

## The 2018 SOCAP Australia *Stellar Achievement Award*

### SOCAP Australia 2018 INDUSTRY AWARDS

Acknowledging excellence in consumer affairs and complaints handling



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 as a whole, going above and beyond their job description within an organisation and industry. 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 Stellar Achievement 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 Stellar Achievement nominee must:

- Be a current financial SOCAP Australia member - either individual or named as part of a corporate membership
- Have worked for 5 years or more within the industry
- Provide written testimonials from two members of industry to support the application

Note: Members of the SOCAP Australia Board or Awards Committee are not eligible to apply or for nomination

#### **Note for previous nominees and 2018 Constellation applicants**

All previous Stellar Achievement nominees, finalists or winners are eligible to nominate again for the Stellar Achievement Award, 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 Stellar Achievement Award, each nomination must be for a different project/activity and 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 Stellar Achievement Award* applicant should consider the following selection criteria and behaviours in their application.

Behaviour	Description	Example
<b>Customer, Culture and Innovation</b>	Has worked to ensure the customer/consumer is front of mind in all decision making and that service improvement opportunities are identified and acted on	<ul style="list-style-type: none"> <li>✓ Has implemented business processes that change staff behaviour towards their customers.</li> <li>✓ Has advocated for a better deal for consumers in product development, marketing and sales campaigns, etc.</li> <li>✓ Has developed a transparent process for capturing and supporting service improvement innovations.</li> <li>✓ Has overcome resistance to change</li> </ul>
<b>Leadership and Strategy</b> 'Looked or looking to the future and leading a team in this direction'	Has created an environment where customer/consumer related strategy is developed and implemented by the team	<ul style="list-style-type: none"> <li>✓ Has developed a complaints/ consumer focussed strategy that is accepted and supported by relevant stakeholders and significantly contributes to the organisation's success.</li> <li>✓ Is open to alternative strategies and inspires the team to continuously seek improvements and alternative approaches are always considered.</li> <li>✓ Builds support for the organisations complaints/consumer focussed strategy and operation at all levels and in all departments.</li> <li>✓ Champions the complaints/ consumer focussed strategy on every opportunity both internally and externally.</li> </ul>

<p><b>Contribution to the Industry</b> Improving consumer policy</p>	<p>Has demonstrated industry wide innovation, new ways of working, industry reform, and/or network</p>	<ul style="list-style-type: none"> <li>✓ Has implemented a new model of working that has been recognised as good practice and adopted by others.</li> <li>✓ Lead or played a crucial role in industry, regulatory or policy reform that has improved customer outcomes</li> </ul>
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## 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 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.