

**SOCAP Australia
2018 INDUSTRY AWARDS**

Acknowledging excellence in consumer affairs and complaints handling



The 2018 SOCAP Australia *Rising Star* Award

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.

The SOCAP Australia Awards Working Party will identify an outstanding individual from nominations received via the official award nomination process. Finalists will be acknowledged and the Rising Star Award will be presented at the SOCAP Symposium Gala Dinner and Industry Awards Night on Thursday 23 August, 2018 at Crown Melbourne.

Pre Selection Criteria

The Rising Star applicant must:

- Be a current financial SOCAP Australia member **OR** the applicant's manager must be a SOCAP Australia individual member or named/part of a corporate membership
- Has been in the industry less than 5 years
- Has sign off and endorsement by their manager for the Award application

Note for previous applicants or nominees

All previous Rising Star nominees, finalists or winners are eligible to nominate again for the Rising Star category, or the Stellar Achievement Award category, however, the nomination must be submitted for a different body of work or completely new achievements not referenced in any previous submission. If a member of a Constellation Achievement Award nomination is also nominating for a Rising Star Award, each nominations must be for a different project/activity not referenced in either submission.

SOCAP Australia's Values underpin this award

- *Outstanding service, care and focus on members'/customers' needs*
- *Honesty in everything we do*
- *Empowerment in self and others*
- *Excellence and respect - with professional service being paramount*

Selection Criteria

The SOCAP Australia Awards Working Party is looking for an individual who is able to demonstrate one or more of the behaviours/selection criteria below.

The *SOCAP Australia Rising Star Award* applicant should consider the following selection criteria and behaviours in their application.

Behaviour	Description	Example
Cultural <i>'Looking around' - what needs changing?</i>	Team building, energy, staff engagement, assuming ownership	<ul style="list-style-type: none"> ✓ Implemented a team building or cultural improvement within the complaint resolution team that resulted in a reduction in % of complaints that were escalated ✓ Increased satisfaction levels on staff satisfaction survey or a reduction in sick leave and escalated staffing issues
Consumer/Customer Focussed <i>'Looking out' - why does it need changing?</i>	Understanding the consumer/customer, delivering solutions, providing options	<ul style="list-style-type: none"> ✓ Improved net promoter score ✓ Complaints feedback survey ✓ Increased % of compliments to the business ✓ Increase in conversion of number of complainants to evangelists
Continuous Improvement <i>'Looking in' - how do we change it?</i>	Innovation, problem solving, improved processes, improved processing times and evolution	<ul style="list-style-type: none"> ✓ Implementation of a new database or system to improve processes, which was on time, on budget and with staff training effectiveness ✓ Initiatives adopted by the business as a result of customer intelligence reporting ✓ % reduction in systemic complaints

Your nomination must address the following

1. Purpose: What was the purpose of the project/activity and why was it undertaken?
2. Scope: How did this change shape your organisation and many people were influenced by it?
3. Culture: What was the baseline culture, including any measurable data, eg customer satisfaction scores, complaint volumes, staff attitude surveys, etc.
4. Method: Describe the process or methods used to undertake the project/activity
5. Obstacles: Were there any obstacles to the project/activity and how were they overcome
6. Outcome: What was the outcome of the project/activity. Use any measurable data (e.g. customer satisfaction scores, complaint volumes and staff attitude surveys)

2018 Judging Panel

- The nominations will be judged by the SOCAP Australia Industry Awards Judging Panel which comprises of four SOCAP Australia Board members, three Award Committee members and the SOCAP Australia Chief Executive Officer
- The Judging Panel will provide a shortlist plus recommended winner to the SOCAP Australia Board for final endorsement
- The Secretariat of SOCAP Australia will oversee the administration of the judging process

2018 Time Line

- SOCAP Australia 2018 Industry Awards nominations close COB 27 July 2018
- Commencing from Wednesday 1 August 2018 – Judges decision and voting
- Thursday 23 August, 2018 – Award presentation at the SOCAP Symposium Gala Dinner and Industry Awards Night, at Crown Melbourne