

## 2018 Constellation Award

### 1. SOCAP Australia Constellation Award - 2018 Nominations

**The SOCAP Australia Constellation Award acknowledges an experienced team within the SOCAP membership which 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 regarding the nomination process. Nominations close COB 27 July 2018. Phone 02 8095 6426 or email: [socap@socap.org.au](mailto: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 Constellation Award please confirm that the nominee:

- Are current financial SOCAP Australia members - either individual or named as part of a corporate membership
- Have 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

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

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### 2. SOCAP Australia Constellation Award Nomination

\* 1. Which category/s will you apply under? Please refer to the Information and Selection Criteria PDF document 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 was the purpose of the project/activity and why was it undertaken? (300 words maximum)

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

\* 4. Culture: Describe the baseline culture within the organisation or industry (i.e. before the particular project/activity), 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 synopsis of your nomination of the project/activity will be used during Symposium and the Industry Awards night. Please 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.