

## 2017 Rising Star Award

### 1. SOCAP Australia Rising Star Award - 2017 Nominations/Applications

**The SOCAP Australia Rising Star Award acknowledges an emerging staff member within the SOCAP community who has made a significant contribution to improving the consumer affairs or complaint handling process or outcome going above and beyond their job description within an organisation. Nominations are welcome from Business, Government and non-government sectors.**

**Please contact the SOCAP Australia office directly if you have any questions - phone 02 8095 6426 or email: [socap@socap.org.au](mailto:socap@socap.org.au).**

\* 1. Nominee Name:

\* 2. Position:

\* 3. Organisation

\* 4. Email address:

\* 5. Phone Number:

\* 6. Nominator's Name:

\* 7. Nominator's Title:

\* 8. Nominator's Phone Number:

\* 9. Nominator's email:



## 2017 Rising Star Award

### 2. Section 2: SOCAP Australia Rising Star Award Application/Nomination

\* 1. Pre requisites:

In order to be eligible for consideration for the SOCAP Australia Rising Star Award please confirm that the nominee:

- Is a current financial SOCAP Australia member OR your/their manager is a current financial named SOCAP Australia individual or corporate member
- Has worked less than 5 years within the industry
- Has sign off and endorsement by their manager for this Award application

\* 2. Which category/s will you apply under? Please refer to the Information and Selection Criteria on the SOCAP Australia website for further information.

- Cultural - 'Looking around' - what needs changing? i.e. team building, energy, staff engagement, assuming ownership
- Customer/Consumer Focussed - 'Looking out' - why does it need changing? i.e. understanding the customer/consumer, delivering solutions, providing options
- Continuous Improvement - 'Looking in' - how do we change it? i.e. innovation, problem solving, improved processes, improved processing times and evolution

Please note the word count maximums for each area. Please keep your responses under the word count specified for each question.

Provide examples and/or statistics to substantiate your claims where ever possible.

\* 3. What was the purpose of the project/activity and why was it undertaken? (300 words maximum)

\* 4. Scope: How did this project/activity shape your organisation and how many people were influenced by it? (200 words max)

\* 5. Culture: Describe the baseline culture within the organisation or industry (i.e. before the project or activity), including any measurable data (e.g. customer satisfaction scores, complaint volumes, staff attitude surveys or industry data) (200 words max)

\* 6. Method: Describe the processes or methods used to undertake the project/activity (300 words max)

\* 7. Obstacles: Were there any obstacles to the project/activity and how were they overcome? (200 words max)

\* 8. Outcome: What was the outcome of the project/activity. Use any measurable data (e.g. customer satisfaction scores, complaint volumes and staff attitude surveys) (200 words max)

\* 9. Benefit: Describe the consumer benefit of the project/activity. (150 words max)

10. Optional: List any additional information to support your nomination (150 words max)

\* 11. If your nomination is successful, a synopsis of the project/activity will be used during Symposium and the Industry Awards night. Provide a three sentence description emphasising the highlights of the project/activity or work. You may also be asked to provide a one minute video highlighting your nomination or nominee.