

PROJECT SCAFFOLD - BEST PRACTICE

(Note: Areas is green for office use only)

Organisation contributing the best practice

Organisation name:		Huis Herfsblaar		Best Practice Ref. Nr.		5053/003/023	
Information provided by:		H Els		Date:		27/05/2022	
Contact email:		hr2@huisherfsblaar.co.za		Role within organisation:		Personnel Officer	
				Contact number:		012 333 4445 x113	
Stage of BP development:		Submitted	X	Under Review	x	Clarification	
						Legal Review	
						Sector Contributions	
						Published	

BEST PRACTICE

Name of Best Practice	Long Service Awards
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1. This proposed best practice is primarily related to (please tick 2 most applicable boxes):

What Customers want or value		Finances / Costs		Business Processes	x	Staff	x	Systems	
Organisation Structure		Quality of care		Care Service Delivery		Health & Safety		Morale	x
Other: Please indicate									

2. Context: Share information to give more context in relation to where this specific practice is used in your organisation.

Urban	Y	Rural	N	Number of Social Grant Recipients					0
Care centre	x	Independent Living	x	Assisted Living	x	Nr. of In-house staff	377	Nr. of Outsourced staff	9
Nr. of rooms	175 Flats 69 Town houses	Nr. of beds	175 Frail						

3. Description of best practice:

3.1 Share as much detail as possible. Where appropriate, please indicate resident participation, involvement, benefit etc.	
Employees with long service records are awarded with long service certificates and a monetary reward in 5 yearly increments. Employee names are displayed on notice boards and published in organization news letter.	
3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.	
To give recognition to employees that work for the organization for 5 years and longer. The recognition award is also aimed to retain staff and boost morale.	
3.3 Why do you consider this to be a best practice? E.g., Outcomes noted	
Employees feel valued and recognized when they receive acknowledgement for contributions and achievements in the organization.	
3.4 Do you consider this to be compliant with the current Older Persons Act?	
Yes	No
If Yes, which portions does it comply with?	If No, which portions does it not comply with?
I do not know	x
3.5 How long has this practice been used within the organisation? (state period in years)	20 + years
3.6 What are essential aspects in the organisation that directly support / maintain this practice?	
Staff acknowledgement and motivation	
3.7 What are the benefits for your residents and/or staff and other stakeholders?	
Recognition of years of service in the organization, contributes to the morale and service delivery. Employees feel proud of their achievements	
When staff stay for a long time, the residents are cared for by the same people for a long period of time.	
3.8 What lessons were learned?	
Employees are very aware of when they are up for recognition (monetary value)	