

# SA Health Suppliers Award Information Pack 2020

- 2020 Supplier Improvement Award
- 2020 SME Supplier Awards
- 2020 Supplier Innovation Award
- 2020 SA Health Partnership Award
- 2020 Above and Beyond Award



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## About SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

## Overview of the awards

The SA Health Supplier Awards have established itself as an official part of the SA Health Supplier Conference program and aims to recognise suppliers who achieve the high performance standards necessary to assist SA Health in providing healthcare to all South Australians.

## Purpose of this document

This document is intended to provide information about the awards, explain the award categories, judging criteria and nomination process and define the Terms and Conditions of entry into the awards.

## Eligibility

Suppliers who have provided SA Health with goods and/or services in the 2019/20 financial year are eligible to nominate for these awards.

## Closing Date

Award nominations will close on **15 October 2020**

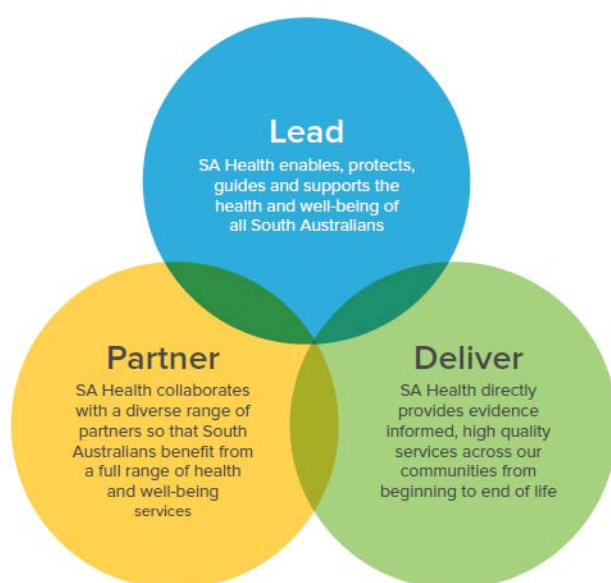
## Vision and values of SA Health

### Our vision

***“South Australians are healthy, enjoy a great quality of life and experience a safe, contemporary and sustainable health care system”*** Our people and our partners are actively engaged in improving the health and well-being of all South Australians.

Consumers and communities are at the center of our decisions and inform the design and provision of health and well-being services.

SA Health performs three roles in the health system:



### Our values

***We recognise that how we do our work drives the safety and quality of our services.*** If we act consistently with the SA Health values, our culture will enable delivery of a contemporary and sustainable health and well-being system and support the achievement of our vision for healthy South Australians to enjoy a great quality of life.

We use the South Australian Public Sector values as a foundation of how we describe and discuss the productive behaviours that we demonstrate ourselves and expect from our colleagues.

Care and kindness are the values that underpin how we treat each other, working together to provide services.

Care and kindness are paramount to everything we do with our consumers, their families, carers, our community, our work colleagues and service partners.

**The South Australian Public Sector values articulate our commitment to each other, consumers and the community:**



## Awards Summary

<i>2020 Supplier Improvement Award</i>	This award acknowledges a supplier who has, during the 2019/20 financial year, shown their exceptional commitment to continuous improvement. This supplier will have initiated improvements, which has resulted in subsequent benefits to SA Health.
<i>2020 SME Supplier Award</i>	This award acknowledges the South Australian supplier with 199 or fewer employees who has consistently performed at a high level, exceeding expectations during the 2019/20 financial year.
<i>2020 Supplier Innovation Award</i>	This award acknowledges a supplier who has identified and supported innovation in SA Health that has led to a better quality of healthcare to the SA community in the 2019/20 financial year.
<i>2020 SA Health Partnership Award</i>	This award acknowledges a supplier who has excelled in all aspects of their relationship with SA Health by integrating with SA Health in a seamless manner that adds value to, and improves, SA Health operational activities in the 2019/20 financial year.
<i>2020 Above and Beyond Award</i>	This award will acknowledge suppliers who went Above and Beyond to support SA Health's pledge in fighting the Covid-19 pandemic. These suppliers will have increased their service delivery or provided new products when needed most.

Nominees are reminded that in each award category the Judging Panel will look for examples of nominees who:

- are consistently demonstrating outstanding performance
- inspire or lead others to improve healthcare outcomes for South Australians by collaborating with SA Health in the delivery of products and or services
- provide evidence of measurable results and appropriate indicators
- provide evidence in support of their nomination from SA Health stakeholders

## Submission and judging process

### Submission Process

Award nominations must be submitted via the nominations portal and must meet the requirements stated in the Terms and Conditions.

To have the greatest chance of success, award nominations should address all the criteria specified for the category. Detailed information on each category including the criteria is included in this Information Pack.

Nominees are required to submit 2 videos;

1. 60-second video as part of the submission that provides an overview of your organization (winners video to be screened as part of the awards ceremony).
2. 90-120 second video responding to the evaluation criteria as supporting evidence of your submission

Suppliers should:

- Summarise the evaluation criteria
- detail the rationale/reason for their submission
- detail the benefits or impact of their products / services, both short and long term
- identify what work was required to achieve the suggested benefits

Nominees must provide evidence to support their nominations. Evidence can include statements, letters or transcripts of communications from their SA Health customers (with their agreement). A maximum of 4 pages of supporting evidence will be accepted for each nomination.

Nominees should also ensure that documents of support from SA Health customers relate to the above criteria.

**Nominations must be submitted via the nominations portal:**

<https://aomevents.eventsair.com/sa-health-supplier-conference-2020/award-submission-portal>

**For further information contact All Occasions Group via:**

E: [conference@aomevents.com](mailto:conference@aomevents.com) P:  
08 8125 2200

Each award category is adjudicated by a panel of judges appointed by SA Health.

## Award Recipients – Notification and Presentation

Award winners will be announced at the SA Health Virtual Suppliers Conference 2020, being held on Thursday 12 November 2020.

## Award Categories

### 2020 Supplier Improvement Award

This award acknowledges a supplier who has, during the 2019/20 financial year, shown their exceptional commitment to continuous improvement. This supplier will have initiated improvements in one or several areas including quality, cost, availability, technology, customer service, and sustainability, which has resulted in an improved delivery or lower cost of healthcare by SA Health. Nominations will be assessed against the criteria listed below. Factors that may be used to assess the submission have also been listed although these factors should be regarded as a guide only and not an exclusive list.

#### Criteria

- Identified and implemented improvements in one or several areas including quality, cost, availability, technology, customer service, and sustainability.
- Can provide evidence of improvement in service delivery and benefit to SA Health
- Evidence of continuous improvement activities and /or culture within the organisation.
- Supports innovation to deliver improved outcomes for SA Health

### 2020 SME Supplier Award

This award acknowledges the South Australian supplier with 199 or fewer employees who has consistently performed at a level greater than that, which would be expected from an SME with that number of employees during the 2019/20 financial year. Nominations will be assessed against the criteria listed below. Factors that may be used to assess the submission have also been listed, although these factors should be regarded as a guide only and not an exclusive list.

#### Criteria

- Consistently outperforms all service expectations
- Excellence in Customer Service
- Identifies opportunities to achieve improvements in goods and/or services
- Must be a SME with 199 or less employees in South Australia

### 2020 Supplier Innovation Award

This award acknowledges a supplier who has identified and supported innovation in SA Health that has led to a better quality of healthcare to the SA community in the 2019/20 financial year. Nominations will be assessed against the criteria listed below. Factors that may be used to assess the submission have also been listed although these factors should be regarded as a guide only and not an exclusive list.

#### Criteria

- Bringing ideas to life for SA Health
- Demonstration of original and creative problem solving initiatives
- Innovation examples can be large or small; evolutionary or revolutionary but must be supporting SA Health in achieving our vision.
- Supplier should be meeting any current contractual deliverables and key performance measures.

## 2020 SA Health Partnership Award

This award acknowledges a supplier who has excelled in all aspects of their relationship and engagement with SA Health adding value and improved outcomes for SA Health in the 2019/20 financial year. Nominations will be assessed against the criteria as they are listed below. Factors that may be used to assess the submission have also been listed although these factors should be regarded as a guide only and not an exclusive list.

### Criteria

- Development of a partnership with SA Health that supports delivery of the SA Health Vision.
- Delivers value to SA Health through collaboration with honest engagement.
- Delivers quality goods and/or services
- Identifies opportunities to achieve improvements in goods and/or services
- Identifies and implements opportunities to provide better quality at lower cost
- Provides evidence of either ongoing partnership or a specific project where it partnered with SA Health that provided value to SA Health by improving clinical, operational or commercial outcomes or where the partnership has resulted in a positive impact on the South Australian community

## 2020 Above and Beyond Award

This award is unique for this year and reflects our wish to acknowledge those businesses who went Above and Beyond in supporting SA Health during the Covid-19 pandemic. The supplier will have supported SA Health with the supply of critical products and/or services, have demonstrated agility, passion, drive and an understanding of SA Health's requirements in the hour of need.

### Criteria

- Supplier has demonstrated a high level of flexibility, drive and passion to support SA Health
- Supplier has shown initiative and provided solutions
- Supplier has built a trusted relationship and supported above and beyond contractual arrangements



## Terms and Conditions

<i>Eligibility</i>	<p>The awards are open to all vendors who have supplied products or services to SA Health during 2019/20 financial year</p>
<i>Award nominations</i>	<p>Award nominations must be submitted online via the nominations portal and are subject to these Terms and Conditions.</p> <p>Award nominations are subject to the strict word limit of 3000 words (supporting evidence is accepted outside these limits). All material and supporting evidence provided for assessment should be in type written format. Nominees must also submit a 60-second video separately via email to <a href="mailto:conference@aomevents.com">conference@aomevents.com</a> as supporting evidence for their submission. This video may be screened during the awards ceremony.</p> <p>Nominees must provide evidence to support their nominations. Evidence can include statements, letters or transcripts of communications from their SA Health customers (with their agreement). A maximum of 4 pages of supporting evidence will be accepted for each nomination.</p> <p>It is recommended that supporting evidence be provided where possible. Nominees must be primarily and substantially responsible for the contribution that is the subject of the nomination.</p>
<i>General</i>	<p>Personal information collected in the nomination forms may be used and disclosed for the purpose of processing and administering the nominations and awards process. Please note that if you do not provide any or all of this information, your application may not be accepted or processed.</p> <p>Events in relation to the Awards, including the Awards ceremony may be filmed, audio recorded and/or photographed for public promotional purposes.</p> <p>Any material supplied with an Award nomination that is subject to privacy laws or copyright, or is commercially sensitive, must be clearly labelled as such.</p> <p>The Judging Panel may involve subject matter experts from the industry to assist in assessing nominations and applications.</p> <p>Award recipients are responsible for all costs associated with their travel and accommodation to attend the Awards event.</p>
<i>Judging</i>	<p>Nominations will be judged on the application and accompanying material. No additional material or information will be accepted after the closing date.</p> <p>The decisions of the Judging Panel are final and not subject to appeal. No correspondence will be entered into and assessment scores will not be released.</p> <p>The Judging Panel may select finalists in each category. In addition, if no entry is received in any category, or if the Judging Panel considers that, no entry provides sufficient evidence of outstanding performance, no award will be given in that category.</p>