



SA Health
Supplier
Awards 2019

sahealth.sa.gov.au



Government of South Australia
SA Health

SA Health Suppliers Award Information Pack 2019

Together Towards Tomorrow



Government of South Australia
SA Health

TABLE OF CONTENTS

About SA Health	3
Overview of the awards	3
Purpose of this document	3
Eligibility.....	3
Closing date.....	3
Award categories	4
Submission and judging process	6
Best SME Supplier 2019.....	7
Best Project Supplier 2019	8
Greatest Supplier Innovation 2019	9
Most Improved Supplier 2019	10
Terms and Conditions.....	11

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

Now in its second year, the 2019 SA Health Supplier Awards 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 2018/19 financial year are eligible to nominate for these awards.

Closing Date

Award nominations will close on **Monday 30 September 2019**

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:



Award categories

- 2019 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 2018/19 financial year.
- 2019 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 2018/19 financial year.
- 2019 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 2018/19 financial year.
- 2019 Supplier Improvement Award* This award acknowledges a supplier who has, during the 2018/19 financial year, shown their exceptional commitment to continuous improvement. This supplier will have initiated improvements, which has resulted in subsequent benefits to SA Health.

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.

Nominations must be submitted via the nominations portal:

<https://aomevents.eventsair.com/sa-health-supplier-conference-2019/award-nominations>

For further information contact All Occasions Group via:

E: 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 notified and presented with their award at the 2019 SA Health Supplier Conference, to be held at the Adelaide Convention Centre on Wednesday 20 November 2019

2019 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 2018/19 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
- Goes the extra mile
- Excellence in Customer Service
- Consistently achieves all documented KPIs and contractual obligations
- Delivers quality goods and/or services
- Identifies opportunities to achieve improvements in goods and/or services
- Must be a SME with 199 or less employees in South Australia

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.

Nominees may also submit a 90-second video separately via email to conference@aomevents.com as supporting evidence for their submission.

2019 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 2018/19 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.
- Consistently outperforms all service expectations
- Excellence in Customer Service
- Consistently achieves all documented KPIs and contractual obligations
- 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

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.

Nominees may also submit a 90-second video separately via email to conference@aomevents.com as supporting evidence for their submission.

2019 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 2018/19 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.

Suppliers should clearly identify those areas where the above criteria have been demonstrated in a submission

Suppliers should:

- Summarise the innovation
- detail the rationale/reason for the innovation
- detail the benefits or impact of the innovation, both short and long term
- identify what work was required to be performed by both the supplier and SA Health in order for these benefits to be delivered

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.

Nominees may also submit a 90-second video separately via email to conference@aomevents.com as supporting evidence for their submission.

2019 Supplier Improvement Award

This award acknowledges a supplier who has, during the 2018/19 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

Suppliers should clearly identify those areas where the above criteria have been demonstrated.

Suppliers should:

- Summarise the improvement(s) made
- detail the rationale/reason for the improvement(s)
- detail how the benefits/success have improved the performance of the supplier
- identify what work was require to be performed by both the supplier and SA Health in order for these improvements to occur

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.

Nominees may also submit a 90-second video separately via email to conference@aomevents.com as supporting evidence for their submission.

Terms and Conditions

<i>Eligibility</i>	<p>The awards are open to all vendors who have supplied products or services to SA Health during 2018/19 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 may also submit a 90-second video separately via email to conference@aomevents.com as supporting evidence for their submission.</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.</p> <p>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>