

Name of Policy	Vice-Chancellor's Staff Excellence Awards and Medal Policy
Description of Policy	The Vice-Chancellor's Staff Excellence Awards and Medal showcase the accomplishments of ACU staff and publicly recognise, reward and encourage exceptional performance and achievement.
Policy applies to	<input checked="" type="checkbox"/> University-wide <input type="checkbox"/> Specific (<i>outline location, campus, organisational unit etc.</i>) <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> All Students <input type="checkbox"/> Staff and Students
Policy Status	<input type="checkbox"/> New Policy <input checked="" type="checkbox"/> Revision of Existing Policy
Description of Revision	Policy Revision

Approval Authority	Professor Greg Craven, Vice-Chancellor and President
Governing Authority	Vice-Chancellor and President
Responsible Officer	Ms Simone Chetcuti, Director, Office of the Vice-Chancellor and President

Approval Date	10 December 2015
Effective Date	10 December 2015
Date of Last Revision	5 February 2018
Date of Next Policy Review*	October 2019

* Unless otherwise indicated, this policy will still apply beyond the review date.

Related Legislation, Policies, Procedures, Guidelines and Local Protocols	Professional Staff Performance Review and Planning Process Policy Performance Review and Planning Program for Academic Staff Policy Payment of Salaries Policy
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1. Purpose

The Vice-Chancellor's Staff Excellence Awards and Medal (Vice-Chancellor's Awards) showcase the accomplishments of ACU staff and publicly recognise, reward and encourage excellence in performance and achievement.

2. Vice-Chancellor's Staff Excellence Awards and Medal Categories

The Vice-Chancellor and President will award up to two commendations per award category (individual or team) and one overall peak Vice-Chancellor's Medal for Excellence from those listed for commendation. The award categories and criteria are listed below. Please note The Panel may move nominations to other award categories if the nomination is more suitably aligned to a different award criteria.

Nominations are assessed against the criteria for each award. Other considerations for assessment include the nominee's contribution to the Strategic Plan 2015 – 2020, Strength to Strength, Service Excellence Framework and the Learning for Life Framework.

ACU believes in impact through empathy by inspiring and equipping people to make a difference – and that means cultivating their ability to act and think empathetically. Applicants should incorporate this ethos within their nomination. For more information about ACU's ethos, visit the [staff site](#).

The Vice-Chancellor's Staff Excellence Awards and Medal will complement the existing Vice-Chancellor's awards in other areas of the University such as;

- The Vice-Chancellor's Award for Excellence in Doctoral Training;
- The Vice-Chancellor's Teaching Excellence Award;
- The Vice-Chancellor's Postgraduate Teaching Award (part of the new Postgraduate Strategy); and
- The Vice-Chancellor's Citations for Outstanding Contribution to Student Learning.

Award Categories:

2.1 Mission Excellence

The Vice-Chancellor's Award for Mission Excellence recognises individuals and teams who have demonstrated excellence in living out the Mission of ACU through areas of service, the pursuit of knowledge, the dignity of the human person and contributions to the common good (within the past three years). There are many varied ways in which the Mission of ACU is lived out in the daily working lives of staff and this category aims to recognise those in the University community who exemplify the ACU Mission. Examples of Mission Excellence can be demonstrated within the University or broader community activities in connection with the University.

The criteria for submissions under this category are:

1. Nominees have shared their experience, skills and talent in an outstanding way in their specific field within the University or communities in which they have served and also met at least four out of five Mission attributes;
 - a) Catholic Intellectual Tradition;
 - b) Service;
 - c) Pursuit of Knowledge;
 - d) Dignity of the Human Person; and
 - e) The Common Good.
2. Evidence that the contribution benefits students, staff or the broader community.

3. Nominees considered for this Award are committed to the wellbeing of others, display personal integrity, witness to service for the common good of the community and evidence of positively influencing others.
4. Evidence the contribution is supporting ACU's strategic direction.
5. Evidence that the individual/ team's contribution demonstrates impact through empathy.

2.2 Service Excellence

The Vice-Chancellor's Awards for Service Excellence celebrates and recognises outstanding service by staff (on and/or off campus). For the purpose of these Awards "service" is interpreted broadly and includes activities, initiatives, practices and/or projects that have contributed to the delivery of exceptional or significantly improved services to ACU's staff, students and/or external stakeholders. Service can be demonstrated via professional services, teaching or research provided at ACU.

This award category aligns to the four Service Excellence dimensions of: People & Culture; Policies & Processes; Solutions & Systems; Measurement and Performance.

Applications for the Vice-Chancellor's Awards for Service Excellence will be considered on the basis of exceptional recent service (within the past three years) involving substantial project(s) or activities, or an exemplary single project/activity over a shorter timeframe. Applications must meet at least one of Criteria 1 to 4, plus Criteria 5.

Criteria for submissions under this category are as follows:

1. Evidence of exceptional customer service that is consistently positive, respectful and responsive resulting in increased student / staff satisfaction.
2. Evidence of a significantly improved service process or policy that has substantively improved the quality or efficiency of services or enhances academic activity.
3. Evidence of a significantly improved system that has enhanced usability, functionality and/or access to services and/or information resulting in an improved service experience and benefits ACU.
4. Evidence of a service initiative that provides insights into the service experience and/or measures service performance to inform service delivery and enhance the service experience.
5. Evidence that the individual/team's contribution demonstrates impact through empathy.

2.3 Excellence in Community Engagement

The Vice-Chancellor's Award for Excellence in Community Engagement is available to individuals or teams involved in significant University community engagement projects (within the past three years).

Community engagement draws upon capabilities of the University's staff to work collaboratively with community groups and organisations on projects that build capacity, improve wellbeing, and produce just and sustainable outcomes in the interests of individuals, communities and the University.

Applicants in this category must provide a written testimonial from a relevant community organisation confirming that the project was undertaken in collaboration with, and has had impact on, the community.

Criteria for submissions under this category are as follows:

1. Evidence of the nature and extent of the individual's/team's involvement in the community engagement.
2. Evidence of learning, reflection and growth by the individual/team through involvement in the community engagement.
3. Evidence of the long-term sustainability of the community engagement;
4. Evidence that the individual's/team's engagement with the community is aligned to ACU's Mission and strategic direction.
5. Evidence that the individual's/team's engagement with the community demonstrates impact through empathy.

2.4 Excellence in Student Experience

The Vice-Chancellor's Awards for Excellence in Student Experience are available to individuals and teams who have shown evidence of the highest level of service to students and outstanding achievement in the support of the student experience (within the past three years). The Panel is seeking evidence of recent contributions that go beyond normal good practice to contributions that display responsiveness to students' needs and make well-informed and distinctive contributions to students' learning, student engagement and the student experience at ACU. This may include an outstanding contribution in academic or student support services or the provision of resources to facilitate learning and enhance the student experience. It may be related to the support of a specific group of students, such as high achievers, mature age, part-time, Aboriginal and Torres Strait Islander students, students who have experienced educational disadvantage, or students from a low-socio economic background.

Applications need to include clear descriptions of particular practices relevant to the contribution, with concrete examples, and positive student outcomes relevant to the contribution. Examples could include; improvements in learning in a particular subject matter; additional learning activities that extend the student experience outside the ACU campus, e.g. overseas learning opportunities; particular teaching or support strategies that have produced improvements in success for particular groups of students; support for students to showcase their excellence, leading to student achievements such as prizes or awards. Evidence could include positive student feedback, as shown in ACU's standard student feedback surveys and/or other relevant indicators depending on the contribution, peer recognition, or senior staff commendation.

Criteria for submissions under this category are as follows (applicants need to respond to at least four criterion):

1. Evidence of responsiveness to student needs.
2. Evidence of sustained excellent service to students through their work in the University.
3. Development of resources or services that enhance the student learning experience and has an impact on student learning or the student experience.
4. Evidence that the contribution is supporting ACU's strategic direction.
5. Evidence that the nomination demonstrates impact through empathy.

2.5 Excellence in Research and Research Partnership

This award recognises the important role that academic staff play in developing and managing research partnerships, and the significant benefits that these collaborations bring to the University (within the past three years). Nominations will be accepted from individuals and teams who meet the award criteria.

Criteria for submissions under this category are as follows:

1. Evidence of developing and managing a significant national or international research partnership during the past six years (maximum one page statement).
2. Description of the impact, or potential impact, and benefits of the research partnership (maximum two-page statement, including a maximum one page statement from the research partner/s).
3. Evidence of the quality of the research; that is, evidence that the research has been published in high quality peer reviewed outlets (list of publications and citation data).
4. Evidence of alignment with the ACU Strategic Plan 2015-2020 (maximum half page statement).
5. Evidence that the individual/ team's contribution demonstrates impact through empathy.

2.6 Vice-Chancellor's Medal for Excellence

The Vice-Chancellor's Medal for Excellence is selected from the award recipients. This award is personally selected by the Vice-Chancellor and President from all the award recipients, both individual and team.

3. Eligibility

The following eligibility requirements apply:

- Minimum one year of continuous service at ACU.
- Open to professional and academic staff at all levels.
- Open to continuing and fixed-term staff.
- Nominations open to individuals and teams.
- Teams may be within a work area or across organisational areas (e.g. Directorates/ departments/faculties/schools/Institutes).
- Team submissions should include a statement outlining the development of the team, the role and contributions of members, the mode of collaboration and the achievements of the team.
- Self-nomination is accepted.
- Multiple nominations per year will not be accepted; only one nomination (whether an individual or as part of a team) per year is permitted. Multiple nominations will be automatically deemed as ineligible.
- Unsuccessful applicants are eligible to reapply in subsequent years.
- Previous Vice-Chancellor's Award recipients (individual or as part of a team) are ineligible to apply for nomination within three years of receiving a Vice-Chancellor's Award or the Vice-Chancellor's Medal for Excellence.
- Nominees (individual/team) must have participated in the University's Performance and Planning Process (PRP) at least once within the two-year cycle. The Panel will seek advice from Human Resources on participation in the PRP process.
- Nominees will be considered ineligible if they are former employees of ACU at the time of the Selection Panel's assessment.

4. Timeline

The timeline for the Award nomination process follows:

Promotion of the Awards via ACU Staff Bulletin	March
Call for Nominations	1 April
Nominations Close	30 May
Collate and Assess Submissions	June
Selection Panel convenes and assesses nominations	1 July
Recommendations are forwarded to the Vice-Chancellor and President for approval	August
Recipients, supervisors and nominators are advised of the outcome	September
Unsuccessful nominations are advised and feedback issued	September
Presentation Ceremony	October, November
Recipient Recognition	October, November

5. Benefits and Prizes

Successful individual awards are granted at \$500 and team scholarships are granted at \$2,500 (per team). The Vice-Chancellor's Medal for Excellence is granted at \$5,000 for an individual or \$10,000 for a team. This prize money can be used as follows:

1. The University will make a **donation to the charity** of your choice from the enclosed list of Charities (at Item 15). This donation will be a payment made through accounts payable and will follow finance procedures.
2. To attend a nominated conference or **professional development program**. Recipients will be required to identify the conference or professional development activity up to the value of the award, and this may include travel to and from the conference. These funds will be managed by the Office of the Vice-Chancellor and President (OVCP) through an established project code.
3. **Paid as salary**. This will be a salary payment and will be subject to the legislative requirements of the Australian Taxation Office such as pay as you go taxation and the Superannuation Guarantee Charge. Notification to Human Resources will be a memorandum outlining the staff member's name, and value of the Award for payment.

Please note any award recipients no longer employed by, or associated with, the University at the time of The Panel's determination and leading up to award ceremony are ineligible to be considered for an award nor receive any benefits or attend the presentation ceremony.

Following notification of a successful nomination, recipients are required to submit written details indicating which option from the above has been selected. Please send details to Ms Simone Chetcuti, Director, Office of the Vice-Chancellor and President (OVCP), at Simone.Chetcuti@acu.edu.au.

6. Recognition

The Vice-Chancellor's awards are presented at an annual University-wide presentation ceremony. As the Vice-Chancellor's Medal will only be announced at the presentation ceremony, recipients, supervisors and nominators will be advised of the outcome, however, they will not be aware of the award type (i.e. Vice-Chancellor's award or Vice-Chancellor's

Medal) until awarding at the presentation ceremony. Recipients, their guests and nominators will be invited to attend the presentation ceremony. Travel for a recipient (to and from their local campus to the presentation ceremony location) to attend the presentation ceremony will be covered by the OVCP. Travel will be in the form of domestic economy airfares and one night of accommodation, if required, subject to the presentation ceremony timing. Travel costs for guests of the recipient(s) and nominators will be at their own expense. It is suggested that a team celebration to recognise the recipient's award could be undertaken by the Team Leader post the presentation ceremony.

All recipients will be recognised by the awarding of a framed certificate and a customised plaque, which details the specific and identifiable reasons for the award. A medal is presented to the recipient of the Vice-Chancellor's Medal. In receiving an award, recipients agree to be interviewed via video for a series of articles profiled in the ACU Staff Bulletin, ACU website and annual report. Photos of the recipients with the Vice-Chancellor are taken at the presentation ceremony for various promotional purposes.

7. How to Nominate

The OVCP will call for nominations in April each year.

Nominations are accepted from all members of staff, including self-nomination. Nominators must complete all applicable sections of the Nomination Form. Nominations must include:

1. A statement of support from the nominee's direct supervisor
2. Endorsement from the relevant member of the Executive Planning Group

Completed nomination forms and other information as outlined are to be sent via email to the Director, OVCP, at Simone.Chetcuti@acu.edu.au.

8. Selection Process

A selection panel meets once per year to assess the nominations received and makes recommendations to the Vice-Chancellor. The Vice-Chancellor's Staff Excellence Awards and Medal Selection Panel (The Panel) is comprised of:

- Director, OVCP (Chair)
- Nominee of the Provost
- Nominee of the Chief Operating Officer
- Nominee of the Deputy Vice-Chancellor, Research
- Nominee of the Deputy Vice-Chancellor, Students, Learning and Teaching
- Nominee, Identity and Mission
- Nominee, Human Resources

The Panel is accountable to the Vice-Chancellor for fulfilling the terms of reference.

9. Terms of Reference

The Panel:

- Considers nominations for the Vice-Chancellor's Awards and recommends to the Vice-Chancellor;
 - the number of awards to be granted and
 - the recipients of the awards.
- Provides advice to the Vice-Chancellor on policy and procedural matters relating to the Vice-Chancellor's Staff Excellence Awards and Medal.

10. Tenure and Frequency of Meetings

Terms of office for Panel members is two years and The Panel meets on an annual basis.

11. Reporting

The Panel reports to the Vice-Chancellor and President annually, in conjunction with recommendations for Awards.

12. Dissemination of Outcomes

Recipients and unsuccessful nominations are advised in writing by the Chair of The Panel.

13. Administration of the Awards

Administration and coordination of the Vice-Chancellor's Awards is undertaken by the OVCP. This includes liaison with directorates, departments, faculties, schools and Institutes, providing secretariat support for The Panel, updating the Policy and administering the annual timeline.

14. Contacts

For any queries please contact:

Ms Simone Chetcuti

Director, Office of the Vice-Chancellor and President

Email: Simone.Chetcuti@acu.edu.au

Telephone: 02 9739 2930

15. Charities List

Hamlin Fistula Ethiopia: https://hamlin.org.au
<p>Hamlin Fistula Ethiopia (Australia) is an Australian charity, created at the request of Dr Catherine Hamlin to raise funds for the Addis Ababa Fistula Hospital, five regional centres, the Hamlin College of Midwives and Desta Mender, a farm and training centre for long-term patients. Hamlin Fistula Ethiopia is the registered charity in Addis Ababa which runs the Addis Ababa Fistula Hospital, its regional centres, the Hamlin College of Midwives and Desta Mender.</p> <p>Hamlin Fistula Ethiopia is working towards the eradication of obstetric fistula from Ethiopia altogether. We believe in a world where all women are able to deliver their babies safely and where childbirth injuries are a thing of the past. Hamlin Fistula Ethiopia focuses on treatment of obstetric fistulas; rehabilitation to mend the scars – both emotional and physical of childbirth injuries and finally on prevention, through an active program of training and deploying midwives to rural areas. The wonderful, loyal Ethiopian staff are the backbone of Hamlin Fistula Ethiopia. There are over 550 staff across various sites: the main hospital in Addis Ababa, our five regional centres strategically located in the provinces, Desta Mender and the Hamlin College of Midwives. Hamlin Fistula Ethiopia provides stable employment for many local Ethiopians while also life-changing health services for the women of Ethiopia.</p>
Share the Dignity: https://www.sharethedignity.com.au
<p>We believe all women matter and all women deserve dignity and justice. Share the Dignity is an Australian Charity bringing dignity to homeless, at-risk and those experiencing domestic violence through the distribution of sanitary items and funding of funerals.</p>
Women's Community Shelters: https://www.womenscommunityshelters.org.au
<p>Existing services cannot meet the demand for crisis accommodation for women who are homeless. More than one in two women across Australia who seek a bed in a crisis shelter are turned away every night, mostly due to a lack of space. And these are just the ones who find out they can ask for a safe place to go. Women's Community Shelters works with communities to establish new shelters, which provide short term emergency accommodation and support in a safe environment that enables homeless women to rebuild self-esteem and achieve control and fulfilment of their lives. For a woman to get out of the situation she faces, she needs a range of support services, not just help finding affordable housing. These include access to counselling, health care, assistance to navigate government bureaucracy, legal help, further education and employment to re-establish control over her life. At a time of reduced government spending, Women's Community Shelters offers a new and ground-breaking 'tri-partite' funding model in which Government, philanthropy/business and community all work to provide funding to establish and operate shelters. In addition, WCS brings expertise in governance, intellectual property, professional development and project management support to communities looking to establish new shelters. With a strong and experienced Board and a highly professional team, WCS is focused on supporting each shelter to develop best practice and achieve positive individual outcomes for the women staying at the shelters, while remaining cost efficient.</p>
Australian Student Veterans Association: http://www.asva.org.au
<p>As non-traditional students, ex Australian Defence Force (ADF) personnel have a lot to add to classroom discussions and can offer unique perspectives. Yet, these differences can also be quite challenging. ASVA would like to help student veterans overcome these challenges by establishing ASVA chapters at universities throughout Australia to provide a peer network for veterans on campus. Interacting with other likeminded students on a daily basis will help student veterans regain that sense of camaraderie they had in the ADF. These</p>

built-in networks will greatly assist student veterans during the soldier to student transitioning process and will help mentor/motivate student veterans throughout their degrees.

Just imagine the positive impact a population of educated veterans could have on our society. This is why ASVA wants to provide support, mentorship, and a collaborative voice to the student veterans of Australia.

One Plate: <http://oneplate.co>

OnePlate is a social enterprise which unites restaurants, cafés, pubs and bars with socially-conscious customers, under the common goal of supporting vulnerable people in the developing world. Money raised goes to local foundations in impoverished communities to fund self-sustaining food programs. This empowers locals to be self-reliant, giving them the dignity they deserve.

Aid to the Church in Need: <http://www.aidtochurch.org>

Aid to the Church in Need (ACN) is unique amongst Catholic charities as it provides pastoral assistance to the Church wherever she is poor, persecuted or threatened. Areas of help include the training of seminarians and catechists, the printing and distribution of religious literature and supporting poor priests overseas with Mass offerings. Church construction, broadcasting radio programmes, providing vehicles and aiding refugees are also given priority. Providing Catholic news on Christian persecution taking place around the world today is another important aspect of our work.

Blind Eye Ministries (Brisbane): <https://blindeyeministries.com>

Blind Eye Ministries is a grass-roots Catholic ministry devoted to journeying with the most vulnerable in our society. We achieve this one person at a time. The Blind Eye Centre is a daytime sanctuary for the most vulnerable in our city. This centre is based on Christian values and behaviour with each individual being treated with dignity and respect. The centre consists of regular actives, basic facilities and services to assist those with a variety of needs. The centre desires to not only meet the material needs, but the fullness of the individual, mind, body and soul.

Little Sisters of the Poor Oceania: <https://www.littlesistersofthepoor.org.au>

Our Mission: We care for the elderly poor in the spirit of humble service which we have received from Jeanne Jugan. We welcome the elderly as we would Jesus Christ Himself and serve them with love and respect until death.
Our Values: We adhere at all times to the Philosophy, Ethics and Moral Law of the Catholic Church, from whom the Congregation has received its mission.
Hospitality: Our mission is sealed by the vow of hospitality. Consecrated Hospitality witnesses to the Mercy of the Father and the Compassionate Love of the Heart of Jesus.
Respect: We show respect for life and for the dignity and uniqueness of every person.
Family spirit: We welcome the elderly into a family-like home with understanding and mutual concern.

Accompaniment: We accompany the elderly on the last stage of their journey through life. We accompany them to the door of eternity by an attentive presence and skilled palliative care.

Our Vision: Our vision is to continue the charismatic inspiration of Jeanne Jugan in today's world using all modern means to improve care for the elderly and to promote their role in society. We desire to show to all with whom we come in contact, the primacy of eternal values and the boundless love of God.

16. Nomenclature Table

NAME	FORMAT
Vice-Chancellor's Staff Excellence Awards and Medal	Vice-Chancellor's Awards
Vice-Chancellor's Medal for Excellence	Vice-Chancellor's Medal
Vice-Chancellor's Staff Excellence Awards and Medal recipient	Recipient
Vice-Chancellor's Staff Excellence Awards and Medal Selection Panel	The Panel

Vice-Chancellor's Staff Excellence Awards and Medal Nomination Form

NOMINATOR INFORMATION	
Name	
Position Title	
Work Area	
Relationship to Nominee(s)	
Email Address	
Telephone Number	

NOMINEE INFORMATION <i>To be completed for each person applying</i>	
Individual or Team Nomination**	
Name	
Position Title	
Work Area	
Email Address	
Telephone Number	
ACU Commencement Date	
<i>I hereby give permission for Australian Catholic University, to use my photograph/s and video recordings in University publications; including the ACU website, Staff Bulletin and Annual Report and other promotional avenues. It is agreed that the use of the photograph/s and video recordings shall in no way be used in any other forum other than for official University business.</i>	Nominee Name Signature

AWARD CATEGORY AND NOMINATION INFORMATION <i>Please note all nominations are automatically considered by The Panel for The Vice-Chancellor's Medal for Excellence</i>	
Award Category being nominated for	<input type="checkbox"/> Mission Excellence <input type="checkbox"/> Service Excellence <input type="checkbox"/> Excellence in Student Experience <input type="checkbox"/> Excellence in Research and Research Partnership <input type="checkbox"/> Excellence in Community Engagement
Project / Team name	
Please provide a summary of this nomination, which will be used for successful nominations and Award promotion. Maximum length – 75 words	
A statement of support from the nominee's direct supervisor. The supervisor is to outline the reasons for supporting this nomination. Maximum length – 500 words	Please attach when submitting this form – must be no longer than one page
Please address each criterion as defined in the Policy: 100-word limit per criterion, with a maximum of 500 words in total	Please attach when submitting this form along with any supporting documentation.
**A statement outlining the development of the team, the role and contributions of members, the mode of collaboration and achievements of the team.	Please attach when submitting this form

Name of direct supervisor	
Signature	
Date	
Endorsement (from the relevant member of the Executive Planning Group)	
Name	
Signature	
Date	
Confirmation of participation in the University's Performance and Planning Process (PRP) over the past 2 years – Indicate Yes or No (Human Resources to confirm)	

Please submit your application:

Ms Annie Huynh
Administration Officer
Email: vc.admin@acu.edu.au
Subject line: 2019 Vice-Chancellor's Staff Excellence Award (*Individual/Team Name*)

By close of business 30 May 2019
All applications must be completed in full.