



2009

N E S A

Awards for Excellence

Guidelines and Criteria






2009

NESA

Awards for Excellence

| | |
|--|--------------|
| Categories and qualifying periods | Page 5 |
| Valuable benefits | Page 6 |
| Are you eligible? | Page 9 |
| Important dates | Page 10 |
| Entry rules and guidelines | Page 11 |
| Submission format | Page 12 |
| Conditions of entry | Page 12 |
| Hints and pitfalls | Page 13 |
| Category criteria | Page 14 |
| Permission to publish | Page 20 & 21 |
| Submission accompaniment form | Page 22 |
| Official recommendation form | Page 23 |
| Where to go for additional information | Page 24 |



This document contains everything you need to know and the forms you must complete to enter the 2009 NESAs Awards for Excellence.

A detailed submission addressing the criteria in this document must accompany these forms.

What are the awards?

The National Employment Services Awards for Excellence pays tribute to today's achievers, promotes employment success stories and encourages others to become high achievers.

The awards have become the peak recognition for those working in the employment services industry, and offer unmatched opportunities of recognition for those they assist.

The awards highlight the commitment this industry has made to improving the well-being of our community, the excellent levels of service offered and the very real successes resulting from hard work and innovation.

The National Employment Services Awards for Excellence will continue to:

- Foster high standards in the employment services industry
- Recognise employers who provide employment opportunities and workplace environments which support the retention and development of job seekers
- Encourage employers to adopt and support Job Services Australia providers
- Honour job seekers and participants who have overcome disadvantage to obtain and retain appropriate employment
- Provide a benchmark for excellence within the industry
- Foster job seeker, employer and public confidence

Categories and qualifying periods

There are three award categories. Please note that the qualifying period for the categories does vary.

| Category | Qualifying period |
|---|------------------------------|
| 2009 Employment Consultant of the Year | 1 January – 31 December 2008 |
| 2009 Achiever of the Year - sponsored by the Department of Education, Employment and Workplace Relations | 1 May 2008 – 30 April 2009 |
| 2009 Champion Employer of the Year - sponsored by the Department of Education, Employment and Workplace Relations | 1 January – 31 December 2008 |

To be a contender for a National Employment Services Award for Excellence candidates will have to demonstrate commitment, innovation and accomplishment. Industry experts will have judged them to be “the best of the best”.

Submissions will undergo a comprehensive and rigorous assessment process. NESAs has again engaged Australia’s leading awards specialists, Awards Absolute, to work closely with the Association to manage Best Practice award processes and independently audit the judging. This approach will ensure that the awards continue to be conducted in a transparent, credible and equitable manner.

By placing an entry in the awards, the submitting office / branch is confirming their commitment for the nominating Employment Consultant to attend the awards ceremony. This presentation will be held on Thursday 27 August in Sydney in conjunction with the NESAs National Conference.



2008 winners and finalists



Valuable benefits

The National Employment Services Awards for Excellence is the premier accolade of merit and quality in the Australian Employment Services industry.

All nominees benefit from entering the awards. Examining the process by which excellence can be achieved helps businesses and individuals identify key areas for improvement. In addition, entering the awards demonstrates to your staff and clients that your organisation is committed to the pursuit of excellence.

National finalists gain added benefits:

- The right to use NESA's awards logo on your collateral for two years
- Promotion of your success by NESA
- A high quality framed certificate for display
- A prestigious business marketing opportunity
- Improved staff and productivity gains through improved staff morale
- Greater recognition as an employer of choice which increases your ability to attract excellent and talented employees
- Improved business relationships
- Greater brand recognition within the industry and with key external stakeholders
- An invitation to the exclusive Champion's Reception immediately prior to the awards (attended by 2009 finalists, sponsors and a select number of industry leaders and VIPs).

National winners also receive:

- A prestigious, valuable NESA award trophy
- An ability to promote your win for a period of two years
- A logo and guidelines kit to help you promote your win
- Inclusion in the special awards issue of Constant Connections, on the NESA website and in the NESA Annual Report
- Submission of awards summary information to the Department of Education, Employment and Workplace Relations for inclusion in relevant communication materials
- A professional PR campaign to promote winners



| Category Finalist | Benefits Attached |
|---|---|
| <p>2009 Employment Consultant of the Year (for the nominee named as finalist)</p> | <ul style="list-style-type: none"> • Ticket to Awards Dinner • Ticket to Champion's Reception • Return economy flight from closest major regional centre or capital city • Accommodation for the evening of the Awards Dinner |
| <p>2009 Achiever of the Year (for the nominee named as finalist AND for the nominating employment consultant)</p> | <ul style="list-style-type: none"> • Ticket to Awards Dinner • Ticket to Champion's Reception • Return economy flight from closest major regional centre or capital city • Accommodation for the evening of the Awards Dinner |
| <p>2009 Champion Employer of the Year (for one company representative)</p> | <ul style="list-style-type: none"> • Ticket to Awards Dinner • Ticket to Champion's Reception • Return economy flight from closest major regional centre or capital city • Accommodation for the evening of the Awards Dinner |



2009 NESAWARDS FOR EXCELLENCE



Are you eligible?

The information included in your submission must apply to the qualifying period that applies to the category in which you are entering. Achievements outside of these timeframes will not be taken into account unless specifically requested in the criteria.

| Category | Qualifying period |
|---|------------------------------|
| 2009 Employment Consultant of the Year | 1 January – 31 December 2008 |
| 2009 Achiever of the Year - sponsored by the Department of Education, Employment and Workplace Relations | 1 May 2008 – 30 April 2009 |
| 2009 Champion Employer of the Year - sponsored by the Department of Education, Employment and Workplace Relations | 1 January – 31 December 2008 |

Please note: Each award category has specific criteria. Organisations that are sponsoring the awards, and employees of those sponsors, are ineligible for nomination.

1. 2009 Employment Consultant of the Year

The employment consultant must be employed by an organisation which is a NESA member on the date that submissions for these awards close – Monday 27 July, and have been delivering the employment services which relate to this nomination throughout 2008.

2. 2009 Achiever of the Year

This award is for job seekers who were unemployed as at 1 May 2008 and then found employment through a NESA member before 30 April 2009. **Please note:** The award will only be presented to a job seeker who gained full-time employment in the qualifying period and has retained full-time employment through until the awards presentation.

3. 2009 Champion Employer of the Year

Employers eligible for nomination were those that used employment services offered by a NESA member organisation in 2008. Activities in the submission must relate to the qualifying period of 1 January to 31 December 2008.



Important dates

Call for entries open

Thursday 11 June 2009

Recommendations close

Friday 10 July 2009

Submissions close

Monday 27 July 2009

Gala awards dinner

Thursday 27 August 2009

In Sydney in conjunction

with the 2009 National conference

Mail **three** copies of each complete submission to:

National Employment Services Awards for Excellence

C / Awards Absolute Pty Ltd

PO Box 838

Coolum QLD 4573

Street address (for **couriers only**):

National Employment Services Awards for Excellence

C / Awards Absolute

Unit 2, Focus Business Park

2 Focal Avenue

Coolum QLD 4573

* Coolum is within Australia Post's overnight Express Post network from all capital cities and adjoining regions except Western Australia. All award submissions that have been mailed in an Express Post envelope and are post-marked no later than Friday 24 July will be accepted.

Entry rules and guidelines

Submissions are best presented in a single bound document and should include:

- An index / contents page listing items and page numbers
- Three** copies of your response to all criteria
- Three** copies of supporting documentation (**not exceeding 10 pages**)
- A quality photograph of the former job seeker or Employment Consultant. (See the ***How to take a good photograph of your award entrant*** section below)
- An **electronic** version of your organisation's logo in jpg or tiff format (on a CD)
- An official Submission Accompaniment Form (see Page 22)
- A Permission to Publish Form (There is a separate form for Achiever of the Year. Please see Pages 20 and 21)

(Tick the above boxes when collating your submission to ensure you have not forgotten anything)

A separate submission is required for each category entered, and three copies of each submission must be submitted.

Each category has specific criteria which must be addressed.

No submission should include video tapes, CDs or computer disks on which **supporting material** is stored. Time constraints mean that judges will not have a chance to view this material.

For your own peace of mind, mailed submissions arrive in the best condition when Australia Post packaging is used.

How to take a good photograph of your award entrant

Take a close-up photograph of the subject's head and shoulder only. Best results are from about 1.5 metres away. The background behind the subject should be a white or very light coloured flat wall (not bricks). The wall should be clear of any ornaments, picture hangings or windows.

Ensure the "red eye" feature on your camera is engaged.

Ask the subject to smile, and then take four or five shots. Send us the best photograph.

We require a high resolution (300 dpi) or large size (bigger than 1 meg) photograph in electronic format (on a CD) or a 6 x 8 photograph printed by a photographic outlet such as Kodak or Rabbit.



Submission format

We request that, submissions comply with the following format:

| | |
|-----------------------|---|
| Paper size | A4 (preferably in portrait format) |
| Colour | White only |
| Type | Times New Roman, Courier or Arial |
| Line spacing | Single |
| Length | Abide by the question format within the awards criteria |
| Page numbering | Yes |

Print this document and create a submission in line with the criteria.

All criteria should be addressed in the order in which they are listed and should appear as headings in your submission. This makes the judges' task easier, increasing your likelihood of success!

Emailed, faxed or electronic submissions will **not** be accepted.

Conditions of entry

All submissions must either:

- Arrive at Awards Absolute Pty Ltd via courier no later 5 pm on Monday 27 July, or
- Be Express Post mailed and post marked no later than Friday 24 July.

NESA retains the right to contact finalists prior to the awards presentation if deemed necessary, and all finalists must be prepared to attend the awards presentation. NESA also reserves the right to withdraw the granting of a particular honour if the award entrant (in the case of a previous job seeker or Employment Consultant) or a company representative (in the case of the Champion Employer) is not present to accept that award.

NESA reserves the right to withdraw from judging any nominating organisation that goes into administration, voluntary receivership, liquidation or is declared bankrupt after the awards closing date. NESA may exclude an entry under certain circumstances if that entry was received after the closing date for awards entries. Nominees agree to abide by the judging panel decisions and there will be no appeals. The receipt of submissions will be acknowledged in writing.

Submissions will not be returned to nominees, so do not use original certificates and correspondence. Submissions will be kept in confidence and then destroyed after the awards presentation. Entrants agree that NESA's decision on these matters is final and may not be reviewed.

Hints and pitfalls

| HINTS | PITFALLS |
|--|--|
| The judges are looking for content. So do not sacrifice what you have to say just to make the submission look pretty. | Don't exceed the maximum length for each question. |
| Your claims of success and outstanding results must be substantiated. Wherever possible support your claims with examples using real clients and real instances. | Don't make statements that cannot be quantified and substantiated. This includes the use of general statements. Instead use substantiated facts and figures. |
| Use graphs, charts, tables and other illustrative methods in your Support Material to demonstrate and substantiate your claims. | Don't provide information that has not been requested. Picture yourself as one of the judges, assessing dozens of submissions. Be kind to the judges. |
| Provide a cross reference in your submission text for the above graphs, charts and tables. This will make it easier for the judges to find your supporting evidence. | Don't insert very small or fuzzy images or illustrative materials. Ensure graphs and pictures are large enough to see clearly. Photographs should be 300 dpi. |
| Present the supporting material in the same sequence and under the same headings as the submission. | Avoid using industry acronyms. If you do use a few, then spell them out in the first instance. |
| Treat the award submission as if it were a job application – state each question in the order it appears on the criteria and then answer it. | Don't include supporting material if it is not pivotal. Judges do not score supporting material except on its ability to validate statements within the content of the submission. |

A final hint - Ask someone else to read your submission to confirm that the criteria have been met. It is often helpful if that person does **not** have an intimate knowledge of your position or organisation, and therefore will not make assumptions based on prior knowledge. The judges will look for evidence of organisations and people who are passionate about their work, that have personality and who are innovative. So ask your reader to look for these features in your submission.



Category criteria

CATEGORY: Employment Consultant of the Year

Answer the questions below only if you are entering this category. Criteria for the other three categories can be found on the following pages.

1. Provide an overview of your organisation, including the number of staff employed, your role within that organisation and a snapshot of the demographics and socio-economic environment in which you work. NOTE: This is the only question that relates to your organisation. All other questions must relate to the achievements and outcomes of the Employment Consultant. (1 page. 0 points)
2. Please tell the judges about yourself and attach a brief CV to your submission. This CV should provide information on your skills and roles as they relate to your role as an Employment Consultant. When describing your positions, please provide your employer, position title, a brief role description and a dot point list of those skills and duties that have helped make you an excellent Employment Consultant. (No more than four pages. 0 points).
3. Demonstrate through a career and life achievement timeline how you have worked towards continual improvement and excellence. Highlight major achievements. (1 page. 10 points)
4. What were the key obstacles facing the job seekers you assisted in the qualifying period, and what innovative initiatives did you employ to assist the job seekers to overcome these obstacles? Demonstrate in your answer how you were proactive in assisting job seekers. (1 page. 15 points)
5. Outline the most valuable skills that you possess which make you an exemplary Employment Consultant, and give an example from the qualifying period which demonstrates how each skill has helped you or the job seekers with whom you worked (1/2 page. 10 points.).
6. Provide examples which demonstrate your commitment to helping people who face barriers to employment, such as Indigenous Australians, youth, people who are homeless, people with a disability or mental illness, people from culturally and linguistically diverse backgrounds, or people requiring pre-vocational training. (1/2 page. 10 points)

7. What was the biggest office, organisational or career challenge you faced in the qualifying period? Explain what you did to surmount that challenge. (1/2 page. 15 points)
8. Please provide an example of a case from the qualifying period which shows how you think creatively in placing job seekers. (1/2 page. 15 points)
9. Outline what methods you plan to use under Job Services Australia or Disability Employment Services to deliver more personalised service to job seekers, giving examples of any innovative measures you will use over the next 12 months to improve the skills of job seekers and to assist them in overcoming any barriers. (1/2 page. 10 points.)
10. Provide statistics and data which show how you performed above the expectation of your role. Specifically, show how you performed when compared to other consultants in your organisation or at your site. Comparative results can be submitted as a table of Key Performance Indicators listing your results and the average results from your site or organisation. If appropriate, include any significant impacts on your work which shows why your performance is particularly impressive (such as the employment rate in your area or you may have joined the site only recently).

Please also include the following statement at the end of your answer to Question 10: "I have read and agree that the statistics, facts and figures submitted in this document are accurate", and have your Supervisor or Manager sign their name next to the statement. (1 page. 15 points)

Support material: A maximum of 10 pages can be included in your application. This material should support and provide proof of statements you have made in your submission, and be cross referenced to relevant questions. Appropriate material can include (but is not limited to) letters or emails of gratitude, copies of qualifications gained in the qualifying period, supported graphs and internal records. All material will be treated in confidence.

CATEGORY: Achiever of the Year

Answer the questions below only if you are entering this category. Criteria for the other categories can be found elsewhere.

We recommend that this submission be completed by an Employment Consultant in liaison with the former job seeker.

The job seeker must have gained full-time employment in the qualifying period (1 May 2008 to 30 April 2009) and retain full-time employment through until the awards presentation on 27 August.

NOTE: These questions seek information about the job seeker, not the employment services provider or the Employment Consultant. Please ensure that the answers focus on the job seeker, and use examples to support your questions wherever possible.

1. Provide a written “picture” of the job seeker – their age, length of unemployment, any qualifications, disadvantages facing them, the socio-economic environment in which they were seeking a job, how long they have been employed and any other relevant information. (1 page. 0 points)
2. Provide a chronology of the job seeker’s employment history, and describe the circumstances at the commencement of services with Job Network. (1 page. 0 points)
3. Demonstrate how this job seeker was committed to finding employment. Please include a **timeline** which indicates the activities undertaken by the job seeker in overcoming their barriers to employment, such as training and skills development, other vocational activities and / or activities which addressed non-vocational barriers. (1/2 page. 25 points)
4. Give an example which demonstrates how the job seeker showed initiative and self determination in their search for work. (1/2 page. 20 points)
5. What was the greatest area of personal or professional growth made by this individual? (1/2 page. 10 points)
6. List the job seeker’s future aspirations and describe what they are currently doing to move towards their goal? (1/2 page. 15 points)

7. Attach a short statement from the job seeker's employer which details why this person is considered an asset. (1/2 page. 15 points)
8. Please provide a short statement from the former job seeker which outlines how overcoming the barriers to employment improved their life and skills. (1/2 page. 15 points)

Support material: A maximum of 10 pages can be included in your application. This material should support and provide proof of statements you have made in your submission, and be cross referenced to relevant questions. Appropriate material can include (but is not limited to) letters or emails from the consultant to the job seeker, feedback from recruiters / employers, copies of qualifications gained in the qualifying period, and proof of commitment (such as length of distance travelled to interviews). All material will be treated in confidence.



2008 Achiever of the Year, Lynne Ward, being congratulated by Xavier Crimmins - Chair of the NESAs Board

CATEGORY: Champion Employer of the Year

Answer the questions below only if you are entering this category. Criteria for the other categories can be found elsewhere.

We recommend that this submission be completed by an Employment Consultant in liaison with the employer. A brief statement from the employer is sought.

The employer must have provided full-time employment through Australian Government employment services in the qualifying period, and demonstrate company policies which support the Job Services Australia objectives.

1. What is the name of the employer organisation, and very briefly describe what they do. (1/2 page. 0 points.)
2. Please copy or recreate the table below with all boxes completed.

| | Number of staff | Number of former job seekers placed through an employment services provider |
|-----------|-----------------|---|
| Full-time | | |
| Part-time | | |
| Casual | | |

3. Provide a list which shows how long (to the nearest year and month) each of the above job seekers has been employed? (1 page. Question 2 and 3 are worth a combined total of 15 points)
4. Outline the induction program that the employer uses to orient and train new recruits. Are there any special components to this program which specifically address the needs of these job seekers? (1 page. 10 points)
5. What other policies and / or procedures does this employer have in place that:
 - a) Helps you, as an Employment Consultant, to work with the employer to meet their requirements? (1/2 page. 10 points)
 - b) Improves the transition phase for the Job Seekers (1/2 page. 10 points)
6. Explain the content and regularity of communication between your organisation and the employer, and describe how this has benefited job seekers. (1/2 page. 10 points)

7. Describe the feedback that the employer initiates once you've placed job seekers. (1/2 page. 10 points)
8. In what other ways, if any, has the employer assisted or supported you and / or your organisation? (1/2 page. 10 points)

A couple of questions for the employer:

To make entry easier, these questions can be asked over the phone and the answers typed into your submission.

9. What have you done to create a more diverse and inclusive workplace? Include a statement about how you support the recruitment, retention and development of disadvantaged employees. (Up to 2 pages. 20 points)
10. Please state which of the following is true (5 points):
 - a) "Yes, this company's policy is to employ job seekers through an employment services provider wherever possible."
 - b) "Our branch or team employs people through an employment services provider, but this is not a company-wide policy."

The employer may provide excerpts (up to 10 pages) from their induction / training programs or other procedures to support this submission.

Permission to publish - Consultants and Employers

Please print this page, complete it, and include a copy with your submission.

Who should complete this form?

| Category | Who |
|--|------------------------------------|
| 2009 Employment Consultant of the Year | The Employment Consultant |
| 2009 Champion Employer of the Year | A manager working for the employer |

Do not fill in this form if you are entering the Achiever of the Year category.

A separate Permission to Publish form is attached if you were a job seeker and are entering the Achiever of the Year category.

I / We give permission for NESAs, its PR contractors and its Awards Coordinators to use the information in this submission to describe my / our achievements at the awards evening and promote my / our achievements to the media.

I / We understand that my identity / the identity of the organisation will be disclosed during this process.

I am granting / We grant NESAs permission to reproduce supplied photographs, the organisation's logo and non-pecuniary information in my / our submission.

I / We understand that my / our contact details may be passed to official members of the media pursuing legitimate stories resulting from the awards.

In return, NESAs and its award agents agree **not** disclose any information which will lead to the identity of a specific job seeker without the express consent of me, my organisation and the job seeker in question.

My name: _____

Organisation: _____

Position: _____

Category / categories entered: _____

My signature: _____

Today's date: ____ / ____ / ____

Permission to publish – Former job seekers

Please print this page, complete it and include it with your submission.

Who should sign this form?

The former job seeker who is being entered into the Achiever of the Year category.

Do not fill in this form if you are entering any category other than the Achiever of the Year. The Permission to Publish form on the previous page pertains to categories other than the Achiever of the Year.

In relation to the promotion of my achievements at the awards night:

I give permission for NESAs and its awards contractors to profile my achievements at the 2009 awards night if I am successful in being named as a national finalist.

I grant permission to reproduce the supplied photograph at the awards presentation and in any awards collateral produced for that event.

In relation to external promotion of my achievements through the media:

I give permission for NESAs, its PR contractors or its Awards Coordinators to contact my Employment Consultant to discuss the possibility of media stories relating to my achievements.

I give my Employment Consultant permission to liaise with an awards-related representative on my behalf.

I understand that I will be contacted either by my Employment Consultant or a NESAs-engaged representative to seek my approval before any information is released to the media which could lead to my identity.

My name: _____

My home address: _____

My home telephone number /mobile: _____

The name of my Employment Consultant: _____

My Employment Consultant's telephone number: _____

My signature: _____

Today's date: ____ / ____ / ____

Submission accompaniment form

You will need to print this page, sign it and include it with your submission.

The category being entered: _____

I declare that I am the person who is submitting this entry on behalf of:

- Myself (if you are an Employment Consultant entrant)
- A Champion Employer
- A former job seeker (for the Achiever of the Year award)

Mr Miss Ms Mrs

My name*: _____

My position: _____

My organisation: _____

Postal address: _____

Phone number: _____ Fax number: _____

Email: _____

* The person whose name appears here will be the primary contact for the awards submission and all correspondence will be forwarded to that person.

Please provide a 50-word (maximum 250 character) summary of why this submission should win this award. **This profile may be used to describe the entrant at the awards presentation.**

My signature: _____

Today's date: ____ / ____ / ____

Official recommendation form

Who Do You Know Who Deserves To Win A NESAs Award?

This is your chance to nominate an Employment Consultant that you believe deserves to win the 2009 Employment Consultant of the Year.

Once you fax this form to us, then the person that you recommend will be sent a congratulatory letter notifying them of your support. They will also receive information about how to complete the submission process.

Please fax us your recommendation no later than **Friday 10 July 2009** to allow the individual sufficient time to complete their entry.

FAX THIS FORM TO 07 5446 4289.

I wish to recommend (name)_____

Phone_____

Email _____

Organisation _____

Postal Address _____

My name is: _____

Phone _____

Email _____

Organisation_____

Please tell us in 30 words why you believe that this person is worthy of winning.

My signature: _____

Date:___/___/___



Where to go for additional information
Something we haven't answered for you?

Contact us.



AWARDS & REWARDS | PROGRAMS & EVENTS

For awards information: Awards Absolute
Phone 1300 88 22 59 Email nesa@awardsabsolute.com



EXCELLENCE
AWARDS
2009

For membership information: National Employment Services
Level 8, 20 – 22 Albert St, South Melbourne 3205
Phone 03 9686 3500 Email caroleg@nesa.com.au