Premier’s message

The Queensland public service is a dynamic and innovative organisation made even more effective by the thousands of staff dedicated to excellence and implementing change to help drive Queensland forward. The Premier’s Awards for Excellence is an opportunity to recognise these achievements and celebrate the initiatives, teams and individuals that present wonderful examples of what the Queensland public service strives to accomplish.

This government has a clear plan to advance Queensland, now and into the future, addressing the challenges and concerns of the Queensland community, and guiding our prosperity with purpose and commitment.

To ensure the work of the Queensland public service is best recognised through the Premier’s Awards for Excellence, this year the awards will align with Our Future State: Advancing Queensland’s Priorities. The award categories will focus on the six key priorities the government is delivering for the people of Queensland.

I encourage you to nominate the exemplary work your department, teams and individuals are leading to achieve this goal.

Annastacia Palaszczuk MP
Premier of Queensland and Minister for Trade
Award categories

The Premier’s Awards for Excellence program recognises high performance and outstanding achievement across the Queensland public service.

The 2019 award guidelines align with Our Future State: Advancing Queensland’s Priorities, focusing on six key government priorities and objectives for the community.

Create jobs in a strong economy
*Proudly supported by Queensland Treasury Corporation*
Supporting Queensland economies and communities through creating jobs, increasing private sector investment and engaging young Queenslanders in education, training or work.

Give all our children a great start
Taking action to give our children strong foundations to support positive health and wellbeing which will enable them to be productive members of society and equipped for the challenges of the future.

Keep Queenslanders healthy
*Proudly supported by QSuper*
Focusing on prevention and early intervention strategies that promote a healthy body and healthy mind to drive benefits to individuals, the health system and economy.

Keep communities safe
*Proudly supported by Holding Redlich*
Contributing towards breaking the cycle of crime and violence and working with communities to ensure families and individuals can enjoy their homes and neighbourhoods safely.

Protect the Great Barrier Reef
Protecting the environmental, social and economic value of the Reef to cultivate this World Heritage icon for current and future generations.

Be a responsive government
*Proudly supported by Griffith Business School*
Be a responsive government, committed to excellence in customer service and service delivery.

In addition to the above categories, an overall Premier’s Award for Excellence will be awarded.

Nominations are accepted for initiatives, teams and individuals and close on **Wednesday 17 July 2019**.
SECURING QUEENSLAND’S FINANCIAL SUCCESS

Queensland Treasury Corporation is proud to support the 2019 Premier’s Award for Excellence ‘Create Jobs in a Strong Economy’ category.

At QTC, we work together to drive financial improvement’s across the State’s multi-billion dollar balance sheet. We do this in the way that we manage the State’s funding program, financial data, liquidity and financial risk; and in the way innovate, transform and lead on projects that enhance Queensland’s economic and financial future.

We congratulate all nominees and winners of this year’s awards.
Australia’s most recommended super brand.

Join today
Much more than great law

Holding Redlich is proud to be a trusted adviser to the Queensland Government. Visit www.holdingredlich.com to find out more
Award criteria

Nominations must address the criteria below. Be sure to record this information in the allocated sections of the online nomination form, not in the supporting documentation or project description.

1. Outstanding delivery
Please consider the following when addressing this criterion:
- initiative shown by the team or individual in identifying the potential for improvement to systems or service provision to the public
- evidence of innovation in responding to a challenge, opportunity or new policy, and in the delivery of the project, service or process
- commitment to public sector values; customers first, ideas into action, unleash potential, be courageous and empower people
- demonstrated perseverance and dedication during project start-up, and ongoing to ensure success
- demonstrated understanding of what existing best practice looks like
- whether the project was completed on time and within budget
- diversity and inclusion—devised, implemented or expanded initiative to foster greater inclusion in the workplace.

2. Outcomes and impact
Please consider the following when addressing this criterion:
- How did the work improve systems, services or outcomes for the people of Queensland?
- How did the project or initiative contribute to Our Future State: Advancing Queensland’s Priorities?
- Detail the impact that the project has had for the benefit of Queenslanders.
- Provide evidence of obstacles which were encountered and overcome.
- Please provide evaluation and evidence of tangible results, showing your benchmarks and improvements (percentages, numbers and case studies).

3. Above and beyond
Please consider the following when addressing this criterion:
- Did the team or individual go above and beyond their normal duties?
- Does the work succeed where others have failed?
- Has the work been extended or is it being applied in other areas of, or outside of your organisation?
Award timelines

**Nominations open**  
Monday 10 June 2019

**Nominations close**  
Wednesday 17 July 2019

**Judging**  
August 2019

**Recipients announced**  
November 2019 – recipients announced at an awards ceremony in Brisbane.

Award sponsors

Proudly supported by:

- Queensland Treasury Corporation
- QSuper
- Holding Redlich
- Griffith University
  - Griffith Business School
Nominations

How to nominate

These requirements for nominations should be read in conjunction with the conditions of entry. Nominations must include:

1. Completed online nomination form (required)
   The official nomination form must be completed online at qld.gov.au/excellenceawards and be authorised by the Director-General or Chief Executive Officer responsible for the relevant initiative, individual or team. Nominations provided in hard copy or by way of email, USB or cloud storage will not be accepted.

2. Project description (required)
   The online nomination form must contain a brief overview (maximum 150 words) of the initiative, team or individual being nominated, including the purpose and outcomes. Please include the project type (pilot project, proof-of-concept or full implementation) as well as the project status (e.g. in planning, in progress, pilot complete, initiative under evaluation/review, initiative complete, initiative expanding). Do not include any confidential information as the information may be made publicly available should the nomination be shortlisted. This text may be subject to editing in awards promotion should your nomination be shortlisted.

3. Nomination contact (required)
   The online nomination form must contain the contact details of a person directly connected to the nominated individual, team or initiative. This person must be familiar with the nomination and have the authority to answer questions from the Awards Coordinator or the judging panel if required, and to certify the nomination complies with the conditions of entry. This person will be the primary liaison between the Awards Coordinator and nominee/s and, at the request of the Awards Coordinator, be responsible for progressing information pertaining to the nomination and associated awards ceremony to the nominee/s.

4. Response to award criteria (required)
   Nominations must address the award criteria. The criteria should be addressed directly in the allocated sections of the online nomination form, not in the supporting documentation or project description.

5. Referees (required)
   Provide the names and contact details of two referees representing the clients or key stakeholders of the initiative, team or individual who agree to be contacted by the judging panel to support the nomination if deemed necessary. The referees should preferably be external to the agency, familiar with the nominee’s work and readily available for potential questions from the judging panel. The referees should not be team members or project supervisors of the nominated initiative, individual or team.

6. Supporting documentation (optional)
   If appropriate, provide a maximum of five supporting materials relevant to key aspects of the nomination. This includes newspaper articles, letters of appreciation, publicity photos or videos demonstrating the achievements of the initiative, team or individual. These materials must be uploaded via the online nomination portal as prompted and will not be accepted by any other means.

7. Photos (required)
   A minimum of one photo of the nominated team, individual or initiative is required, and may be used in the award ceremony video production and on the awards website. A maximum of five photos will be accepted. Please ensure photographs are high quality with a minimum file size of 5MB.
Please note: nominations must not exceed the online format length. Supporting documentation and photos will only be accepted via the online form upload function at qld.gov.au/excellenceawards and not by any other means.

Nominations close 5 pm, Wednesday 17 July 2019.

Receipt of all nominations will be acknowledged via email. Please ensure you provide a correct email address on your nomination form. If you do not receive a confirmation email within two business days after submitting your nomination please notify the Awards Coordinator via telephone (07) 3003 9200 or email at excellence.awards@premiers.qld.gov.au.

It is the nominee’s responsibility to ensure receipt of the nomination by confirmation email and no responsibility will be taken for nominations which are not received by the closing date.

Nomination submission
Nominations can only be submitted electronically via qld.gov.au/excellenceawards

Information and enquiries
General enquiries regarding the awards should be directed to the Awards Coordinator via telephone (07) 3003 9200 or email at excellence.awards@premiers.qld.gov.au.

Judging of nominations
Nominations will be reviewed by a panel of independent judges and evaluated against the award criteria. Should the judging panel deem necessary, further information regarding your nomination may be requested from the Awards Coordinator.
Getting started

1. Review the award criteria and guidelines to determine the category you will nominate in. This document includes the conditions of entry.

2. Review the ‘how to nominate’ guide. This information will also be available to you throughout the nomination process as ‘hints’.

3. Click ‘nominate now’ and register your details. This will create an awards account for you.

4. You will receive a validation email asking you to confirm the account details you have entered.

5. Click the link in the validation email to login for the first time.

6. The account you have created enables you to create, submit, edit and track as many nominations as you like during the nomination period.

7. You may login as often as required to edit and complete your nomination/s. The nomination form auto saves as you go so there is no need to download or print during this process.

8. Each time you login you will be able to view the status of each nomination you are working on from the account home page.

9. You will be required to upload a minimum of one photograph pertaining to the team, individual or initiative you are nominating.

10. You will be required to provide two external referees familiar with the team, individual or initiative you are nominating, who can be contacted by the judging panel if required.

11. If you have more than one agency involved in your nomination, download and print the Director-General or Chief Executive Officer endorsement form. You will need a form completed for each additional agency involved in your nomination. Once signed, please upload the endorsement form/s as supporting documentation.

12. The nomination form will not allow you to submit until all mandatory sections have been answered accordingly.

13. Once you have successfully completed and submitted your nomination you will receive an automatically generated confirmation email.

14. If you do not receive this email within two working days please notify the Awards Coordinator via email at excellence.awards@premiers.qld.gov.au or on telephone (07) 3003 9200.
Conditions of entry

1. In these conditions of entry:
   a) ‘Awards’ means the 2019 Premier’s Awards for Excellence
   b) ‘Award Category’ means the relevant Award category described as either
      – Creating jobs in a strong economy
      – Give all our children a great start
      – Keep Queenslanders healthy
      – Keep communities safe
      – Protect the Great Barrier Reef
      – Be a responsive government, as set out in the Award guidelines
   c) ‘Closing Date’ means 5 pm on Wednesday 17 July 2019
   d) ‘Department’ means the State of Queensland through the Department of the Premier and Cabinet
   e) ‘Eligible Individual’ means a person employed by:
      (i) one of the departments, offices, statutory bodies or entities listed on the online nomination form, or
      (ii) a Queensland Government entity or statutory authority which is approved as eligible by the Department
   f) ‘Eligible Initiative’ means an initiative undertaken in Queensland by Eligible Individuals or Eligible Teams in the course of their employment
   g) ‘Eligible Team’ means a team comprising of Eligible Individuals
   h) ‘Nominating Agency or Body’ means the agency or body, or in the case of joint nominations the agencies or bodies, which are responsible for the Nominee/s
   i) ‘Nominee’ means the Eligible Individual or the persons comprising the Eligible Team.

2. The Awards are conducted by the Department.

Nominations

3. Only valid nominations which are received by the Department before the Closing Date will be accepted. Incomplete nominations are ineligible.
4. To constitute a valid nomination, the nomination must:
   a) be for:
      (i) an Eligible Initiative which meets the Award criteria, or
      (ii) an Eligible Individual or Eligible Team who have undertaken work in the course of their employment which meets the Award criteria, and
   b) consist of a properly completed official nomination form submitted online at qld.gov.au/excellenceawards which addresses all required questions including the Award criteria, complies with the Award guidelines and includes two referees and at least one photograph, and
   c) be properly authorised by the Director-General or Chief Executive Officer of the Nominating Agency or Body.
5. It is the Nominating Agency or Body’s responsibility to ensure receipt of the nomination by the Department and no responsibility will be taken for nominations which are not received by the Department by the Closing Date.
6. Cross-agency initiatives may be nominated provided they meet the requirements of a valid nomination and in such cases only one nomination form is to be completed. The nomination must be authorised by the Director-General or Chief Executive Officer of each Nominating Agency or Body involved in the nomination.
7. Multiple nomination forms must not be submitted for the same Eligible Initiative, Eligible Team or Eligible Individual within the one Award Category.
8. Subject to clause 7, there is no limit to the number of nominations a Nominating Agency or Body may submit. An Eligible Initiative, Eligible Individual or Eligible Team may be nominated across more than one Award Category where the nomination meets the requirements of more than one Award Category.
9. A Director-General or Chief Executive Officer who has authorised a nomination cannot be listed as a referee for that nomination.
10. The judging panel’s determination as to whether a nomination meets these conditions of entry is final.
11. Nominees previously recognised (winner or highly commended) in the Premier’s Awards for Excellence, the former Premier’s Awards for Excellence in Public Sector Management and/or Premier’s Awards for Excellence in Public Service Delivery cannot be submitted for consideration in the Awards, unless the nomination has been substantially transformed. The judging panel in its absolute discretion will only consider nominations that warrant additional recognition.
12. The Nominating Agency or Body warrants that the information provided in the nomination is complete, accurate and final. The Department accepts no responsibility for erroneous information provided in the nomination.
Judging

13. A separate judging panel, which may consist of industry representatives and persons outside of the public sector, will judge the nominations and award the winner for each Award Category.

14. The Premier’s Award for Excellence will be awarded to an outstanding nomination selected from across all Award Categories.

15. All decisions and recommendations of the judging panel are binding and final and no correspondence will be entered into.

16. Late applications will not be considered by the judging panel.

17. In no event will the judging panel be held responsible for any comment, viewpoint or expression whether direct or implied, concerning a nomination. By submitting a nomination, the Nominating Agency or Body and the Nominees agree not to bring claims against any judges or the State of Queensland.

Awards ceremony

18. The recipients of the Awards will be recognised at an Awards ceremony to be held in Brisbane.

19. The winning Nominee in each Award Category will receive recognition as the winning nomination for that Award Category; no other compensation, award or prize will be awarded.

20. All costs associated with the preparation of nominations and any associated costs (including travel and accommodation) for attendance at the Awards ceremony will be the responsibility of the Nominating Agency or Body.

Personal information

21. The Nominating Agency or Body warrants that:
   a) it has obtained the consent of the Nominees and each identifiable person in the photographs submitted for their personal information contained in the nomination to be provided to the Department and the judging panel in connection with the Awards and to be used in the Department’s social media channels, online and in print, to report on and promote the Awards and future award programs
   b) it has obtained the consent of the referees for their name and contact details to be provided to the Department and the judging panel in connection with the administering and judging of the Awards, and
   c) where the nomination comprises any other personal information, the relevant persons have consented to their personal information being provided to the Department and the judging panel in connection with the administering and judging of the Awards.

22. Finalist Nominees may be requested to participate in an interview or other promotional activity with sponsors of the Awards and if the finalist Nominees participate in any such interview or promotional activity, the finalist Nominees consent to the use of their name and image in connection with the publication of any such interview or contact with the sponsors.

General

23. The Nominating Agency or Body acknowledges and agrees:
   a) the information provided in the nomination is not of a confidential nature
   b) the nomination will be provided to the judging panel for the purpose of judging the Awards
   c) the Department may use information contained in the nomination, to report on the Awards and in publicity and promotional materials and announcements associated with the Awards and shortlisted Nominees, and
   d) the Eligible Individual or individuals comprising the Eligible Team consent to the submission of this nomination in accordance with these conditions of entry.

24. To the full extent permitted by law, the State of Queensland is not liable for any injury, damages, expenses or loss whatsoever (including but not limited to indirect or consequential loss) to persons or property by reason of any act or omission, deliberate or negligent, by the State of Queensland, or its officers and agents in connection with participation in the Awards.

25. No person shall be entitled to claim compensation or loss from the State of Queensland for any matter arising out of the Awards, including but not limited to failure by the State of Queensland to comply with these conditions of entry.

26. The Department may change these conditions of entry or cancel or vary the Awards at any time, whether before, on or after the Closing Date.

Nominations must be received by 5 pm, Wednesday 17 July 2019.