





BREAKTHROUGH AWARD

WINNER



DEPARTMENT OF FOREIGN AFFAIRS AND TRADE

Australian Passport Office: Visible Digital Seal (VDS) Solution for the Australian International COVID-19 Vaccination Certificate (ICVC)

To enable international travel, the Australian Passport Office (APO) designed and delivered the back-end solution for Australia's International COVID-19 Vaccination Certificate (ICVC). The ICVC is secure, interoperable, and trusted by border authorities around the world. It is world-leading in its use of Visible Digital Seals (VDS) technology for digital authentication.

JUDGES COMMENTS

The Judges were impressed that this nomination demonstrated global collaboration and co-design. They noted that this initiative delivered an exceptional outcome and instituted significant reform in a short timeframe. The Judges acknowledged that this project has enabled a new way of travelling for Australian citizens and builds a path forward for other digital travel systems.

RUNNER UP



AUSTRALIAN DIGITAL HEALTH AGENCY COVID-19 Vaccination Dashboard

The COVID-19 vaccination dashboard was launched on 25 November 2021 in My Health Record (MHR) to provide consumers easy access to information that is relevant to the COVID-19 vaccination journey in one place. This includes proof of vaccination, COVID-19 test results and related health information.

JUDGES COMMENTS

The Judges commended the delivery of a practical and useful application for Australian citizens as well as the almost instantaneous turnaround of updated health records. They noted that the increased user uptake and the improved trust in the data was a true success of this initiative.

















COLLABORATION AWARD





AUSTRALIAN BUREAU OF STATISTICS AND THE AUSTRALIAN SIGNALS DIRECTORATE

2021 Census: Building trust and partnerships to achieve excellence in cyber security

The 2021 Census Digital Service (CDS) was arguably not just Australian Government but Australian society's largest online event. The CDS provided a smooth, easy digital experience that counted over 20 million people, while repelling close to 1 billion cyber-attack attempts. The CDS exemplified public-private partnerships and government collaboration.

JUDGES COMMENTS

The Judges were impressed by the way learnings from the previous Census were incorporated, and the robust planning and testing for a successful 2021 Census. They noted that 96 percent participation from Australian citizens is outstanding, and this is a direct result of trust in the improved system. The Judges acknowledged that this excellent outcome is a direct result of cross-agency collaboration and courageous leadership.

RUNNER UP



SERVICES AUSTRALIA AND THE AUSTRALIAN TAXATION OFFICE myGov Linking: ATO and Services Australia Collaboration

The Australian Taxation Office (ATO) and Services Australia collaborated to achieve positive outcomes for customers experiencing problems linking their myGov accounts to the appropriate member services. This work commenced at a time of significant customer need for government services, including demand drivers: COVID-19 Disaster Payment, Tax time peak, and the COVID Vaccination Certificate.

JUDGES COMMENTS

The Judges noted that this integration was tested and delivered in a short turnaround and in a time of great need. They understand the technology to be a highly effective and that this could be rolled out to other government services in the future. The judges commended the enhanced service delivery and trust in the system, and noted that this was a sustainable, ongoing improvement.



COMMUNITY ENGAGEMENT AWARD



WINNER

DEPARTMENT OF SOCIAL SERVICES Development of Australia's Disability Strategy 2021-2031

The Department of Social Services (DSS) led the development of Australia's Disability Strategy (the Strategy) collaboratively across all levels of government and the disability community. The Strategy launched with significant funding and new features that people with disability said were lacking in the previous Strategy. The disability sector released public statements praising the Strategy and its genuine engagement with people with disability.

JUDGES COMMENTS

The Judges were impressed with the thorough and inclusive stakeholder engagement process that led to endorsement across three levels of government. They acknowledged that this is an area with diverse voices and perspectives, and achieving trust and commitment was significant. The Judges noted that the national engagement and co-design for this Strategy was significant and sets the Strategy up for ongoing success.



RUNNFR UP

AUSTRALIAN RADIOACTIVE WASTE AGENCY Australia's 40-year challenge to achieve community support for Australia's first radioactive waste management facility

Establishing and maintaining social licence in a small rural community, while continuing to build broader awareness and support, was central to solving Australia's 40-year challenge of acquiring a site for the first ever National Radioactive Waste Management Facility (NRWMF).

JUDGES COMMENTS

The Judges noted that this is a complex issue and the initiative has been on a 40-year journey leading to the site declaration. There is more work to be done to deliver the facility. The Judges acknowledged that while there is still significant engagement work to be done with the community, they were impressed by the efforts to date which have been thorough and inclusive - resulting in majority community support. The Judges' noted that this site was originally nominated by the local community, has support from the South Australian Government and the legislation and funding has been approved.



LEARNING AWARD



WINNER

AUSTRALIAN TAXATION OFFICE

Tax Super & You and Paying It Forward schools' learning products

Understanding taxation and superannuation concepts, their value and how to participate in the systems is a core life skill that every child deserves to leave school with. The Australian Taxation Office developed simple, accessible (online) and attractive learning products to help primary and secondary teachers deliver these core skills.

JUDGES COMMENTS

The Judges were excited by the idea of equipping the next generation with the knowledge and information for them to be savvy with super and tax to make informed decisions for their future. They acknowledged that this aligns with the vision of simplifying the self-assessment process for taxpayers and encouraging trust in the system. The Judges noted this was a practical initiative which will have broad impact.



RUNNER UP

NATIONAL INDIGENOUS AUSTRALIANS AGENCY Footprints – The National Indigenous Australian Agency's crosscultural competency learning program

The Footprints Program is the National Indigenous Australian Agency's (NIAA) flagship cross-cultural learning and professional development initiative. It aims to ensure the NIAA's staff continually and actively enhance their cross-cultural knowledge and understanding, including of Indigenous Australian peoples, their cultures and histories.

JUDGES COMMENTS

The Judges commended the program for its simplicity and practical application. They noted its flexibility and ground up buy-in from staff and that it supports staff across multiple cultural dimensions. The judges noted the value in cultural diversity and that this initiative could be easily implemented across the public service at all levels.

















KERRY KENNEDY AWARD



ROYAL AUSTRALIAN MINT

Donation Dollar - a world-first initiative to inspire and cultivate the collective spirit of generosity in all Australians

The Donation Dollar is a circulating coin displaying the words 'Give to help others', providing daily reminders to Australians to donate to those in need. The initiative encourages Australians to find a Donation Dollar in their change and donate it to a charity or those in need.

JUDGES COMMENTS

The Judges were excited by the simplicity and ingenuity of this initiative. They acknowledged that this is a small agency with limited resources that is delivering something exceptional. The Judges were impressed by the value of \$11.8m in donations already contributed through this program to many great causes across Australia, thereby supporting vulnerable people and fostering a culture of altruism.

trophy design

The team at Questacon has worked closely with IPAA to design the suite of trophies for the inaugural Spirit of Service Awards. The trophy design interprets the Spirit of Service brand elements into a three-dimensional representation and the individual trophies can be interacted with in a way that has been inspired by the criteria for each category.

The materials and processes involved in their production combine current fabrication technologies with artisanal and bespoke elements. The materials include Blackbutt and Sydney Blue Gum veneers, brass, 3D printed steel and bullseye glass.

This is the sixth year Questacon has designed and produced the trophies for IPAA's award programs. Sincere thanks to the Exhibition Designers, Graphic Designers, Senior Draftspersons and Workshop Technicians at Questacon and the team of external fabricators for these brilliant masterpieces.





trophy design

COLLABORATION AWARD

This category recognises the collaboration between organisations requiring them to implement successful cross over and connection. Superior outcomes are delivered through team work and skill sharing. This is represented within the design through the use of connecting links, which move together in unison to transform and reveal a beautiful brass star.



COMMUNITY ENGAGEMENT AWARD

This category recognises successful engagement and connection with the community to create a superior service and support system which positively impacts the quality of community life. This design represents these qualities by using individual kite shapes that rotate and engage to reveal an elegant brass and timber star.



BREAKTHROUGH AWARD

This category recognises an initiative that has been innovative, has followed a path of discovery and has broken through to develop and apply novel products, processes, services, technologies and/ or management practices to create better experiences. This design does exactly that. It starts with a group of connected kite pyramids, that are hanging. When the user pushes down on the central pillar, the kites lift and transform into a beautiful brass star.



LEARNING AWARD

This category recognises an initiative which inspires learning through building knowledge, skills and capabilities to address complex problems. This is design is all about building and discovery. The design consists of a series of identical kite prisms that connect using hidden magnets to create many different configurations, one of which is a beautiful brass and timber star representing the standout solution.



KERRY KENNEDY AWARD

In honour of the late Kerry Kennedy, a long-term IPAA ACT Awards volunteer and coordinator. This award recognises a small organisation who have demonstrated ambitious and inspirational qualities. This design consists of a series of brass-framed glass elements and embraces the idea of perspective, with different perceptions at different angles. The design aims to be both inspirational and innovative though this illusion.



INSTITUTE OF PUBLIC ADMINISTRATION AUSTRALIA





BUILD YOUR CONNECTIONS **CHALLENGE** YOUR THINKING