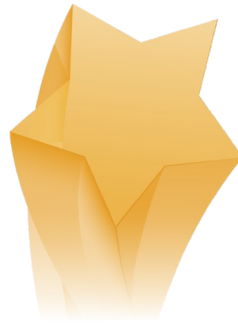




IPAA ACT | SPIRIT OF
SERVICE **AWARDS**

**2024 SPIRIT OF SERVICE AWARDS
FREQUENTLY ASKED QUESTIONS**



How long does it take to prepare a nomination?

Preparation time will vary depending on access to evidence materials, time available for staff to compile information and write the nomination, and time taken to get approval from the appropriate senior executive. The size of the initiative can also impact preparation time as some considerations will need to be given to what to include as attached evidence versus listed evidence.

How much does it cost to enter the awards?

The entry fee is proportionate to your IPAA ACT membership fee. For example, a small agency membership is charged the small agency fee to enter the awards. A list of membership categories and the corresponding entry fees can be found [here](#).

Why is there such a tight word limit? Why is there a limit to the number of attachments?

Word limits were added for the Spirit of Service Awards to ensure that nominations are of a consistent and manageable size for our assessors.

Can I transfer unused word limits from one part of the nomination to another part?

No. This is a limitation within our nomination management platform and which we cannot alter.

Why are there size limits to the evidence attached to a nomination?

This limit is to help keep each nomination a manageable size for assessment. It is OK to compile more than one separate document into a single pdf attached to a nomination. However, it is vital that the information is referenced clearly in the body of the nomination so that the assessors can easily find evidence that confirms the claims made in the nomination.



Why do we have to nominate volunteer assessors as part of our nomination?

Every nomination is assessed by at least three independent assessors. To ensure that this happens, we need a large pool of assessors.

Assessors are recruited via two channels - expressions of interest from past assessors, potential assessors who reach out to IPAA ACT through the website, and assessors nominated by agencies putting in nominations.

This helps us navigate potential conflicts of interest that need to be managed closely. The more assessors we have, the easier it is to be flexible in assigning nominations to the assessors.

You will be able to submit your nomination without completing the nominated assessors fields. However, your nomination will not be able to progress to assessment until we have the names and details for your nominated assessor(s).

What should we do if the entrant who registered the nomination at the beginning of the nomination period leaves our organisation?

If the nomination in Award Force is empty (i.e. no content has been added at this stage), you will need to register a new entrant, start a new nomination and advise IPAA ACT to delete the earlier (empty) nomination.

If the nomination already has content, please contact IPAA ACT and let us know. We will ask you to create a new entrant and then we will assign the existing nomination to that entrant.

Who should approve our nomination for submission and why do we need to do this?

Approval by the appropriate senior executive is important because your department needs to know that a nomination is being submitted and what it says.

We will accept approvals from Band 2 SES and upwards. You will need to identify the appropriate person and ensure that they are available to sign the nomination on the final page before the closing date. The Word template for the nomination includes a signature page. Please



complete all fields and then scan and attach the approval to your nomination. Your nomination will not progress to assessment unless we have the approval.

How does assessment occur?

The assessment model is described in the [IPAA ACT Public Sector Achievement Model](#), which is available on the IPAA ACT website.

The entire content of the nomination, including all the evidence, is assessed by a minimum of three assessors. It is scored against the eight foundation principles.

The highest-scoring nominations form a shortlist of finalists. Finalists are invited to proceed to stage two assessment, the presentation of a pitch video and a Q&A session with the judges.

Who are the assessors?

Assessors are recruited from the Commonwealth and ACT public services. They are serving public servants. They come from evaluation, audit and assessment backgrounds and receive training in the awards assessment model. They also comply with an assessor code of conduct.

Will the closing deadline be extended?

We are reluctant to extend the closing deadline for two reasons. 1) Organisations are given nearly ten weeks to prepare their nominations and, 2) there are major downstream organisational impacts on assessment for stage 1 and 2 and for delivery of the awards event.

Where can I get help with preparing my nomination?

Start with the [Nomination Guidelines](#) and [template](#) and the [IPAA ACT Public Sector Achievement Model](#). Make sure you have read these documents thoroughly. Send an email to awards@act.ipaa.org.au if you are experiencing any problems.