



# SA Health Suppliers Awards 2020 Quick Guide

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

*Document Version 1.3*





## 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  
**9 October 2020**

## Awards Summary

### 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, which has resulted in subsequent benefits to SA Health.

### 2020 SME Supplier Award

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.

### 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.

### 2020 SA Health Partnership Award

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.

### 2020 Above and Beyond Award

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

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. Information on each category including the criteria is included in this Quick Guide.

Nominees are required to submit a 60-90 second video as part of the submission as winner or runners up, and if successful the video will be screened as part of the awards ceremony on the day of the conference. The video needs to:

- provide an overview of their organization
- address 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.

### 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 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

- 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
- Demonstrated partnership with SA Health that supports the delivery of the SA Health Vision.
- Identifies and implements opportunities to provide better quality of product or service
- Delivers value to SA Health through collaboration with honest engagement.

### 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 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 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 build a trusted relationship and supported above and beyond contractual arrangements.

### For detailed information

For more detailed information refer to the [SA Health Suppliers Award Information Pack 2020](#).