

NSW Premier's Awards

2024 Information pack for awards ambassadors

May 2024

Contents

About the Awards	3
Awards Ambassador roles and responsibilities	6
Key dates for 2024	8
Team award categories	10
Team categories – nomination questions	12
Team categories – judging criteria	14
Individual award categories	15
Anthea Kerr Award – nomination questions and judging criteria	16
NSW Public Servant of the Year – nomination questions	18
NSW Public Servant of the Year – judging criteria	20
What happens next?	21
Appendices	22

About the awards

The NSW Premier's Awards recognise outstanding performance and achievements in the delivery of public services to the NSW community by the public sector, not-for-profit organisations and private businesses in partnership with public sector agencies and departments.

The Awards:

- encourage the continual improvement of systems and services to enable resources to be used more effectively in the delivery of services,
- encourage a reflection on performance levels achieved and motivate individuals and teams to look at improving the way they work,
- recognise success and promote excellence,
- promote the adoption of excellent business and management practices to enable the development and growth of a culture of continual improvement, innovation, reform and change.

The Premier's Awards comprise of eight categories, which recognise the broad spectrum of work delivered across the sector broadly aligning with the Government's commitments.

2024 Team categories

- World class education and training
- Highest quality healthcare
- Connecting communities
- Building a resilient economy
- Excellence in service delivery
- Driving public sector diversity

2024 Individual categories

- Anthea Kerr Award
- NSW Public Servant of the Year

Team award eligibility

Who is eligible?

- Public sector departments and agencies
- Partnerships between a department or agency and an organisation from outside the sector e.g., local government, private sector, not-for-profit, academic.

Who can nominate?

- Public sector departments, agencies or their partner organisations.

Individual award eligibility

Who is eligible?

- All current public sector employees (contractors and volunteers are not eligible).

Who can nominate?

- Employees of public sector departments and agencies can nominate an individual for these awards.

Award tiers

Each category will list finalists which will include one overall winner and if appropriate an honourable mention.

Winners receive a team trophy and certificate.

Honourable Mentions receive a certificate and are highly commended for exceptional work runner up to the winner (this award is at the discretion of the review panels determination)

Finalists receive a certificate.

Useful links

[Premier's Awards website](#)

[Premier's Awards online nomination platform](#)

[Award Ambassadors list](#)

Nomination portal login

Portal link: publicserviceawards.awardsplatform.com

Login: Work email address

Key dates

Nomination open: Monday 15 April 2024

Nominations close: Friday 24 May 2024

Finalist announced: September 2024

Awards ceremony: November 2024

Contact the Premier's Awards team

Email: psawards@psc.nsw.gov.au

MS Teams: via the [Awards Ambassador Teams channel](#)

Awards ambassador roles and responsibilities

Awards ambassadors are nominated by each organisation at either departmental or agency level to:

- promote the awards across their organisation throughout the nomination period (and/or liaise and collaborate with the relevant Communication branch within your organisation)
- coordinate internal policies and processes for submitting award nominations, including any internal due dates, as required.
- review and quality check all nominations submitted for their organisation.
 - review the quality of the nominations, particularly accuracy and response to all criteria and checking that attachments can be accessed and reject duplicate submissions (submissions can only be entered into one category)
 - following the review of quality checks, **approve** the submissions in the portal to progress to the review stages.
 - at the discretion of the organisation, ensure that any shortlisted nominations have been reviewed and endorsed by the appropriate authority in the organisation, (not all agencies do these checks as the Premier's Awards program has a rigorous review, judging and approvals process).
- provide information and advice to those nominating for the awards, including:
 - selection of award category or referring them to the website
 - the nomination process in your agency, as appropriate
 - how to enter nominations into the online portal, including providing the online portal link
 - reviewing and quality checking nominations; particularly accuracy and response to all criteria and checking that attachments can be accessed.
- provide accessibility support as required and assist to transfer information from a nomination form across to the portal.
 - the nomination forms are accessibility friendly. Unless there is an accessibility requirement, most agencies use the nomination forms as a guide for preparing the nominations before the entrant enters the submission into the system.
- liaise with the Premier's Awards team in the Public Service Commission to
 - provide further information about award nominations during their quality assurance and reference checking phases, as required.
 - confirm team contributor details.
 - confirm agency guest lists for the awards ceremony.

Note: nominations do not require Secretaries, Agency Heads or CEOs approval during the nomination period. If the nomination is shortlisted as a finalist the Premier's Awards team will request endorsement in bulk from the Secretaries, Agency Heads and CEOs for their department or agency.

To nominate a new awards ambassador, please [contact the Awards Team by email](#) and provide the following details: name, position title, work area, contact number and email address.

Key dates for 2024

Phase	Key date(s)
Awards ambassadors provided with information pack	19 May 2024
All awards ambassadors briefing session	2 April 2024
Nominations open and PSC communicates with the Sector (nomination period: 6 weeks)	15 April 2024
Awards ambassadors initial promote across their organisation	From 8 April 2024
Nominations close	24 May 2024
QA process	27 – 31 May 2024
Review panel scoring	6 – 14 June 2024
Review panels	1 - 5 July 2024
Secretary endorsement and reference checking	8 – 19 July 2024
Judging committee review of recommendations	24 – 31 July 2024
Judging committee meeting	August 2024
Premier's brief finalised (2 to 3 days to finalise)	Mid-August 2024
Premier approval	Early September 2024

Phase	Key date(s)
Awards ambassador briefing session pre-finalist announcement – guest lists / promotion etc.	w/c 11 September 2024
Finalists announced	w/c 16 September 2024
Promotion of finalists by agencies using supplied social media graphics for finalists	w/c 16 September 2024

Awards ambassadors coordinate agency guest lists for event (2 weeks)	16 – 27 September 2024
Note: School Holidays	28 September – 13 October 2024
Trophies and certificates are ordered	October 2024
Invitation preparation	October 2024
Invitations Sent	October 2024
Awards ambassador / finalist briefing session	October 2024
RSVPs close	October/November 2024
Winners announced at hybrid awards ceremony	TBC: November 2024
Promotion of winners and finalists by agencies using supplied social media graphics for honourable mentions and winners, and videos of PSOTY finalists	Day following event
Review of the 2024 Awards	November 2024

Team award categories

World class education and training

Recognising the importance of lifelong education and training opportunities with a focus on improving positive outcomes for the people of NSW.

This category includes programs, initiatives, innovations or improvements that:

- Create opportunities and access to lifelong learning, helping people develop skills for the future.
- Demonstrate an improvement of education outcomes.
- Have invested in the recruitment and training of educators with demonstrated results.

Highest quality healthcare

Improving services to ensure that everyone has access to world-class healthcare when and where they need it.

This category includes programs, initiatives, innovations or improvements that:

- Demonstrate better health services through accessibility and upgrading.
- Provide opportunities for people to have quicker and easier access to the healthcare system.
- Extend quality services into regional and remote communities.

Connecting communities

Creating communities where people enjoy living and visiting by providing them with high-quality experiences facilities and amenities.

This category includes programs, initiatives, innovations, or improvements that:

- Contribute towards shaping a state rich with cultural, sporting and leisure activities.
- Make transport accessible and affordable for all.
- Provide greater access to quality, green and public spaces.
- Reduce carbon emissions and help improve air quality.

Building a resilient economy

Growing an economy that works in the interests of its people, where services and infrastructure are sustainable and respond to community needs.

This category includes programs, initiatives, innovations, or improvements that:

- Create opportunities for improving the cost of living and quality of life for the people of NSW.

-
- Attract investment or support local manufacturing and NSW businesses.
 - Support greater housing supply and affordability.
 - Enable the responsible management and use of resources to ensure a sustainable future.

Excellence in service delivery

Celebrating teams who demonstrate the positive contribution they are making for the people of NSW through a range of services.

This category includes programs, initiatives, innovations, or improvements that:

- Recognise the everyday teams who consistently give their all each day and are committed to doing their best work by maximising their impact no matter what their role.
- Demonstrate an increase in customer satisfaction and deliver positive outcomes.
- Strive to continually improve on people focused service delivery and design.

Driving public sector diversity

We deliver greater benefits for the people of NSW when our workforce is as diverse as the people we serve. We enable workplaces and services where everyone is valued and can participate.

This category includes programs, initiatives, innovations, or improvements that:

- Build the foundations and structures for a diverse and inclusive workforce.
- Demonstrate inclusive practices that improve equitable access to government services.
- Demonstrate thriving healthy workplaces and employee wellbeing.
- Demonstrate outstanding leadership developing future leaders.

Team categories – nomination questions

Nominating a team or individual for a Premier's Award is an opportunity to acknowledge exceptional service to the people of NSW. Successful nominations are those that have made a big difference, no matter the size, scale or publicity. They embody what it means to be a world class public service.

Nominations for one of the 6 team categories must complete the fields and questions below.

1. Overview of the project or initiative

Briefly describe the project or initiative using the STAR method – include the situation/background, task required, action taken, and result/outcome.

Note: if the nomination is shortlisted as a finalist, this text will be used in the nomination summary and on the Premier's Awards website (with minimal editing for length from the Awards Team). Limit repetition of the cluster, organisation/agency or entry name in this summary, as these are provided separately.

(Word limit: 150 words)

2. What was the problem, challenge or opportunity?

This could include details of:

- the team's initiative in identifying the potential for improvement to systems or services to the public.
- what caused the team to act and their initial response.

(Word limit: 200 words)

3. How was the problem or challenge solved, or how was the opportunity optimised?

This could include details of:

- innovation in responding to a problem, opportunity, or new policy, and in the delivery of the project.
- what was outstanding or remarkable about the delivery of the work?
- Commitment to public sector values, leadership, collaboration, excellent customer focus, stakeholder engagement
- perseverance and dedication throughout project to ensure success.

(Word limit: 200 words)

4. What results were achieved?

This could include details of:

- whether the project or initiative is transferable or scalable, and if it could be adapted for other types of projects or organisations.
- how many people the project or initiative impacts – for example, an individual, diversity group or wider population of NSW
- how the work improved systems, services or outcomes for the people of NSW
- how the project or initiative contributed to targets and goals (either project, organisational or government specific)
- evaluation and evidence of tangible results, showing benchmarks and improvements (percentages and numbers)
- whether the project was completed on time and within budget – please provide specific details.

(Word limit: 200 words)

5. How does the nomination go above and beyond?

This could include details of:

- how the team went above and beyond their normal duties
- if the work succeeded where others have failed
- whether the project or initiative is transferable or scalable and could be adapted for other types of projects or organisations, or if the work has been extended or applied in other areas of or outside the organisation.

(Word limit: 200 words)

Nominations must include the names and contact details of two impacted stakeholders or referees who are happy to discuss the nomination with the Premier's Awards evaluation team if it progresses to the second judging phase.

At the discretion of the organisation, ensure that any shortlisted nominations have been reviewed and endorsed by the appropriate authority in the organisation.

Nominations do not require Secretaries, Agency Heads or CEOs approval during the nomination period. If the nomination is shortlisted as a finalist the Premier's Awards team will request endorsement in bulk from the Secretaries, Agency Heads and CEOs for their department or agency.

Team categories – judging criteria

The panel will assess nominations for one of the seven team categories against the following criteria.

Innovation and Outstanding Delivery – weighting 40%

- Initiative shown by the team in identifying the potential for improvement to systems or service provision to the people of NSW.
- Evidence of innovation in responding to a problem, opportunity, or new policy, and in the delivery of the project.
- Commitment to public sector values, leadership, collaboration, excellent customer focus, stakeholder engagement
- perseverance and dedication throughout project to ensure success.
- Was the project completed on time and within budget?

Benefits and Results – weighting 40%

- How well did the work improve systems, services or outcomes for the people of NSW?
- How did the project or initiative contribute to targets/goals? Evidence of tangible results, showing your benchmarks and improvements (percentages and numbers).
- Is the project or initiative transferable or scalable, could it be adapted for other types of projects or organisations? For smaller projects or initiatives where the impact/reach might be smaller or targeted, transferability and scalability will weigh in when these initiatives are being compared against larger projects with a broader impact/reach.

Above and Beyond – weighting 20%

- Did the team go above and beyond their normal duties?
- Does the work succeed where others have failed?
- Is the project or initiative transferable or scalable, could it be adapted for other types of projects or organisations? Or, has the work been extended or applied in other areas of or outside of the organisation?

Individual award categories

Anthea Kerr Award

The Anthea Kerr Award is awarded in honour of Anthea Kerr who passed away suddenly at 38 years of age. At the time of Anthea's death, she was an Assistant Director General at the Department of Finance and Services, a role which was the culmination of an outstanding career of over 16 years in the NSW public sector. Anthea was a wonderful mentor and a great supporter of the Young Professionals Network.

The award is to recognise future public sector leaders and will be awarded to a maximum of two individuals each year. It will be awarded to people who exhibit in their work a deep commitment to public sector values and identified leadership potential – attributes that Anthea exemplified throughout her working life.

Recipients must be under the age of 35 as of 1 July 2024.

Additional information can be found on the website – [Anthea Kerr Award](#)

NSW Public Servant of the Year Award

Recognising exemplary work and outstanding leadership from an individual working for the NSW Government.

The recipient of this award may be invited to speak at selected events.

Additional information can be found on the website – [NSW Public Servant of the Year](#)

Anthea Kerr Award – nomination questions and judging criteria

All NSW Government employees can nominate someone to be recognised for the Anthea Kerr Award. The person nominating must complete the fields and questions below.

Summary of nomination

Briefly describe the individual that you are nominating for the Anthea Kerr Award and their deep commitment to the public sector values and leadership potential.

Note: if the nominee is shortlisted as a finalist, this text will be used in the nomination summary and on the Premier's Awards website.

Nominators must answer the following three questions. Each of the three questions has **equal weighting** when scored by judges:

1. Above and Beyond

Briefly describe how the person went above and beyond their role or how they contributed to the success of a project or initiatives.

Consider: Collaboration, stewardship, mentoring, analytical thinking, integrating information from multiple sources.

(Word limit: 200 words)

2. Leadership

What leadership qualities or attributes does this person possess and how do they inspire direction and purpose in others?

Consider: Leadership, interpersonal skills, development of team or peers, leaders as role model, belonging and inclusion.

(Word limit: 200 words)

3. Aspirations

What aspirations does this person have and what is the potential for their leadership skills to be applied to future roles or in other teams or agencies?

Consider: Mobility, adaptability, consistency.

(Word limit: 200 words)

Nominations must include the contact details of two referees, for example, the individual who supplied the answers to the above three questions and should include a current or recent manager. Nominees must be under the age of 35 as of 1 July 2024.

At the discretion of the organisation, ensure that any shortlisted nominations have been reviewed and endorsed by the appropriate authority in the organisation.

Nominations do not require Secretaries, Agency Heads or CEOs approval during the nomination period. If the nomination is shortlisted as a finalist the Premier's Awards team will request endorsement in bulk from the Secretaries, Agency Heads and CEOs for their department or agency.

NSW Public Servant of the Year – nomination questions

All NSW Government employees can nominate someone to be recognised. The person nominating must complete the fields and questions below.

Summary of nomination

Briefly describe the individual that you are nominating for the NSW Public Servant of the Year and their exemplary work and outstanding leadership for the NSW Government.

Note: if the nominee is shortlisted as a finalist, this text will be used in the nomination summary and on the Premier's Awards website.

Briefly describe a problem, challenge or opportunity that showcases the individuals exemplary work and outstanding leadership.

This could include details of:

- initiative shown by the individual in identifying the potential for improvement to systems or service provision to the public.
- what caused the team to act and their initial response.

(Word limit: 200 words)

How did the individual contribute or lead in solving the problem or challenge, or optimise the opportunities?

This could include details of:

- innovation in responding to a problem, opportunity, or new policy, and in the delivery of the project.
- what was outstanding or remarkable about the delivery of the work?
- commitment to public sector values, collaboration, excellent customer focus and stakeholder management, leadership
- perseverance and dedication throughout the project to ensure success.

(Word limit: 200 words)

How did the individual contribute and lead to the results that were achieved?

This could include details of their:

- contribution or leadership of the project or initiative
- initiative to reach targets or goals.
- management of timelines and budgets
- evidence of innovation
- evaluation outcomes and improvements
- contribution to transferability or scalability of the project or initiative
- risk management
- work to improve systems, services or outcomes for the people of NSW.
- stakeholder engagement.

(Word limit: 200 words)

How does the individual go above and beyond?

This could include details of:

- how the individual went above and beyond their normal duties or what is expected of them in their role, or in a project or initiative
- how they value and demonstrate commitment to public sector values, leadership, collaboration, excellent customer focus and stakeholder engagement
- how they exceeded expectations for the work to succeed.

(Word limit: 200 words)

Nominations must include the contact details of **3 referees**. Referees could include the individual who supplied the answers to the above three questions and should include a current or recent manager.

At the discretion of the organisation, ensure that any shortlisted nominations have been reviewed and endorsed by the appropriate authority in the organisation.

Nominations do not require Secretaries, Agency Heads or CEOs approval during the nomination period. If the nomination is shortlisted as a finalist the Premier's Awards team will request endorsement in bulk from the Secretaries, Agency Heads and CEOs for their department or agency.

NSW Public Servant of the Year – judging criteria

The panel will assess nominations for NSW Public Servant of the Year against the following criteria.

Innovation and Outstanding Delivery – weighting 40%

- Initiative shown by the individual in identifying the potential for improvement to systems or service provision to the public.
- Evidence of innovation in responding to a problem, opportunity, or new policy, and in the delivery of the project.
- Commitment to public sector values, leadership, collaboration, excellent customer focus and stakeholder engagement.
- Perseverance and dedication throughout the project to ensure success.

Benefits and Results – weighting 40%

- Evidence of how the individual effectively contributed to, initiated and/or lead the overall success of a project or initiative.
- Evidence of how well their work improved systems, services or outcomes for the people of NSW.
- Did the individual optimise opportunities, engage stakeholders effectively and manage risks or issues?

Above and Beyond – weighting 20%

- Did the individual go above and beyond their normal duties or in a project or initiative?
- Did the individual demonstrate commitment to public sector values including excellent collaboration, customer focus, stakeholder management and leadership?
- Did the individual exceed expectations for the work to succeed?

What happens next?

1. After the nomination period closes, nominations are assessed by a review panel for each category, comprising of senior executives from across the public sector. The panels select a shortlist of nominations in each category to progress to a second stage.
2. The Premier's Awards team will progress reference checks and relevant Secretary / CEO endorsement for the shortlisted nominations. The Awards Team may contact Awards Ambassadors to confirm contact details if required.
3. Following reference checking and Secretary / CEO endorsement, a final Judging Committee reviews the full suite of shortlisted nominations for all award categories and makes final recommendations to the Premier.
4. The Premier considers the recommendations of the Judging Committee and endorses the winners, honourable mentions (if any) and finalists.
5. Once approved by the Premier, the Awards Team notifies Secretaries and Awards Ambassadors of the shortlisted finalist nominations, and they are listed on the [Premier's Awards website](#).
6. The Awards Team will seek confirmation from Awards Ambassadors of the guest lists prior to the event ceremony, so that invitations can be distributed, and RSVPs confirmed.
7. Winners are announced at the Premier's Awards for Public Service ceremony and will be published on the Awards website.

Appendices

[Visit the Premier's Awards website](#) to access the following supporting materials:

Communications Toolkit

The 2024 Communications Toolkit is designed to help Awards Ambassadors and communications teams effectively promote the Premier's Awards to encourage nominations from their organisation. It contains key messages and sample communication content.

Guides

- Guide for Awards Ambassadors – online nomination portal
- Guide for Entrants / Nominators – online nomination portal

Nomination forms

Three nominations forms are provided, the Awards team encourages the use of these for accessibility purposes only. Awards Ambassadors can access and view all nominations in the online nomination portal and encourages nominators to nominate directly in the system.

- 2024 Premier's Awards – Nomination Form – Anthea Kerr Award
- 2024 Premier's Awards – Nomination Form – NSW Public Servant of the Year
- 2024 Premier's Awards – Nomination Form – Team categories

Enabling a world class
public service

2024 Information pack for awards ambassadors

Public Service Commission

Level 4, 255 George Street, Sydney NSW 2000
+61 2 9272 6000 | psc.nsw.gov.au

