



Charles Sturt
University

Reward and Recognition Guidelines



Recognising
Excellence
Daily

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Framework

The Charles Sturt University Reward and Recognition Framework has been developed to reinforce valued behaviour and recognise performance directly contributing to the success of the university.

We will reward and recognise our people and ensure we value the full diversity of all professional/general and academic roles.

Introduction

Recognition plays a pivotal role in shaping the employee experience, engagement, and retention. A strong culture of recognition requires two-way meaningful connections between those who give and receive recognition. Facilitating two-way, meaningful connections involves making both the recognition that employees get, and the act of giving recognition itself, feel meaningful. This connection ensures that whichever side of the recognition exchange an employee is on, they have a positive, emotional experience, motivating them to participate more in recognition (Gartner, 2025).

This framework is an important part of building our culture and reinforcing the desired behaviours that contribute to the success of the University. It has been developed to be used by all staff (including casuals and adjuncts) to support reward and recognition efforts with a holistic approach.

The framework supports Charles Sturt's Ethos, Values, Strategy and Capability Framework:

Ethos: Recognising effort to achieve our ethos: *yindyamarra winhanganha* (the wisdom of respectfully knowing how to live well in a world worth living in).

Values: Recognising efforts to role model our values:

Insightful – Understanding people and the world

Inclusive – Stronger together

Impactful – Outcome driven

Inspiring – Leading for the future

University Strategy 2030: Recognising efforts to pursue our 2030 Vision across our four strategic areas:

[Students](#)

[Research](#)

[People](#)

[Social Responsibility](#)

Charles Sturt Capability Framework: Recognising capability in the desired skills, behaviours, and ways of working.

As part of the Charles Sturt community, we all have a responsibility to strengthen our culture and recognise achievements by sharing and celebrating success daily.

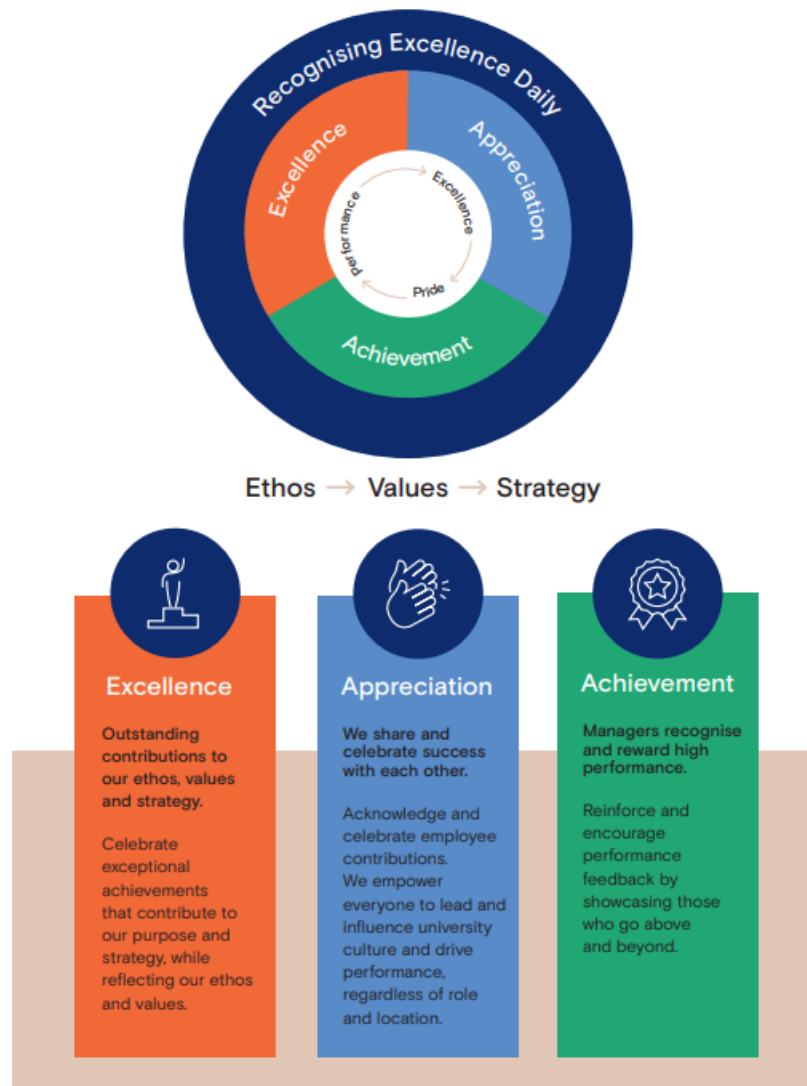
Objectives

The following objectives underpin and guide reward and recognition at Charles Sturt. To provide a reward and recognition platform for staff that: -

- Enables them to share and promote good news stories and actions worth celebrating across the university. It will increase the visibility of high performance and positive initiatives, creating appreciation amongst staff.
- Is accessible to all employees, including casuals and adjuncts. It provides one platform for all reward and recognition efforts while allowing for individual employee needs and manager discretion.
- Will identify, recognise, and reward staff who make valuable contributions to the success of the university. It will increase visibility for leaders of strong performers and give them a tool to encourage high performance behaviours.
- Provides a consistent, equitable approach that can be delivered in a timely manner. The process ensures the best use of people's time while maintaining the importance of recognising the valuable contributions of our people.
- Provides real-time statistics on behaviour and performance to managers. Lead data indicators into culture and engagement will have the ability to inform strategy and assist managers in decision making. The success of the program relies on ongoing evaluation to ensure it is reflective and can evolve with the needs of the university.

What is reward and recognition at Charles Sturt?

At Charles Sturt, we value the contributions of all our staff. Everyone has a key role to play in achieving our vision and contributing to our proud history and culture. We want to share and celebrate success and recognise and reward high performers by creating opportunities for positive conversations across Charles Sturt. All staff contribute to the success of the University strategy, so it is important to create links and recognise all contributors, no matter what role, level, or location – no matter how big or small.



Types of reward and recognition at Charles Sturt

Regular and timely feedback is a primary component of performance recognition and an essential element of building a performance-based culture at all levels across the university. As well as providing performance feedback through the university's [Performance Planning Development and Review \(PPDR\)](#), we use other informal and formal mechanisms to recognise and reward staff performance, including:

RED: Recognising Excellence Daily

RED is the home of all things reward and recognition at Charles Sturt. All employees (including casuals and adjuncts) can access RED via the [staff hub](#).

Forms of recognition are:

[eCards](#)

A variety of ecards are available on the RED system and are aligned to our strategic focus areas, capability framework and values. All ecards have the option of being sent either publicly or privately with a personalised message. eCards provide an internal social recognition platform providing recognition across Charles Sturt and with managers being alerted if their staff member receives an eCard.

InspiRED Stories

A feature section in RED where people, projects and achievements are shared to the greater University audience with the hope that it will inspire others and assist in future collaborations.

Celebrating service

Recognising commitment by acknowledging continuous service at significant milestones.

Charles Sturt Excellence Awards: outstanding contributions to ethos, values, and strategy

This award recognises and celebrates outstanding contributions of individuals and teams who contribute to the success of Charles Sturt across our four strategic areas:

- Students
- Research
- People
- Social Responsibility

Please refer to the Charles Sturt Excellence Awards Guidelines under the supporting materials and help tab in [RED](#) for more information about the nomination process.

The Excellence Awards Winners Page features stories of the people, projects and achievements shared with the greater University audience with the hope that it will inspire others and assist in future collaborations.

Implementation

Reward and recognition efforts need to be specific and meaningful to the individual or team you are recognising. To achieve this, recognition must be part of daily working life at Charles Sturt. Recognition should be timely and take place as close as possible to the praise-worthy activity being conducted. An effective recognition culture increases employee engagement by 65%, and NPS Score by 50% (Gartner, 2025)

The reward and recognition framework supports the:

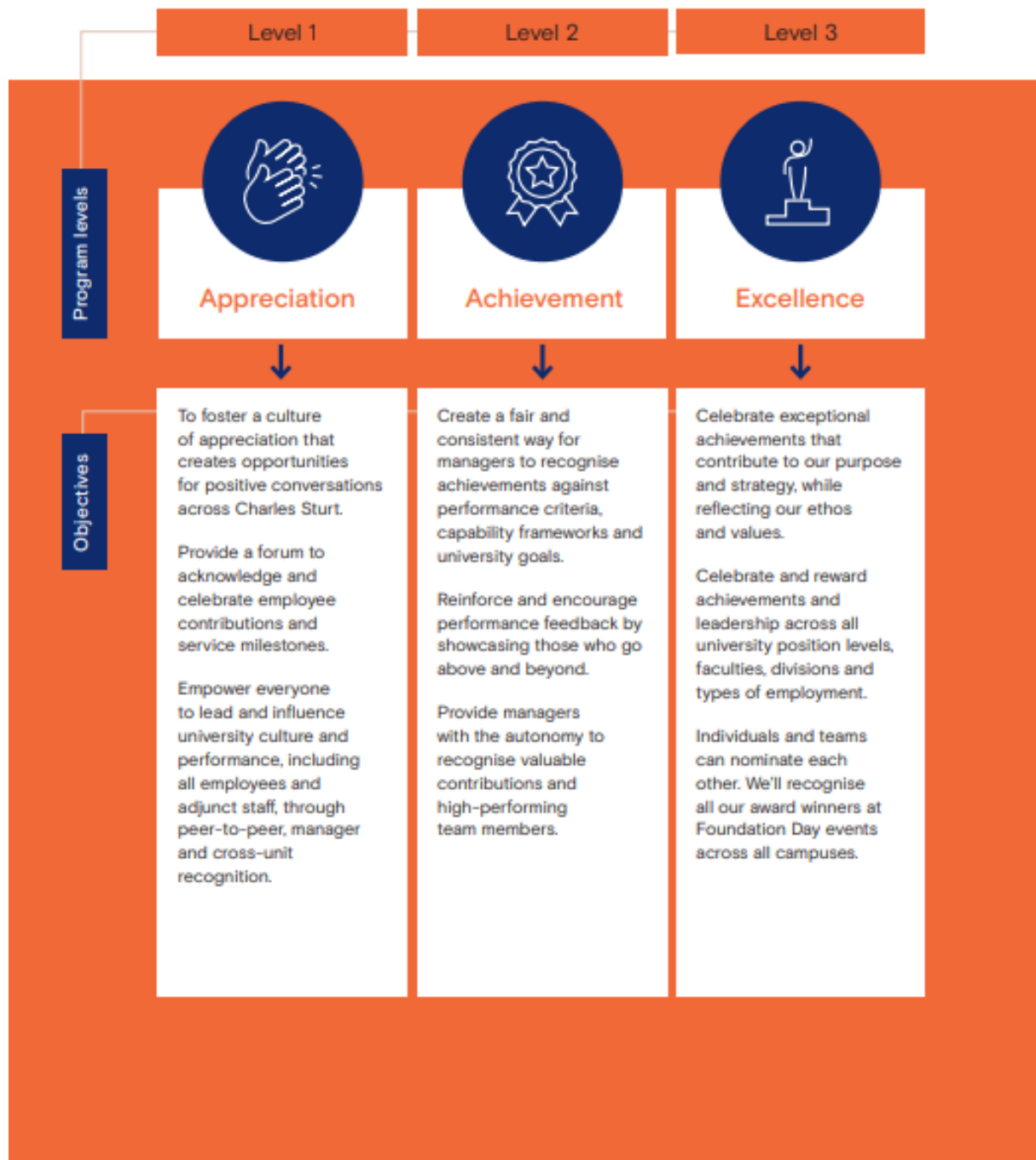
- University Strategy
- Ethos and Values
- Charles Sturt Capability Framework

RED is our online portal that has been developed to facilitate the Charles Sturt Reward and Recognition Framework to make it easier for employees and leaders to recognise contributions to our university every day. It can be accessed through the Charles Sturt Staff Hub.

Eligibility

All Charles Sturt employees are eligible to be nominated under the framework (with the exception of service milestones – more information on this is available under the [Service Recognition Guidelines](#)). This includes professional, academic staff (continuing, fixed-term and casual) and adjunct staff. **Contractors and students are not eligible.**

Framework



Process

Ecard

Let your colleagues know you love what they do!

From the RED homepage go to the Send an eCard tab.

1. Type in the name(s) of the person/people you would like the card to be sent to.
2. Click on Send an eCard
3. Select the appropriate category from:
 - i. Living our Values
 - ii. Demonstrating Capability*
 - iii. Wellbeing
 - iv. Occasions
4. Write a personal message. Recognition that is appropriate for the achievement and feels personalised is the most meaningful for employees.
5. Choose the font type and colour.
6. Decide if the card is to be sent privately (only the recipient and administrators see the card), or publicly (the card will be displayed on the eCard recognition wall on the RED homepage which can be viewed by all Charles Sturt employees)

***Demonstrating Capability**

Use eCards in this category to recognise those who demonstrate capability aligned to the three main pillars of the [Charles Sturt Capability Framework](#); people who are an:

Innovator
Connector; or
Achiever
Change Champion
Strategic

You may like to use the language of the Framework to describe exactly which capabilities have been demonstrated and in what context.

eCards recognising Leadership (linked to the Manages Effectively Pillar) and Digital Champion (linked to the Utilises Technology Effectively capability) are also found in this category.

The generic 'Thanks' and 'Going Above and Beyond' and 'Teamwork' eCards can be used to recognise those who demonstrate *any* capability from the Framework.

Remember to describe the specific capabilities demonstrated so the strength being recognised is clear to the recipient.

Celebrating Service

We value commitment and dedication and recognise our peers who are celebrating service milestones.

Five, 10-, 20-, 30- and 40-year milestones are recognised annually. Refer to the [Service Recognition Guidelines](#) for details. You can send an eCard to a service milestone recipient. Choose the 'Occasions' category and the 'Service Milestone' eCard from the 'Send an eCard' tab in RED.

Excellence Awards:

Celebrate exceptional achievement and recognise outstanding contributions to Charles Sturt ethos, values, and strategy.

Refer to the [Charles Sturt Excellence Awards Guidelines](#) for more information regarding these important Awards.

Guidelines

The importance of recognition

A reward and recognition program demonstrates how our people are living the values and contributing to the culture we want. It can positively influence workplace morale, improve employee motivation and performance.

It can assist in breaking down the barriers between teams and across multi campus locations by increasing communication and providing the opportunity for peer to peer and cross-team recognition.

The program can provide flexibility for people to be recognised in a way that is meaningful to them and break down negative perceptions by promoting good news stories and celebrating success. It can also be used as an effective retention tool by highlighting the outstanding contributions of those that go above and beyond.

It provides managers with a tool that increases their visibility of contributions made that they may not be otherwise exposed to.

It is vitally important that employees continue to feel connected with Charles Sturt's purpose and mission. Recognition is a simple and effective tool to achieve and maintain a positive culture while engaging the employee.

Applying reward and recognition

The program allows for both informal and formal recognition and provides ownership to all employees regardless of reporting relationship. Recognition can be through peer to peer, peer to leader, manager to employee and cross-unit.

For recognition to be effective and valued, the praise-worthy activity/event or behaviour must appropriate.

Tips for meaningful recognition

Recognition is a key component in ensuring employee engagement. For recognition to be effective, it must have meaning. Think about the message; ensure it is personal; make it specific to the praiseworthy event; keep it sincere and timely.

Congratulating and recognising provides many benefits to both the University and its employees. It boosts morale; reinforces positive behaviours and performance; and showcases success. This also contributes to overall job satisfaction and increased performance.

What should you recognise and reward?

Some suggestions of what could be recognised and rewarded are:

- Demonstrating Charles Sturt Values
- Support towards achieving a goal or project
- Positive behaviours e.g. being a team player
- Exemplary effort
- Project completion
- Promoting wellness and safety
- Outstanding achievements
- Productivity
- Public service/community contributions
- Positive impact to success
- Cross unit collaboration and teamwork
- Getting results
- Taking ownership
- Collaborating with impact

Key features of successful reward and recognition

- Align with organisational needs and strategy. Tie affirmation to business goals.
- Leadership support and application of the program.
- Recognition is timely.
- Integrate into daily work, make it part of the social experience, and incorporate into regular meetings/events.
- Make the recognition appropriate in scale and connect recognition to tangible results and effort.
- Ensure the process is equitable and inclusive in distribution and application. Be conscious of potential bias.
- Be authentic, not automatic. Ensure there is sincerity.
- Think about what your employees value and appreciate and recognise accordingly. Some employees enjoy public praise while others prefer alternative strategies.

Suggestions for recognition

- Praise, in person and/or in front of others
- Send an ecard
- Encourage peers and team members to recognise others
- Encourage or nominate for a Charles Sturt Excellence Award
- Encourage employees to explore the development programs
- Share stories of success in newsletters and other communications.
- Job sharing within work teams
- Provide opportunities for staff to undertake external training
- Encourage employees to apply for a secondment
- Encourage flexibility in work schedule – support work- life balance
- Encourage employees to act as a mentor
- Encourage networking opportunities
- Look for opportunities to work on new projects
- Plan team building days
- Morning tea/ lunch to say thank you
- Seek opportunities to work on new projects
- Plan team building days
- Seek opportunities to take on higher duties when appropriate
- Encourage participation in Charles Sturt forums, networks, and communities

Reward vouchers

Go to the '[View and redeem your awards' tab in RED](#) to find out how to redeem your reward voucher.

Reward vouchers offered will generally be exempt from fringe benefits tax (FBT) when issued in accordance with the reward and recognition guidelines.

Please note, the above should not be treated as financial advice as individual circumstances may vary. Consult a professional if you believe you may be impacted, or if you would like further information.

Promotion and performance management

Employees undergoing performance management are not eligible for Charles Sturt Excellence Awards and are managed at the discretion of the manager and business unit area.

Employees are expected to act in a professional manner when using RED. All electronic messages are official documents subject to the same laws that govern all other forms of correspondence.

Reporting

There is no formal requirement for reporting on reward and recognition activities. The success of reward and recognition at Charles Sturt will be measured through the 'Your Voice' staff survey and ongoing improvement in workplace culture.

While there is no formal requirement to report on reward and recognition activities, we do encourage leaders to view the recognition activity of their teams. RED reporting provides supervisors, managers, and leaders with increased visibility of achievements and culture within their teams. Managers can view reports within RED and also request additional reports from RED Administrators.

For the purposes of reporting the RED team have access to all information on RED. This includes the ability to read eCards that have been sent privately.

Further assistance

Staff are encouraged to consult with Division of People and Culture if they require advice on reward and recognition, or assistance with understanding any aspect of the framework and guideline.

Questions and feedback regarding the program can be sent to red@csu.edu.au.

For help using the RED portal please refer to the 'Supporting Materials and Help' tab located at the top menu on the [RED webpage](#).