



IPAA | SPIRIT OF
ACT | SERVICE AWARDS

STAGE 1 NOMINATION TEMPLATE (2023)

This template is a guide only – a nomination for the Awards can only be lodged through the online portal at <https://www.act.ipaa.org.au/spiritofserviceawards>. However, preparing your nomination in this Word document format will help you obtain the required approvals from within your organisation prior to submitting your nomination.

Please use the Nomination Guidelines to help you complete this template

(available from <https://www.act.ipaa.org.au/spiritofserviceawards>)

CLOSING DATE FOR STAGE 1 NOMINATIONS

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

All enquiries about the nomination process or the Awards portal should be directed to awards@act.ipaa.org.au or by calling 02 6109 8924.

<<Please delete all blue highlighted text once you have completed your nomination. Shaded boxes show text that needs to be uploaded into the Award Force platform.>>

START ENTRY TAB

Category

<<Please select the Category for this nomination. Please note that you can nominate the same initiative in multiple Categories, but you will need to upload separate nominations for each Category. In addition, you will be limited in the amount of identical text that you can include in separate nominations. This limitation has been set to ensure that you address your initiative to the specific areas that are relevant to each Category. An entry fee will also be charged for each separate entry. >>

COLLABORATION AWARD—Recognising cross-agency and/or cross-jurisdiction initiatives where organisations have collaborated to deliver superior outcomes.

This Award acknowledges that the complexity of contemporary challenges within Australia will be addressed in a more comprehensive way when solutions are not limited by structures and hierarchies. Sustained outcomes are achieved through meaningful and ongoing collaboration within and across organisations and jurisdictions.

COMMUNITY ENGAGEMENT AWARD—Recognising initiatives where communities have been engaged in novel ways and have played a key role in designing and delivering superior services, regulations and policies that positively impact the quality of community life.

This Award acknowledges that competing stakeholder views and needs must be considered when designing or changing a policy, program, or project. The extent to which the needs and expectations of different stakeholders will be satisfied may vary, but it is important that they are clearly defined in order to ensure excellent and innovative outcomes.

BREAKTHROUGH AWARD—Recognising initiatives that develop and/or apply novel and ingenious analyses, products, processes, services, technologies and/or management practices to create better outcomes for beneficiaries. Breakthroughs also include continuous improvement and repurposing of existing practices.

This Award acknowledges the importance of high-quality thinking when defining a challenge and designing and implementing a response. It is also about the ability to apply an open and constructive mindset and a readiness to explore new ideas and accept new ways of working within the framework that applies to public sector activities.

LEARNING AWARD—Recognising initiatives that deliberately engage with risk and potential failure to build public administration practice to address complex problems.

This Award is about the bold journey of taking on difficult challenges where the path is not clear and failure is part of the improvement process that leads to further learning and better outcomes. This Award acknowledges that underway or complete learning journeys require a willingness to falter and learn from calculated trials, mistakes, and changes in operating conditions in order to future-proof complex issues.

- Collaboration Award
- Community Engagement Award
- Breakthrough Award
- Learning Award

Entry Name

<<Please follow the naming convention guidelines described in the Guidelines document, i.e., Entry Name – Category Name.>>

ENTRY NAME – CATEGORY NAME

NOMINATION OVERVIEW TAB

Nomination Title

YOUR TEXT HERE (20-word limit)

Nomination Overview

YOUR TEXT HERE (300-word limit)

Lead Agency Name

YOUR TEXT HERE

Photograph File Names

Please note that the maximum file size is 7 MB.

Photo #1 Upload:

Photo #2 Upload:

Photo #3 Upload:

CONTACT OFFICERS TAB

CONTACT OFFICER 1 NAME	YOUR TEXT HERE
CONTACT OFFICER 1 EMAIL	YOUR TEXT HERE
CONTACT OFFICER 1 PHONE <i>(Please use international format for phone numbers, e.g., +61 2678 111 111 for landlines and +61 462 111 111 for mobiles)</i>	Landline — YOUR TEXT HERE Mobile — YOUR TEXT HERE

CONTACT OFFICER 2 NAME	YOUR TEXT HERE
CONTACT OFFICER 2 MAIL	YOUR TEXT HERE
CONTACT OFFICER 2 PHONE <i>(Please use international format for phone numbers, e.g., +61 2678 111 111 for landlines and +61 462 111 111 for mobiles)</i>	Landline — YOUR TEXT HERE Mobile — YOUR TEXT HERE

AGENCY DETAILS TAB

Lead Agency Details

AGENCY NAME	YOUR TEXT HERE
POSTAL ADDRESS	YOUR TEXT HERE
WEB SITE	YOUR TEXT HERE
MISSION/PURPOSE	YOUR TEXT HERE (100-word limit)
AGENCY SIZE (Full time equivalents)	YOUR TEXT HERE
AGENCY BUDGET (\$ Million)	YOUR TEXT HERE
NUMBER OF SITES 1 site 2-5 sites 6-20 sites >20 sites	Please select the correct option for the agency

Agency 2 Details

AGENCY 2 NAME	YOUR TEXT HERE
POSTAL ADDRESS	YOUR TEXT HERE
WEB SITE	YOUR TEXT HERE
MISSION/PURPOSE	YOUR TEXT HERE (100-word limit)
AGENCY SIZE (Full time equivalents)	YOUR TEXT HERE
AGENCY BUDGET (\$ Million)	YOUR TEXT HERE
NUMBER OF SITES 1 site 2-5 sites 6-20 sites >20 sites	Please select the correct option for the agency

Agency 3 Details

AGENCY 3 NAME	YOUR TEXT HERE
POSTAL ADDRESS	YOUR TEXT HERE
WEB SITE	YOUR TEXT HERE
MISSION/PURPOSE	YOUR TEXT HERE (100-word limit)
AGENCY SIZE (Full time equivalents)	YOUR TEXT HERE
AGENCY BUDGET (\$ Million)	YOUR TEXT HERE
NUMBER OF SITES 1 site 2-5 sites 6-20 sites >20 sites	Please select the correct option for the agency

WHY TAB

<<Why Response—this is where you tell the Assessors about the “why” behind this initiative, as well as its broader context. In no more than 300 words please describe:

- The reason or purpose behind this initiative.

- What inspired the need to take action. For example, vision, strategic goal, situation, issue or event.
- Where this initiative fits within the mission/purpose and goals of the relevant agency(ies).
- The benefits/positive outcomes that have been/will be delivered by this initiative.
- How the positive outcomes were/will be demonstrated.
- The data, information or knowledge that substantiates this description.

Please note that these prompts are provided as guidance to help you prepare a thorough nomination. However, the content of the nomination should not be limited by these prompts if you have additional relevant information that you wish to include.>>

YOUR TEXT HERE (300-word limit)

References to Uploaded Evidence Documents

YOUR TEXT HERE
 YOUR TEXT HERE
 YOUR TEXT HERE
 etc.

Reference s to Listed Evidence

YOUR TEXT HERE
 YOUR TEXT HERE
 YOUR TEXT HERE
 etc.

WHO (BENEFICIARIES) TAB

<<**Who (Beneficiaries) Response**—this is where you tell the Assessors about who the beneficiaries of this initiative are/were, how they were identified, how their needs and expectations were determined and how, if at all, they are/were involved in this initiative. In no more than 300 words please describe:

- How the **beneficiaries** were/will (be) identified.
- How the **beneficiaries'** needs and expectations were/will (be) determined.
- How the **beneficiaries** experienced/will experience the identified benefits.
- How the **beneficiaries** contributed/will contribute to the design, planning and/or implementation of the initiative (if at all).
- The data, information or knowledge that substantiates this description.

Please note that these prompts are provided as guidance to help you prepare a thorough nomination. However, the content of the nomination should not be limited by these prompts if you have additional relevant information that you wish to include.>>

BENEFICIARIES	BENEFITS
YOUR TEXT HERE	YOUR TEXT HERE (one sentence)
YOUR TEXT HERE	YOUR TEXT HERE (one sentence)
YOUR TEXT HERE	YOUR TEXT HERE (one sentence)

<<Please add extra rows if needed.>>

YOUR TEXT HERE (300-word limit)

References to Uploaded Evidence Documents

YOUR TEXT HERE
YOUR TEXT HERE
YOUR TEXT HERE
etc.

References to Listed Evidence

YOUR TEXT HERE
YOUR TEXT HERE
YOUR TEXT HERE
etc.

WHO (STAKEHOLDERS) TAB

<<**Who (Stakeholders) Response**—this is where you tell the Assessors about the organisations, groups and/or individuals that were involved in the planning or delivery of the initiative. In no more than 300-words, please describe:

- How the **stakeholders** were/will be identified.
- How **stakeholder** roles and responsibilities were/will be defined.
- The skills, knowledge and experience that the **stakeholders** brought/will bring to this initiative.
- The data, information or knowledge that substantiates this description.

Please note that these prompts are provided as guidance to help you prepare a thorough nomination. However, the content of the nomination should not be limited by these prompts if you have additional relevant information that you wish to include.>>

STAKEHOLDERS	NATURE OF INVOLVEMENT
YOUR TEXT HERE	YOUR TEXT HERE (one sentence)
YOUR TEXT HERE	YOUR TEXT HERE (one sentence)
YOUR TEXT HERE	YOUR TEXT HERE (one sentence)

<<Please add extra rows if needed.>>

YOUR TEXT HERE (300-word limit)

References to Uploaded Evidence Documents

YOUR TEXT HERE
 YOUR TEXT HERE
 YOUR TEXT HERE
 etc.

References to Listed Evidence

YOUR TEXT HERE
 YOUR TEXT HERE
 YOUR TEXT HERE
 etc.

WHAT TAB

INITIATIVE DATA	RESPONSE
Scope of the initiative (Large, Medium, Small)	YOUR TEXT HERE
Initiative Type (Pilot project, proof-of-concept, full implementation etc.)	YOUR TEXT HERE (50-word limit)
Initiative Status (In planning, in progress, pilot complete, initiative under evaluation/review, initiative complete)	YOUR TEXT HERE
Planned Cost (\$M)	YOUR TEXT HERE
Actual Cost (\$M)	YOUR TEXT HERE

<<**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. In no more than 300-words, please describe:

- The activities that were/will be undertaken through this initiative and why they were chosen.
- The innovative features of the approach/design/services/products/outputs of this initiative and why they were chosen.
- The data, information or knowledge that substantiates this description.

Please note that these prompts are provided as guidance to help you prepare a thorough nomination. However, the content of the nomination should not be limited by these prompts if you have additional relevant information that you wish to include.>>

YOUR TEXT HERE (300-word limit)

References to Uploaded Evidence Documents

YOUR TEXT HERE
YOUR TEXT HERE
YOUR TEXT HERE
etc.

References to Listed Evidence

YOUR TEXT HERE
YOUR TEXT HERE
YOUR TEXT HERE
YOUR TEXT HERE
etc.

WHEN TAB

<<**When Response**—this is where you tell the Assessors about the planned and actual timelines for the initiative. In no more than 300-words, please describe:

- The planned timelines and key milestones for the initiative (for both newer and more mature initiatives).

- The actual timelines and key milestones for the initiative (mostly for more mature initiatives).
- Any delays that occurred and how these were anticipated, identified and addressed.
- The data, information or knowledge that substantiates this description.

Please note that these prompts are provided as guidance to help you prepare a thorough nomination. However, the content of the nomination should not be limited by these prompts if you have additional relevant information that you wish to include.>>

YOUR TEXT HERE (300-word limit)

Commencement Status (Y/N)	YOUR TEXT HERE
Planned/Actual Commencement Date	YOUR TEXT HERE
Completion Status (Y/N)	YOUR TEXT HERE
Planned/Actual Completion Date	YOUR TEXT HERE

References to Uploaded Evidence Documents

YOUR TEXT HERE
 YOUR TEXT HERE
 YOUR TEXT HERE
 etc.

References to Listed Evidence

YOUR TEXT HERE
 YOUR TEXT HERE
 YOUR TEXT HERE
 etc.

HOW TAB

How Response—this is where you tell the Assessors about how your initiative demonstrates the 8 (eight) Foundation Principles in action. You may cross-reference to responses and evidence provided elsewhere for brevity. For more detailed information on the Spirit of Service Awards principles, please refer to the IPAA ACT Public Sector Achievement Model (available from <https://www.act.ipaa.org.au/spiritofserviceawards>). Please also note that each principle includes more than one element, so be sure to address as many elements as you can in your responses.

Please note that these prompts are provided as guidance to help you prepare a thorough nomination. However, the content of the nomination should not be limited by these prompts if you have additional relevant information that you wish to include.>>

1. Provide clear direction and leadership

YOUR TEXT HERE (250-word limit)

2. Identify stakeholder needs and expectations, and use these to define positive outcomes

YOUR TEXT HERE (250-word limit)

3. Use breakthrough thinking to drive and implement innovation

YOUR TEXT HERE (250-word limit)

4. Use a holistic approach to innovation and continuous improvement

YOUR TEXT HERE (250-word limit)

5. Build, capture and share individual, team and organisational learning

YOUR TEXT HERE (250-word limit)

6. Underpin all activities with sound planning and governance

YOUR TEXT HERE (250-word limit)

7. Ensure that decisions are based on data, information and knowledge

YOUR TEXT HERE (250-word limit)

8. Focus on results and outcomes that add value in a sustainable way

YOUR TEXT HERE (250-word limit)

CONTRIBUTORS TAB

<<You are encouraged to credit all members of the team that contributed to this entry. Please be sure to spell names correctly and get titles correct. You may also use this space to credit any contributing organisations.>>

Contributor Name	Contributor Agency	Contributor Email

<<Please add extra rows if needed.>>

Please add additional information about contributors that you think is relevant to this nomination.

YOUR TEXT HERE (200-word limit)

ATTACHMENTS TAB

<<Please list your 10 (ten) uploaded evidence files.>>

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

DISCLAIMER AND SENIOR EXECUTIVE ENDORSEMENT TAB

This nomination needs to be endorsed by a senior executive in the lead Agency at or above the Band 2 or equivalent level. In submitting this nomination, participating organisations agree that:

- 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, and
- They will contribute the required number of 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.

With respect to the information provided in their nomination, participating Agencies also agree that:

- They will participate in an IPAA event to showcase the Award winners by delivering a presentation on their project/initiative if required
- 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 and/or used to support future Assessor training, and
- They will allow information from this nomination to be shared with academics and/or the OECD for research purposes.

<<You will be asked to agree to these conditions before you can submit your nomination. If you have any queries, please email awards@act.ipaa.org.au or phone 02 6109 8924.>>

Lead Agency

NAME	YOUR TEXT HERE
POSITION	YOUR TEXT HERE
SIGNATURE	
DATE	YOUR TEXT HERE

Agency 2

NAME	YOUR TEXT HERE
POSITION	YOUR TEXT HERE
SIGNATURE	
DATE	YOUR TEXT HERE

Agency 3

NAME	YOUR TEXT HERE
POSITION	YOUR TEXT HERE
SIGNATURE	
DATE	YOUR TEXT HERE

<<Please print this nomination for signature by the Senior Executive Officer then scan and upload the signed file through the Awards Portal, available at <https://www.act.ipaa.org.au/awards>.>>

SIGN-OFF AND DISCLAIMER TAB

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.

<<You will be asked to agree to these conditions before you can submit your nomination. If you have any queries, please email awards@act.ipaa.org.au or phone 02 6109 8924.>>