

2.2 CORPORATE RECOGNITION PROGRAM

The key to the success of any organisation lies with the integrity, acumen, commitment and professionalism of its people.

In CSI, an organisational culture is promoted which provides an environment where people can be proud of their organisation and their workplace and where people can take pride in themselves and gain satisfaction and elation from their work.

CSI, is an organisational unit of Corrective Services NSW and also a Government Business Trading Enterprise with both community service and commercial obligations. The success of CSI incorporates a mixture of attributes, which place expansive work responsibilities upon its people whilst providing a creative and rewarding environment.

CSI is committed to providing a work environment, which encourages, identifies, recognises and rewards excellence by those in the workplace. It is expected that CSI Managers will communicate consistently with their people. CSI Managers are to encourage and reinforce positive work performance within a professional work environment that conversely, enables performance defaults to be addressed in a mature, sensible and responsive manner.

CSI has a strong, unequivocal commitment to recognising and rewarding excellence by its people in the workplace. It is stressed that the most fundamental reward system is simply to communicate recognition followed up by a 'pat on the back'. The impact of such a culture is in itself self-motivating and compulsive.

This commitment to recognising and rewarding excellence in the workplace is formalised through the CSI Corporate Recognition Program. This program includes:

1) Executive Director's Award Certificate

The Executive Director's Award Certificate emerges from specific accomplishments of achievement by CSI staff at all levels who exhibit initiative, ingenuity, outstanding commitment, superior customer service or any other functional endeavour which is regarded as bringing great credit on the individual and the organisation. This award may also relate to an organisational unit.

Nominations for an Executive Directors Award are initiated and proposed by an Industry Manager, General Manager, Assistant Commissioner or member of the CSI Executive Committee. Nominations are made on the [Form 200](#) and forwarded for consideration to the Executive Director, CSI.

The Executive Director's Award Certificate is normally supported by a Corporate Identity memento.

2) Corporate Recognition Prizes

The formal CSI Corporate Recognition Program is the major focal point of recognising and rewarding excellence in the workplace. The prizes associated with this program are presented in the second of CSI Operations Management Workshops conducted in or about October each year.

The CSI Corporate Recognition prizes and the 3 CSI awards contained in CSNSW presentations are based on the outcome of the CSI business unit '500 reviews' for the preceding financial year and by deliberations of those reviews by the CSI Executive Committee. The deliberations may also include prizes in special categories including to people or organisational units not directly within CSI.

The generic prize categories are:

- Officer of the Year
- Business Unit of the Year
- Runner Up Officer of the Year
- Outstanding Business Unit Performance
(Institution of the Year)
- Managerial Excellence Prize
- Consistency in Individual Excellence
- Achieving Excellence Prize
- Special Recognition Award for Service Industries

3) CSI has 3 awards that are specifically included in the CSNSW Corporate Excellence Awards:

These awards are:

- Institution of the Year (Industries)
- Business Unit of the Year
- Service Industry of the Year

The protocol for deciding on the prizes for the CSI Corporate Recognition Program is provided by the Executive Director, CSI. In addition to this the Executive Director, CSI is responsible for providing funding for the CSI Awards in the CSNSW Corporate Excellence Awards and other Corporate Excellence Awards as agreed to in discussion with the Executive Director Learning and Staff Development Academic Studies, Brush Farm Corrective Services Academy.

The financing of these prizes and awards is through a combination of CSI supplier sponsorships co-ordinated by the CSI Supply Co-ordinator and or a donation from CSI's operating account as authorised by the Executive Director, CSI. The Business Analyst role is responsible for

maintaining a rigid and formal system of accounting for such sponsorship to fulfil fringe benefits tax obligations and public accountability requirements.

The success of CSI and the success of Corrections is reliant upon the success of its people. This policy manual section provides an outline of the culture required and the program provided to achieve this outcome.

Issue date: June 11