



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

**QON No. 56**

STANDING COMMITTEE ON PLANNING, TRANSPORT, AND CITY SERVICES  
JO CLAY MLA (CHAIR), SUZANNE ORR MLA (DEPUTY CHAIR), MARK PARTON MLA

**Inquiry into referred 2019–20 Annual and Financial Reports and Budget Estimates 2020-21**  
**ANSWER TO QUESTION ON NOTICE**

**Asked by Ms Clay MLA: To the Minister for Transport and City Services**

In relation to: Reward and Recognition Program

- 1) Can you provide further details around the plan to “develop and implement a rewards and recognition program for strong performers” Would this be an incentive scheme for drivers based on customer service, on time running, weekend driving hours or other metrics?

**Chris Steel MLA: The answer to the Member’s question is as follows:–**

- 1) Every day there are Transport Canberra and City Services employees going over and above their daily duties to serve the people of Canberra. A Recognition Framework was developed following consultation with staff in the TCCS Recognition Working Group to recognise and celebrate this great work, whether in the tasks performed or in the values and behaviours displayed. In addition to the Framework, a toolkit was developed containing practical ideas and instructions for staff to utilise.

Where Transport Canberra identifies exceptional service delivery a range of recognition and reward outcomes are undertaken ranging from award presentations, acknowledgment publicly through engaging media outlets and providing development opportunities within the organisation.

Approved for circulation to the Standing Committee on Planning, Transport, and City Services

Signature:

Date:

19/3/21

By the Minister for Transport and City Services, Chris Steel MLA