

# Chair Recognition Award

## 1 Introduction

Following discussions in late 2021, the Chair proposed to introduce an IDS Service Excellence Award for staff and disability support workers (DSW) in 2022. This is proposed to be an annual award. This document describes the proposed process and criteria for the awards.

## 2 Purpose

The IDS Service Excellence Award is an opportunity for the IDS Board to recognise outstanding service from both staff and DSW and reinforce the desired organisational culture and values to the IDS community. There are multiple flow on effect that the award should enable, including:

- more engaged workforce;
- enhance teamwork and cooperation;
- increase staff retention.

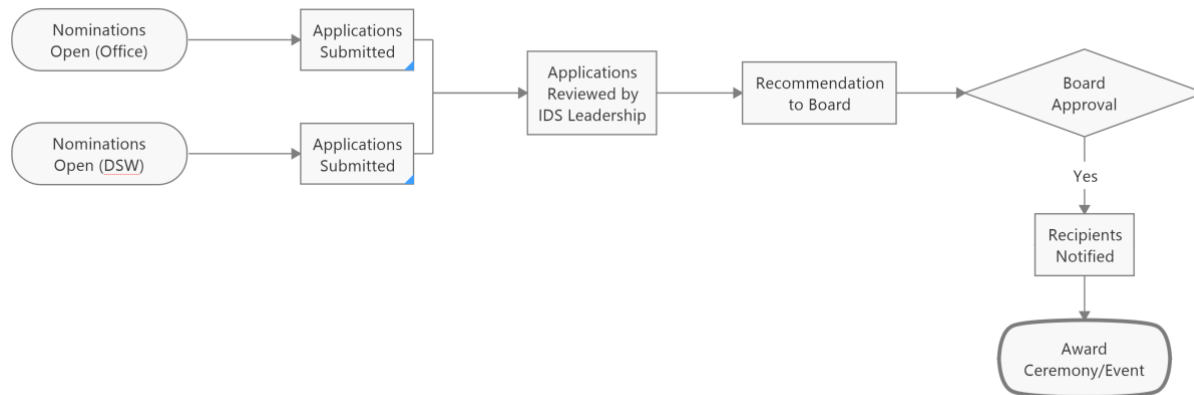
## 3 Process

The proposed process for the Service Excellence Award is a nominations process, where any IDS stakeholder (staff member, DSW or IDS participant) can nominate a person for the award. There are proposed to be 2 separate categories of the Award

- DSW Team
- Office Team

Prior to opening for nominations, IDS will communicate with the IDS community the introduction of the IDS Service Excellence Awards.

Each award will have a monetary value of \$750.00, equal for both award categories.



IDS Service Excellence Award Process

## 4 Criteria

Criteria for the award will cover several areas, all relating to and reinforcing IDS values. The suggested criteria are:

- Service Excellence, including any specific client outcome or benefit (40% weighting)
- Teamwork (20% weighting)
- Communication (20% weighting)
- Innovation or process improvement (20% weighting)

The suggested weighting for each of the criteria is shown in brackets above.

A nominations form would need to be created and available for an IDS stakeholder to acquire/download and complete. Simply, we would be asking the nominee to provide evidence in support of the nomination in each of the categories.



**Geoff Schomburgk**  
Chair, Independent Disability Services