 - Where, when and how you can provide this recognition
 - What makes that recognition type uniquely impactful
 - Examples of what each recognition type looks like

How to Recognise at UnitingCare Queensland

There are many different reasons to recognise, and to support that, UnitingCare have a number of tools and avenues to support recognition- from frequent recognition for small moments throughout the year, to the prestigious, once a year Full Circle and Reconciliation awards.

The pyramid of recognition:



On the Fly

Impact	Recipient	Timing	Formality
Small/medium	Mainly individual	Instant	Informal

- On the fly recognition are those informal moments, often provided face to face (in person or online) to show appreciation for those little moments that deserve a “thank you”.
- Where-** Casually In the workplace, a post it note or quick email, team meetings, morning huddle, in passing in the lunch room.
- When** – Whenever there is something that is worth being recognised. Reward the good behaviour as soon as you see it.
- Why** it’s special- A little recognition can go a long way. Small and frequent recognition is vital to encourage a positive team culture of recognition. It allows immediate appreciation in response to a task or behaviour. It is the perfect way to make employees feel valued without many resources, and shows that even day-to-day moments are seen and valued.

Workplace

Impact	Recipient	Timing	Formality
Medium	Team or individual	5-10 mins	Informal

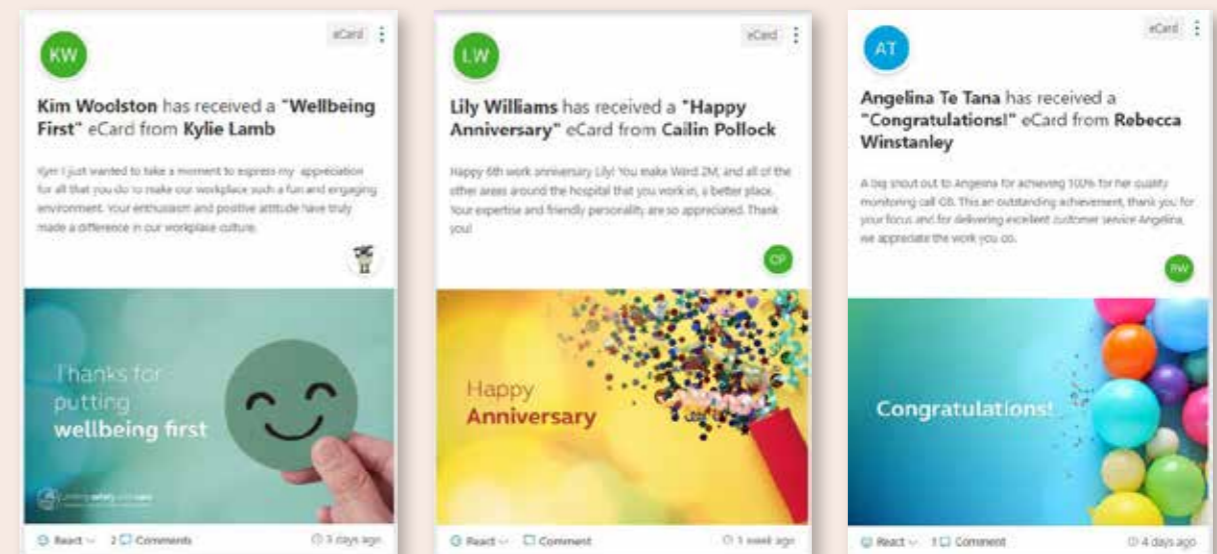
- Just like Facebook but designed for work, Workplace is a great platform to recognise by sharing images and stories about people in your team or events happening in your area.
- Where** - on Workplace - www.ucareqld.workplace.com. If you have an employee email address, you have access to Workplace.
- When** - Whenever there is something to be recognised particularly with an accompanying photo e.g. events your people have been involved in, awards, community involvement etc.
- Why** - it’s special – Story telling is so powerful to both recognise people and achievements but also share the inspiring work that’s being done across Uniting Care. Share great news stories, add pictures so that other people can comment on and like and other business areas can see your great work.



Inspire

Impact	Recipient	Timing	Formality
Medium	Team or individual	1-3 mins	Informal to formal

- Inspire hosts recognition through Shoutouts designed to celebrate and appreciate inspiring peers and employees. Any employee can send an eCard with a personalised message to recognise everyday meaningful moments.
- Anniversaries are automatically recognised and Length of Service monetary rewards are distributed via Inspire every 5 years- but this should not stop you from recognising your employees for their service separately to this.
- Where-** Inspire unitingcareinspire.com.au/SocialRecognition
- When** – Any time someone has made UnitingCare a better place to work! Plus- Anniversaries, Birthdays, and sending congratulations!
- Why** it’s special- Inspire allows for instant recognition between peers as well as between leaders and peers. Leaders are automatically notified of their direct reports who have received a Shoutout, including birthdays and anniversaries. This means leaders can interact with Shoutouts by “liking” and commenting, making employees feel even more recognised at a click of a button. For those employees who prefer more private recognition, Shoutouts can also be sent privately.



Full Circle and Reconciliation Awards

Impact	Recipient	Timing	Formality
Large	Team or individual	5-30 mins	Formal

- The Full Circle and Reconciliation Awards is our organisation wide celebration of the most significant and above-and-beyond contributions of our people. It includes a multi-step nomination and rigorous judging process to recognise the top tier of our people's achievements. The awards culminate in a celebratory gala event towards the end of the year, and is a highlight of the UnitingCare calendar.
- **Where** - Online once a year for nominations, then in person gala event for finalists.
- **When** - Nominations usually open in June, with the gala event taking place in November.
- **Why** - It is special- The Full Circle and Reconciliation awards is the most prestigious level of reward and recognition in UnitingCare. Finalist stories are filmed, finalists are flown in from across Queensland, accommodated in Brisbane and able to enjoy a three course Gala dinner joined by UnitingCare executives and board members. Winners receive prizes for their inspiring achievements.
- Link to website: www.unitingcarefullcircleawards.com



Where can I find more information

The sky is the limit with recognition. Each employee is an individual and may appreciate one kind of recognition over another so feel free to get creative if there's an approach not found in this booklet. If you are unsure, we encourage you to open that dialogue with your employees.

The important thing above all is that recognition is done, consistently and authentically. As a leader it's your responsibility and honour, to make your employees feel valued and recognised for their hard work.

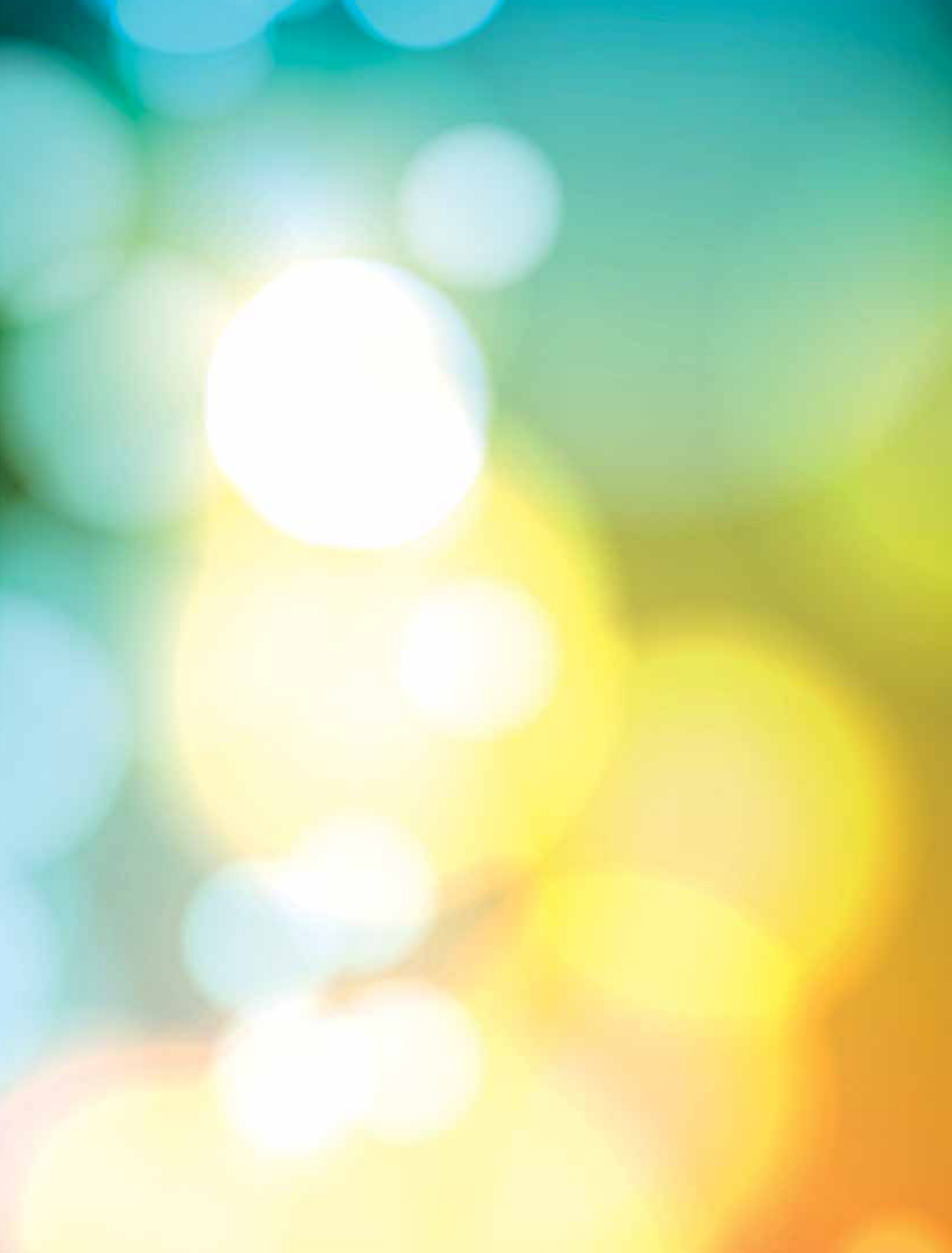
For more help or guidance, contact our team at recognition@ucare.com.au and we are happy to help.

Suggestions to start recognising today!

- Send a Shoutout to a person in your team who is having a work anniversary.
- Read out/ Share Inspire Shoutouts your team have received in your team catch ups.
- Highlight any milestone anniversaries in your monthly team meetings.
- "10 Minutes by Friday" - Spend just 10 minutes each week identifying examples of how your team did great work. Then take a moment to share one example via Inspire (more if you like, but once a week is a great start!).
- Encourage your team to visit Inspire regularly to send Shoutouts to their peers
- Handwrite a small note/ post-it and give it to a team member.
- Post a photo of a team get-together in your business area workplace group.
- Make note of sizeable accomplishments throughout the year so you can craft strong nominations when it comes time to nominate in the Full Circle and Reconciliation Awards.

 Recognition@ucareqld.com.au | inspire@ucareqld.com.au





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