

2017 Stellar Achievement Award

1. SOCAP Australia Stellar Achievement Award - 2017 Nominations/Applications

The SOCAP Australia Stellar Achievement Award acknowledges a more experienced individual within the SOCAP membership who has made a significant contribution to improving the status of consumer affairs, complaint prevention or complaint handling within their business or industry, going above and beyond their job description within an organisation and industry.

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.

* 1. Nominee name:

* 2. Nominee position:

* 3. Nominee organisation

* 4. Nominee email address and phone number:

* 5. Pre requisites:

In order to be eligible for consideration for the SOCAP Australia Stellar Achievement Award please confirm that the nominee.

- Is a current financial SOCAP Australia member - either individual or named as part of a corporate membership
- Has worked 5 years or more within the consumer affairs/complaints industry
- Is able to provide written testimonials from at least one member of the industry to support this nomination (see below)

* 6. Name, position, company and contact details (phone/email) for the person providing the first testimonial. See Selection Criteria for further information

7. Optional: Name, position, company and contact details (phone/email) for the person providing the second testimonial. See Selection Criteria for further information



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2. SOCAP Australia Stellar Achievement Award Application/Nomination

* 1. Which category/s will you apply under? Select all that apply. Please refer to Selection Criteria on the SOCAP website for further information.

- Customer, Culture and Innovation - Has worked to ensure the customer/consumer is front of mind in all decision making and that service/process improvement opportunities are identified and acted on
- Leadership and Strategy: 'Looked or looking to the future and leading a team in this direction' - has created an environment where consumer related strategy is developed and implemented by the team
- Contribution to the Industry: 'Improving consumer policy and consumer outcomes' - has demonstrated industry wide innovation, new ways of working, industry reform, and/or network building

Provide specific examples and/or statistics to substantiate your nomination. Please note the word count maximums for each area.

* 2. Purpose: What what the purpose of the project/activity and why was it undertaken? (300 words maximum)

* 3. Scope: How did this change shape your organisation and many people were influenced by it? (200 words max)

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

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

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

* 7. Result: 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)

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

* 9. Supporting Testimonial 1: (200 words max)

10. Optional Supporting Testimonial 2: (200 words max)

11. Optional: List any additional information to support this nomination. (limit 150 words max)

* 12. If this nomination is successful a short 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. You may also be asked to provide a one minute video highlighting your nomination or nominee.

Thank you for taking the time to apply for the SOCAP Australia Stellar Achievement Award. Someone will be in touch within the next two days to confirm receipt of this application/nomination.

Warm regards
Fiona Brown
Chief Executive Officer
SOCAP Australia
socap@socap.org.au