

**QUESTION TAKEN ON NOTICE**

**BUDGET ESTIMATES HEARING : 22 May 2017**

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

**(BE17/193) - Awards and recognition framework - Internal Product (DIBP)**

Senator Carr, Kim (L&CA) written:

Please outline which awards are available within the Department of Immigration and Border Protection's Awards and Recognition Framework

Please provide the criteria for each award

Please provide a photo of each award or medal

*Answer:*

Available awards and their criteria are set out in the attached document.

# External Awards available under the DIBP Awards Framework

## Public Service Medal (PSM)

The Public Service Medal recognises outstanding service by employees of the Australian Government and state, territory and local government employees. 'Outstanding service' could be shown through:

- service excellence to the public, or to external or internal clients;
- innovation in programme, project or policy development;
- leadership, including as a member of a team; or
- the achievement of more efficient processes, improved productivity or better service delivery.



## National Medal

Administered by the Governor-General the National Medal recognises long and diligent service by members of recognised government and voluntary organisations that risk their lives or safety to protect or assist the community in enforcement of the law or in times of emergency or natural disaster.

Former Australian Customs and Border Protection Service employees may be eligible for the National Medal, for service completed from **16 December 1999**.



## Australia Day Achievement Medallions (ADAMs)

Administered by the National Australia Day Council, this award recognises the contribution of individuals and teams for outstanding performance of core duties or special projects.



## World Customs Organisation (WCO) Awards

International Customs Day is on 26th January, as part of the celebrations the WCO honour individuals from organisations that administer customs functions who have demonstrated achievement in the area of the WCO theme for that year.

## Institute of Public Administration Australia Awards (IPAA)

### **Awards for Excellence in Public Sector Management**

This Award focuses on specific initiatives and is based on an organisation demonstrating success against four demanding criteria. Organisations have to demonstrate that they are able to devise and implement innovative customer-focused initiatives. They must also demonstrate that their success was not accidental—it must have been the result of a methodical and sustainable approach to improving the organisation's practices in client satisfaction, leadership, people management, change management, planning, governance and innovation.

The basis of the awards is the IPAA Excellence in Public Sector Management Model. The Awards covered by this Model are:

- Sustainable Excellence in Public Sector Management—Gold, Silver, Commended
- Collaboration—joint nominations between two or more agencies or across levels of government, involving high performing initiatives
- Innovation—initiatives involving high levels of innovation with actual or the potential for highly successful outcomes.

## Comcare Work Health and Safety Awards:

### Category 1 - Workplace Health and Wellbeing Initiative

This award recognises organisations that have demonstrated excellence in the development and implementation of a workplace health and wellbeing initiative, addressing physical or mental health promotion. Initiatives aim to create healthier workplaces and may include lifestyle or other health risks and supporting individual change through family or community-wide involvement.

### Category 2 - Workplace Health and Safety Management System

This award recognises continual improvement and best practice of a workplace health and safety management system, addressing both physical and/or psychosocial factors. Entries for this category should include implementation of a system, which has been in place for a minimum of three years and has led to measurable and sustainable improvements.



## Australian Public Service (APS) Diversity Awards

The APS Diversity Council presents these awards and they are open to all APS Agencies.

### Category 1 – Indigenous Employment Award

Category 1 recognises most significant contributions to improving employment opportunities, experiences and outcomes of Indigenous Australians in the APS.

### Category 2 – Disability Employment Award

Category 2 recognises most significant contribution(s) to improving employment opportunities, experiences and outcomes for people with a disability in the APS.

## Australian Government ICT Awards

### **Inspiring agencies to excel and achieve**

Administered by the Australian Department of Finance, this award recognises the most outstanding initiatives in eGovernment and promotes excellence in the use of ICT across all Australian Government agencies. This award includes recognition of outstanding professionalism by teams or individuals working in ICT in the Australian Government arena and outstanding practice in the use and impact of digital tools and social media.

# Internal Awards available under the DIBP Awards Framework

## Secretary and Commissioner Awards

Awards for this category are in the form of medallions, medals, commendations or group citations, and a signed certificate depending on the category of award.

Internal departmental awards are conferred by the Secretary and ABF Commissioner annually.

The Awards and Recognition team will call for nominations annually, the categories include:

- Bravery
- Conspicuous Conduct
- Leadership
- Excellence
- Innovation
- Work Health and Safety
- Outstanding Achievement in Diversity Management
- Executive Assistant (EA) of the Year Award

Also presented at the Secretary and Commissioner Awards is the Operation Medal. The Operation Medal is not open to nominations. Recipients of this award are determined by the Secretary and Commissioner as per the eligibility criteria contained in the Awards Framework.

## Award Levels

The Awards and Recognition Steering Committee (ARSC) will determine the level of the award for recommendation to the Secretary or ABF Commissioner from the following categories:

- Medallions
- Medal – for Bravery or prescribed ABF Operations, (ABF Service when eligible)
- Commendation Certificate
- Group Citation Certificate – for collective or group recognition

## Eligibility

- Any person currently employed by the Department who in the course of their duty, or whilst on service as an employee, or attached to the organisation, performs an act sufficient to warrant nomination to the award.
- The Secretary or ABF Commissioner, at their discretion, may award any person or employee they feel is worthy of recognition.

## Collective Eligibility

Nominations may include individuals or teams.

## Award for Subsequent Acts

This applies only to Bravery and Operation Medals. An employee will receive a clasp to attach to an existing medal, commendation or citation for any further notable acts of the same category. The clasp(s) will signify a second, third etc. award.

## Secretary and Commissioner Award Criteria

### Bravery

For any employee who performs an act of selfless courage, bravery or valour, where they deliberately place themselves in a situation that may result in injury or death whilst attempting to rescue, protect, or prevent harm to another. Bravery also applies when hindering or preventing criminal activity at risk to one's self.

When assessing nominations the ARSC will consider the following factors:

- Degree of risk
- Nature of the danger
- Persistence
- Choosing to act in the face of a known danger
- Impact of the physical surroundings
- Skills of the nominee
- Condition of the nominee
- Equipment available
- The scope of the situation;
- The level of risk – Extreme to Low; and
- The act does not have to be successful for a nominee to be worthy of an award; the saving or attempted saving of a life is not in itself sufficient to merit a bravery award.

### Conspicuous Conduct

For any employee who has demonstrated continuous, consistent, diligent and outstanding dedication to duty in circumstances demanding tenacity of a high order through the application to their duties and/or work requirements.

When assessing nominations the ARSC will consider the following factors:

- Hazardous or adverse circumstances
- Persistence
- Commitment to achieving the task or outcome despite adversity and challenges

- Choosing to act in the face of a known danger
- Impact of the physical surroundings
- Skills of the nominee
- Condition of the nominee
- Equipment available.

## Leadership

Within this category, there will only be one award conferred for each group.

Departmental leaders promote a culture of transparency, accountability and collaboration to ensure that the overall departmental objectives are given primary consideration over discrete functions, tasks and individual KPIs. Factors to consider are:

- *Integrity*– demonstrates the promotion of a culture of transparency and accountability engages with risk and commits to action and makes tough decisions, while acting with compassion and care. Works effectively and sensitively to navigate complex situations using analytically sound, informed and inclusive approaches.
- *Collaboration*– demonstrates the capability to solve strategic problems, develop the organisation through collective undertakings, and use teams to work across boundaries and accomplish integrated tasks and sustained coordinated effort.
- *Commitment*– demonstrates the capability to drive change and innovation, build performance and capability, comfortably handling risk and uncertainty. Communicates and drives the Department's vision and objectives and aligns them with the broader public service outcomes and cross government operating environment.

## Excellence

Excellence is an activity beyond the normal pursuit of defined activity outcomes and encompasses demonstrated personal values of the highest order. Factors to consider are:

- Demonstrates an outstanding contribution over a substantial period of time
- Demonstrates excellence in public administration and management
- Exemplifies best practice in service delivery, program and project management, policy, regulatory functions and/or professional/technical functions

## Innovation

Innovation is an activity that results in the design, development, modification or creation of a product that produces a significant change and that achieves definable improvements to what we do or the way we do it. Factors to consider are:

- Positive impact of improvement(s) implemented within the Department (operations/policy/process/system)
- Identifies creative solutions, large or small in scope, that have made a significant and positive difference

- Suggests new ways to improve the quality of services or programming
- Contributes to complete work more efficiently and effectively.

## Work Health and Safety

Health and Safety activities are those that result in a significant improvement to the general level of health and/or safety in the workplace, or address a particular health or safety emergency in the workplace or an individual contribution to health and safety in the workplace.

When assessing nominations the ARSC will consider the following factors:

### Workplace health and safety hazard

This recognises excellence in developing and implementing a solution to an identified workplace health and safety risk or hazard, either physical or psychosocial. Entries for this award may include a product solution, design/engineering innovation, training program, awareness-raising activity or other risk control measure that has been developed in response to this hazard and reduces the risk of work related injury or disease.

### Addressing a health and safety emergency in the workplace

An emergency is an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property and infrastructure, and which requires a significant and coordinated response.

The following factors should be considered:

- Implementing significant preventative and proactive solutions or initiatives to mitigate and reduce risk to workforce health and well being
- Sustained high level of effort and performance
- Capably handling a health and safety emergency that occurred in the workplace where the employee is seen to perform above and beyond what is reasonably expected of them.

## Outstanding Achievement in Diversity Management

This award aims to recognise the diversity of the Australia community and foster diversity in the workplace by recognising teams and individuals who have demonstrated the principles of equity and diversity.

The APS Value on equity in employment focuses on eliminating any employment related disadvantage. This award will be conferred where a person or team has through their example, innovation or business model contributed to greater diversity and equality in, gender, race or ethnicity, disability, gender identity, religion or faith, sexual orientation or culture for individuals or groups.

When assessing nominations the ARSC will consider the following factors:

- Women and people from culturally and linguistically diverse backgrounds
- Create a supportive, flexible and fair work environment where difference among employees is respected



- Addressing the findings in Diversity Audits
- Build on current workforce planning, recruitment, career management and diversity initiatives
- Demonstrated commitment to increase the representation of Aboriginal and Torres Strait Islander Australians within the organisation

## Executive Assistant (EA) of the Year Award

Executive Assistants work in a fast paced environment but are rarely associated with individual, team or section recognition. This award recognises excellence in an Executive Assistant position based on the following criteria:

- must have held an ongoing EA role for a minimum of six months
- nomination must be supported by the EA's immediate supervisor

## Operation Medal

For an employee who has undertaken an operational activity that is deemed to be suitable for recognition and is prescribed by the Secretary or Commissioner.

The operation must have included the following criteria:

- Multi-state and/or international dimensions
- Length and complexity of the operation
- Significant operational outcome, for example arrests, seizures and revenue collected.

Nominations for eligible operations will be sought by the Awards and Recognition annually, in line with the Secretary's and ABF Commissioner's Awards Ceremonies.

## Service Recognition

### Eligibility

Any person currently employed by the Department who in the course of their duty, or whilst on service as an employee, or attached to the organisation reaches 10, 20, 30, 40 or 50+ years of service.

Service under the *Public Service Act 1999* is the basis for the award. This does not include State/Territory Government service or organisations such as the Australian Federal Police or the Australian Defence Force.

### Retirement

When an employee retires after a period of greater than 20 years with the Department, they are eligible to receive an engraved medallion in a timber box presented by their Manager, along with a signed certificate.

An employee retiring with less than 20 years of service within the Department may receive a retirement certificate.

## Awards design sample set

<p>Bravery Medal</p>	 Two Bravery Medals are shown side-by-side. Each medal consists of a circular medallion with a central crest and the word 'BRAVERY' at the bottom. The medallions are attached to a ribbon with vertical stripes of blue, red, and white.
<p>Secretary and Commissioner Award Medallions</p> <ul style="list-style-type: none"><li>• Conspicuous Conduct</li><li>• Leadership</li><li>• Excellence</li><li>• Innovation</li><li>• Work Health and Safety</li><li>• Diversity</li><li>• Executive Assistant (EA) of the Year Award</li></ul>	 Two circular medallions are shown side-by-side. The left medallion features the Department of Immigration & Border Protection crest and the text 'DEPARTMENT OF IMMIGRATION & BORDER PROTECTION' around the perimeter. The right medallion features a central crest and a blank space for a name or title.
<p>Service Pins</p> <p><i>(example of 10 year pin only)</i></p>	 Two circular service pins are shown side-by-side. The left pin is embossed with the Department of Immigration & Border Protection crest and the text 'DEPARTMENT OF IMMIGRATION & BORDER PROTECTION' and '10 YEARS'. The right pin is a plain circular pin with concentric circles.

Operation Medal (with clasp)



Retirement Medallion

