NOMINATION GUIDELINES

CLOSING DATE FOR NOMINATIONS

See https://www.act.ipaa.org.au/spiritofserviceawards

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INTRODUCTION

IPAA ACT is proud to announce the launch of our newly redesigned *Spirit of Service Awards* program in October 2021. We have drawn on the learnings from our historically popular and successful Award programs—the *Prime Minister's Awards for Excellence in Public Sector Management* and the *Public Sector Innovation Awards*—to create a new Award that reflects the leadership and excellence practices in the contemporary public sector.

THE IPAA ACT PUBLIC SECTOR ACHIEVEMENT MODEL

The foundation for the *Spirit of Service Awards* is the *IPAA ACT Public Sector Achievement Model* (the Model). This Model draws on the best features of international excellence frameworks and assessment methodologies and contains the following elements:

- The **Award Categories** are the achievement areas of focus for each awards cycle and may change from time to time.
- The **Assessment Model** describes the assessment stages and the assessment components against which the nominating initiative will be assessed.
- The **Foundation Principles** underpin the Model. They are used to determine the extent to which excellence and innovation form part of accepted practice for conceiving, designing, implementing and reviewing nominating initiatives. They also form part of the Assessment Model.

Award Categories

The Award Categories describe the areas of achievement that will be recognised in any given year. In 2021 the Award Categories will be:

Collaboration Award—recognising cross-agency and/or cross-jurisdiction initiatives where organisations have worked in a collaborative manner to deliver superior results and outcomes.

Community Engagement Award—recognising initiatives where communities have played a key role in the design of superior services and supports, that impact positively on the quality of community life.

Breakthrough Award—recognising initiatives that develop and apply novel products, processes, services, technologies and/or management practices to create better experiences for the beneficiaries of the breakthrough.

Learning Award—recognising initiatives that build the knowledge, skills and capabilities to address complex problems over time.

The Judges will select one winner and one runner up in each of the Award categories. Winning entries should show practical application and measurable success. One discretionary Award will also be offered each year, the **Kerry Kennedy Award**. This Award recognises organisations that are 'punching above their weight' and demonstrating excellence and innovation. This Award honours the late Mr. Kerry Kennedy for his contributions to IPAA ACT and its past Award programs.

Nominating agencies can choose the Award Category(ies) against which they want to be assessed.

Foundation Principles

IPAA ACT has developed eight principles that underpin capability in public sector management. They are:

1. Provide clear direction and leadership;
2. Identify stakeholder needs and expectations, and use these to define positive outcomes;
3. Use breakthrough thinking to drive and implement innovation;
4. Use a holistic approach to innovation and continuous improvement;
5. Build, capture and share individual, team and organisational learning;
6. Underpin all activities with sound planning and governance;
7. Ensure that decisions are based on data, information and knowledge; and
8. Focus on results and outcomes that add value in a sustainable way.

The high-level factors that need to be present as a precursor for sustainable achievement are articulated in these principles and all eight principles need to be linked together in a systematic way to deliver positive outcomes and results for an organisation.

Assessment Model

Whilst the Award Categories describe the areas of <u>achievement</u> for each Awards cycle, the Assessment Model and Assessment Components describe the framework against which those achievements will be assessed.

Assessment for the Awards is a two-stage approach to assessment. For Stage 1 Assessment, nominating agencies will submit an online nomination, plus relevant evidence, for the Award Categories against which they wish to be assessed. Assessment and scoring will be done by trained volunteer Award Assessors who are drawn from the Commonwealth and ACT public services.

At the end of Stage 1 Assessment, a shortlist of finalists in each Award Category will be asked to progress to Stage 2 Assessment where nominating agencies will present a short 10-minute pitch presentation to the Judges Panel. Pitches may be delivered either face-to-face or by video conference, depending on any health orders that may be in place at the time.

The Judges Panel will convene and choose the winner and runner-up for each Award Category, plus decide which nominations will receive the Kennedy Award. The Judges will be reviewing the Pitch presentations and the Assessor reports to make their final decision. Winning entries should show practical application and measurable success.

The Judges Panel will comprise eminent persons drawn from the ranks of senior and retired public servants, academia, industry and the community. Judges volunteer their time to assess the Pitches and determine the Award winners each year.
Please refer to the IPAA ACT Public Sector Achievement Model (the Model) for further details about the Assessment Model and components.

ELIGIBILITY

Commonwealth and ACT Public Sector organisations are eligible for the Spirit of Service Awards. Cross-jurisdictional nominations are encouraged, provided the lead organisation is from the Commonwealth or ACT public service. This Awards program explicitly recognises the work of teams, and therefore IPAA ACT will not accept nominations that focus solely on the work of an individual.

FEES

Each nomination will be charged an entry fee that is based on the IPAA membership tier of the nominating organisation.

Small organisations will be charged $950.
Medium organisations will be charged $1,200.
Large organisations will be charged $1,500.

TIMELINE

Stage 1 nominations open on 18 October 2021 and will close at 5.00 pm on 14 January 2022. Nominations that are shortlisted for Stage 2 assessment will be notified in March 2022 and will be invited to participate in Pitch training before presenting their Pitch to the Judges Panel in April 2022. The winners and runners-up in each Category will be announced at an Awards event to be held in May 2022.

Please note that Stage 2 of the Awards, which occurs during the first half of 2022, may be subject to changes due to the possibility of a Federal election occurring in the same period.

PREPARING A NOMINATION

Resources

You will need the following resources to prepare and submit your nomination(s):

- A copy of the Nomination Guidelines (this document), and
- A copy of the Nomination Template.

All these documents are available from https://www.act.ipaa.org.au/spiritofserviceawards.

Evidence

Appropriate evidence is an important part of the assessment process for these Awards. Nominations must be supported by relevant evidence, including statistical or other information demonstrating the achievement of outcomes. Supporting evidence can also include (but is not limited to) planning and project management documents, relevant extracts of strategic plans, web site URLs (plus a digital copy of the website content as sometimes links are no longer current at the time of assessment or subsequent page updates have modified the content), copies of newspaper articles, letters of appreciation, publicity photos, videos of achievements, annual reports or other relevant publications or media.

For Stage 1 you can upload a maximum of 10 (ten) items of evidence with your nomination. You may also list other items of evidence but will not be asked to supply them.

To help the assessors navigate the evidence, it is important that:

- You list the relevant uploaded evidence for each assessment response.
- If you are citing the same document as evidence against more than one section of your nomination, it should be listed each time within the relevant section, with specific page numbers identified in each instance.
- Each response should contain cross-references to relevant evidence that supports the claims being made and clearly identify those that have been uploaded, and those that are only listed.

- Evidence documents should have a name that clearly identifies the contents and contain some indicative term that can be used for cross-reference purposes.
- Cross-references to evidentiary documents should specify relevant page numbers, particularly for larger documents.
- Providing a URL to a website is an acceptable form of evidence, but only if the relevant key material is also provided as a downloaded .pdf document (sometimes evidence on websites disappears before it can be assessed). If you are referencing multiple websites then we suggest that you compile them all into a single .pdf and reference each site with the appropriate page number(s) in the uploaded evidence parts of your nomination.
- All evidence documents and links must be uploaded using the Attachments Tab in the portal. All documents must be converted to .pdf, .jpg or .jpeg format and then uploaded. No other document type will be accepted. The maximum file size is 5 MB.
- Videos can be uploaded to the portal. However, it is preferred that they are stored in an acceptable online video cloud (YouTube, Vimeo, etc) as private/unlisted videos with only the URL provided through the Awards portal.

The Assessor Teams will only review supporting material that is clearly identified as supporting the claims of the nomination.

Step 1: Register your nomination(s)

It is important that you register your interest in submitting one or more nominations by registering at least one nomination soon after the Awards platform is opened. This will ensure that we are able to easily communicate with you to keep you posted of any changes that may occur during the nomination period. Please ensure that the person who registers your nomination is someone whose contact details won't change over the nomination period, as we will be using their email address to stay in touch with you.

Please register as an **Entrant** on the Awards platform here:

https://spiritofserviceawards.awardsplatform.com

Complete the fields on the **Start Tab**, making sure that you select the correct Category for your nomination. If you wish to nominate the same initiative for more than one Category then you will need to create additional entries. You will be able to copy and rename the first entry. Where the same entry is being used for multiple categories, we request that you apply the following naming convention:

Entry Name – Category Name

Each separate nomination will attract a nomination fee.

The Entry Name can be a shorter version of the Nomination Title, which you will provide on the next tab.

Once you have completed the **Start Tab** you can **Save + Close** your entry. You will be able to keep adding to your nomination over the nomination period, making sure that you **Save + Next** or **Save + Close** as you progress through preparing your nomination as information entered on the page is not automatically saved.

Step 2: Download your Nomination Template and compile your nomination

You will need to compile a range of information and resources for your nomination so we suggest that you read these Guidelines and the Nomination Template thoroughly and develop a list of what you will need.

You can compile your nomination using the Nomination Template (a Word document) and use this document to obtain sign-off on your nomination before you upload it into the Awards platform. High level sign-off is required before you can submit your nomination so we suggest that you also take account of the availability of the senior executive(s) so that your nomination can be endorsed and uploaded before the closing date.

What follows is specific guidance in completing each of the tabs in the Awards platform.

Nomination Overview Tab

From this point forward in your nomination you will need to comply with the specified word limits, otherwise you will not be able to submit your nomination. There are also a number of mandatory fields which, if not completed, will also mean that you will not be able to submit your nomination.

Please provide the following information for the **Nomination Overview Tab**:

- Nomination Title—this can be a longer version of the short Entry Name that you provided on the **Start Entry Tab**. There is a 20-word limit for your Nomination Title.
- Nomination Overview—this is a short description of the initiative. There is a 50-word limit for the Nomination Overview.
- Photo Uploads—you will need to upload **three (3) photographs** to be used in Awards publicity and publications. Ideally, at least one of these images will show the people involved in the initiative. The other images should be representative of the initiative itself. Images need to be print quality – 3000 dpi, or if 72 dpi then they need to be at least 1200 pixels wide)

> Click **Save + Next** to save your work and progress to the next tab.

Contact Officers Tab

Please provide contact details for **two (2) contact officers**. The contact officers will be responsible for responding to any queries raised by the Assessor Panel or the Judges Panel about the nomination.

You will need to follow the international format for Contact Officer phone numbers otherwise you will not be able to submit your nomination. Details on the correct format are given in the Nomination Template and on the Awards platform.

> Click **Save + Next** to save your work and progress to the next tab.

Agency Details Tab

Please provide the following information for the **Agency Details Tab**:

- The number of agencies involved in the nomination—this is where you let us know if your nomination is a joint nomination where two or more agencies have contributed to a common end-to-end initiative. As mentioned in the Eligibility Section (above), cross-jurisdictional nominations are encouraged, provided the lead organisation is from the Commonwealth or ACT public service. If you select a number larger than **1 (one)** then you will be asked to provide agency details for a maximum of **2 (two)** more agencies. If more than **3 (three)** agencies are involved in your initiative then brief information about the additional agencies can be provided in the **Contributors Tab**. Please note that the senior executives of each of the nominations listed

on the **Agency Details Tab** will be required to endorse the nomination before it can be submitted.

- Agency Name—please ensure that the first agency listed is the Lead Agency, namely, the agency with primary carriage of the initiative.
- Postal Address—please provide details of the preferred postal address for the agency.
- Website—please provide the URL of the agency website.
- Agency Mission—please provide the high level "mission statement" for the agency. There is a 100-word limit for the mission statement.
- Agency Size—please indicate the size of the agency in terms of the number of full-time equivalent staff.
- Agency Budget—please provide the agency's overall operation budget in $M.
- Agency Number of Sites—please choose the correct radio button to indicate the number of operating sites, including state/regional locations.
- Please provide the same details for any additional agencies.

> Click **Save + Next** to save your work and progress to the next tab.

Why Tab
There are two parts to this tab:

1. Why Response—This is where you tell the Assessors about the "why" behind this initiative, as well as its broader context. Some questions are provided as guidance to help you complete this part of the nomination. However, the content of the nomination should not be limited by these questions if the agency has additional relevant information that it wishes to include. There is a 200-word limit for the **Why Response**.
2. Evidence—You must also point the Assessors towards the evidence that supports your claims in the **Why Response**.
   - Uploaded Evidence—this is where you list the evidence that you have uploaded under the **Attachments Tab** (more on this later). Space is provided for you to provide page references and/or notes to assist the Assessors in reviewing this evidence. You can insert additional rows up to a total of 10 rows. To help the Assessors, please ensure that you use the same title as you have used for the evidence uploaded under the **Attachments Tab**. This is a mandatory field.
   - Listed Evidence—this is where you list other evidence that supports your claims under the **Why Response**. You do not need to upload this evidence. This is also a mandatory field.

> Click **Save + Next** to save your work and progress to the next tab.

Who (Beneficiaries) Tab
There are three parts to this tab:

1. Beneficiaries and Benefits—This is where you tell the Assessors about the beneficiaries of this initiative. Beneficiaries can include organisations, groups and/or individuals who will benefit (for initiatives that are not yet complete) or have already benefited directly or indirectly from this initiative (for completed initiatives) . Please also provide a short sentence describing the benefits that they have received.
2. Who (Beneficiaries) Response—This is where you tell the Assessors about how the beneficiaries were identified, how their needs and expectations were determined and how, if at all, they were involved in the initiative. Some questions are provided as guidance to help you complete this part of the nomination. However, the content of the nomination should not be limited by these questions if the agency has additional relevant information that it wishes to include. There is a 200-word limit for the **Who (Beneficiaries) Response**.

3. Evidence—You must also point the Assessors towards the evidence that supports your claims in the **Who (Beneficiaries) Response**.
   - Uploaded Evidence—this is where you list the evidence that you have uploaded under the **Attachments Tab** (more on this later). Space is provided for you to provide page references and/or notes to assist the Assessors in reviewing this evidence. You can insert additional rows up to a total of 10 rows. To help the Assessors, please ensure that you use the same title as you have used for the evidence uploaded under the **Attachments Tab**. This is a mandatory field.
   - Listed Evidence—this is where you list other evidence that supports your claims under the **Who (Beneficiaries) Response**. You do not need to upload this evidence. This is also a mandatory field.

<div style="border: 2px solid #4a90d9; padding: 10px; text-align: center; color: #4a90d9;">Click Save + Next to save your work and progress to the next tab.</div>

Who (Stakeholders) Tab

There are three parts to this tab:

1. Stakeholders and Nature of Their Involvement—This is where you tell the Assessors about the stakeholders that were involved in the planning and/or delivery of this initiative. Stakeholders can include organisations, groups and/or individuals. Please also provide a short sentence describing the nature of their involvement.
2. Who (Stakeholders) Response—This is where you tell the Assessors about the how the stakeholders were identified, how their roles and responsibilities were defined and the skills, knowledge and experience that they brought to the initiative. Some questions are provided as guidance to help you complete this part of the nomination. However, the content of the nomination should not be limited by these questions if the agency has additional relevant information that it wishes to include. There is a 200-word limit for the **Who (Stakeholders) Response**.
3. Evidence—You must also point the Assessors towards the evidence that supports your claims in the **Who (Stakeholders) Response**.
   - Uploaded Evidence—this is where you list the evidence that you have uploaded under the **Attachments Tab** (more on this later). Space is provided for you to provide page references and/or notes to assist the Assessors in reviewing this evidence. You can insert additional rows up to a total of 10 rows. To help the Assessors, please ensure that you use the same title as you have used for the evidence uploaded under the **Attachments Tab**. This is a mandatory field.
   - Listed Evidence—this is where you list other evidence that supports your claims under the **Who (Stakeholders) Response**. You do not need to upload this evidence. This is also a mandatory field.

<div style="border: 2px solid #4a90d9; padding: 10px; text-align: center; color: #4a90d9;">Click Save + Next to save your work and progress to the next tab.</div>

What Tab

There are three parts to this tab:

1. Information about the initiative—This is where you tell the Assessors some basic information about the initiative.
   - Scope of the Initiative—please select the radio button that best reflects the scope of your initiative (relative to the context of the organisation and its normal range of activities) where scope is defined as the planned range of influence of the initiative. Large = a major national or international implementation or with very significant impact. Medium = whole of organisation or particular client group implementation or with

considerable impact. Small = limited to part of an organisation or part of a client group or with isolated impacts.
- Initiative Type—please describe the type of initiative. For example, whether it is a pilot, proof of concept, full implementation etc. There is a 50-word limit for this element.
- Initiative Status—please select the radio button that reflects the status of your initiative. If you select Other, then please provide a short statement of no more than 20 words to describe the current status.

2. What Response—This is where you tell the Assessors about the activities that are planned (for newer initiatives) or the activities that have been completed (for mature initiatives) and why they were chosen. This is also where you can tell us about the innovations that sit within this initiative and why they were chosen. Some questions are provided as guidance to help you complete this part of the nomination. However, the content of the nomination should not be limited by these questions if the agency has additional relevant information that it wishes to include. There is a 200-word limit for the **What Response**.

3. Evidence—You must also point the Assessors towards the evidence that supports your claims in the **What Response**.
- Uploaded Evidence—this is where you list the evidence that you have uploaded under the **Attachments Tab** (more on this later). Space is provided for you to provide page references and/or notes to assist the Assessors in reviewing this evidence. You can insert additional rows up to a total of 10 rows. To help the Assessors, please ensure that you use the same title as you have used for the evidence uploaded under the **Attachments Tab**. This is a mandatory field.
- Listed Evidence—this is where you list other evidence that supports your claims under the **What Response**. You do not need to upload this evidence. This is also a mandatory field.

Click **Save + Next** to save your work and progress to the next tab.

When Tab
There are three parts to this tab:

1. When Response—This is where you tell the Assessors about the activities that are planned (for newer initiatives) or the activities that have been completed (for mature initiatives) and why they were chosen. This is also where you can tell us about the innovations that sit within this initiative and why they were chosen. Some questions are provided as guidance to help you complete this part of the nomination. However, the content of the nomination should not be limited by these questions if the agency has additional relevant information that it wishes to include. There is a 200-word limit for the **When Response**.
2. Initiative Timeframes—This is where you tell the Assessors about the timing for the initiative.
- Commencement Status—please select the radio button that shows whether your initiative has started yet.
- Planned/Actual Commencement Date—please provide the planned commencement date for new initiatives or the actual commencement date for initiatives that are already underway or have already finished.
- Completion Status—please select the radio button that shows whether your initiative has been completed.
- Planned/Actual Complete Date— please provide the planned completion date for new initiatives or the actual completion date for initiatives that have already finished.
3. Evidence—You must also point the Assessors towards the evidence that supports your claims in the **When Response**.
- Uploaded Evidence—this is where you list the evidence that you have uploaded under the **Attachments Tab** (more on this later). Space is provided for you to provide page references and/or notes to assist the Assessors in reviewing this evidence. You can insert additional rows up to a total of 10 rows. To help the Assessors, please ensure that you use the same

title as you have used for the evidence uploaded under the **Attachments Tab**. This is a mandatory field.

- <u>Listed Evidence</u>—this is where you list other evidence that supports your claims under the **When Response**. You do not need to upload this evidence. This is also a mandatory field.

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Click **Save + Next** to save your work and progress to the next tab.

</div>

<u>How Tab</u>
This is where you tell the Assessors how your initiative demonstrates the **8 (eight)** Foundation Principles in action. You may cross-reference to responses and evidence provided elsewhere in the nomination for brevity. There is a 150-word limit for your response to each principle. Please be sure to comment on all parts of each principle as most of them contain several facets.

<u>Contributors Tab</u>
You are encouraged to credit all members of the team that contributed to this entry. This is also the space where you can add the names of any additional contributors from other agencies.

Step 3:   Upload your evidence attachments

Please ensure that you meet the evidence requirements provided earlier in these Guidelines. It is important that your documents are converted to .pdf, .jpeg, or .jpg format as no other formats will be accepted. Please also note that the maximum file size is 5 MB. You will only be able to upload **10 (ten)** separate items of evidence.

Step 4:   Provide two nominated assessors

In order to ensure that there is a sufficiently large cohort of assessors available to assess all the nominations, each nomination must also include the names and contact details of **two (2) nominated assessors**. Assessors typically require experience in evaluation, assessment and/or review across either policy or program areas.

The two nominated assessors will receive appropriate training and will participate in the assessment process. Please note that they will **not** assess this nomination, any other nominations from the agencies listed in this nomination, or any other nominations where they have a conflict of interest. All assessors are required to adhere to a code of conduct that manages these matters.

You will need to follow the international format for nominated assessor phone numbers otherwise you will not be able to submit your nomination. Details on the correct format are given in the Nomination Template and on the Awards platform.

Step 5:   CEO/agency head endorsement

In submitting a nomination, participating organisations agree that:

- Information and images from their nomination may be used by IPAA to promote the *IPAA ACT Spirit of Service Awards*
- If the agency wins an Award, they may be asked to work with IPAA ACT to develop case study materials that may be made available on the IPAA ACT website
- If invited to advance to Stage 2 (Pitch), they will provide the resources (personnel, time and travel/accommodation) so that members of the initiative team can receive Pitch training and can participate in the Pitch to the Judges Panel

- They will participate in an IPAA event to showcase the Award winners by delivering a presentation on their project/initiative, and
- They will contribute two (2) assessors to participate in the assessment process, and will provide them with release time from work to participate in assessor training, undertake assessment and participate in any other steps needed to produce a shortlist of finalists for the Judges Panel.

Please print this nomination for signature by the Chief Executive Officer of the lead agency and any other agencies listed under the Agency Details tab. Please scan and upload the signed pages through the Awards Portal, available at https://spiritofserviceawards.awardsplatform.com.

Step 6:   Agree to privacy/disclaimer requirements

You will need to signal agreement to the following privacy/disclaimer requirements before you are able to submit your nomination:

1. Information and images from this nomination may be used by IPAA ACT to promote the Spirit of Service Awards.
2. If the nomination wins an Award, winner(s) will work with IPAA ACT to develop case study materials.
3. I/we will participate in IPAA ACT events to showcase Award winners, as requested.
4. I/we will allow information from this nomination to be shared with academics and/or the OECD for research purposes.

Step 7:   Final check and submit your nomination

At any time during the upload of your nomination you will be able to save it and download a .pdf version of your entry. We suggest that you download your nomination and do a final proof read and check before you click on the **Submit** button as you will not be able to make any further changes once you have submitted your entry. Please make sure that:

☑   All mandatory fields have been completed
☑   All contact details are correct
☑   All your evidence has been uploaded under the **Attachments Tab** and is in the correct formats and within the 5 MB size limit
☑   Three photographs have been uploaded under the **Nomination Overview Tab**
☑   Scanned copies of signed authorisations have been uploaded under the **CEO Endorsement Tab**, and
☑   Arrangements have been made for payment of the entry fee, either by credit card or by invoice.

Click **Submit.**

Step 8:   Payment of nomination fees

Each nomination will be charged an entry fee that is based on the IPAA ACT membership tier of the nominating organisation as described in the Fees Section (above). If you are entering the same nomination in more than one category then you will be charged an entry fee for each separate nomination.

Please select your organisation from the drop-down menu and this will automatically select your entrance fee. Payment can be made securely through the Awards portal by acceptable credit cards. Alternatively, you can select the invoice option and you will be provided with a downloadable invoice. You will also receive an email notification with a link to your invoice.

Your nomination will not be eligible for assessment until payment is received.

CONTACT FOR QUESTIONS

All enquiries about the nomination process or the Awards portal should be directed to awards@act.ipaa.org.au or by calling 02 5112 1980.