

Personal Injury  
Education Foundation

**#PIEF2021**

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**EXCELLENCE IN PERSONAL  
INJURY & DISABILITY  
MANAGEMENT AWARDS**

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*Information Pack*

# About PIEF

The Personal Injury Education Foundation (PIEF) is committed to fostering, developing and inspiring talent, by providing quality education and training and professional development programs, events, and initiatives for people working in the Personal Injury and Disability Management sectors across Australia.

Established in 2006, PIEF is a not-for-profit, member-based organisation, governed by an independent Board of Directors. Members include regulators, insurers and agents in the workers compensation, motor accident (CTP), and disability and life insurance sectors.

## Our Purpose

The Foundation's purpose is to strengthen personal injury and disability management industry capability to deliver social and economic value and community outcomes.

## Our Vision

The Foundation's Vision is to be recognised as the leading learning partner and provider of training and professional development programs, in the personal injury and disability management community.

## Our Objectives

- To be known for building and strengthening industry capability and fostering innovation
- To provide education and professional development programs that are industry relevant, and address current and future state industry capability requirements and sustainability
- To have a membership base which is representative of clients they serve across every jurisdiction, scheme type, insurer and agent
- To be known for celebrating excellence and inspiring talent in the industry at an individual, team and organisation level
- To ensure that best practice is acknowledged, promoted and shared across the industry.

## *Overview of the Excellence in Personal Injury and Disability Management Awards*

Since 2008, PIEF has hosted the Excellence in Personal Injury and Disability Management Awards to celebrate and showcase the outstanding achievements of our industry.

They are designed to:

- Provide a benchmark for best practice within the industry
- Encourage the continual raising of standards, leading to a better experience for those impacted by personal injury / disability
- Reinforce the value of and inspire confidence in the personal injury and disability management industry
- Publicly recognise and reward excellence and to promote a platform of celebration for the industry

In 2021 we have introduced a new award category, Mental Health & Wellbeing Initiative. This award acknowledges those individuals or teams who have successfully implemented initiatives to support and build psychologically safe and healthy workplaces.

The Student Award has been expanded to include an Education Program Award. As there will be one award for this category, nominators may select either option of Student or Education Program Award to submit a nomination.

We recognise that achieving health and wellbeing outcomes focussed on return to work, community, for people with an injury or disability, are a result of efforts at an individual, team and organisational level and so we will be accepting nominations from individuals or teams for all awards

All nominations may also be considered for the Outstanding Contribution by an Individual or Team Award (additional criteria may apply).

## *Purpose of this information pack*

The information pack is intended to:

- Provide information about the awards
- Explain the award categories
- Explain the judging criteria
- Factors to consider when responding to criteria
- Provide tips on writing a nomination submission
- Explain the nomination process
- Define the Terms and Conditions of entry into the awards.

## *Eligibility*

The awards are open to all working in the Australian personal injury and disability management industry. Nominees may be from employers, providers, regulators, insurers, claims management organisations, self-insurers, disability organisations or any other organisation engaged in the industry.

## *Closing date*

Award nominations will close at 5pm EST on 21 May 2021.

## Award Categories

1. Excellence in Customer Service Award
2. Excellence in Injury & Disability Management (Return to Work / Community) Award
3. Excellence in Injury & Disability Management (Serious Injury / Significant Disability) Award
4. Collaboration in Injury & Disability Management Award
5. Innovation in Injury & Disability Management Award
6. Mental Health and Wellbeing Initiative
7. Emerging Leader Award
8. Student and Education Program Award
9. Outstanding Contribution by an Individual or Team Award

## Tips for writing a nomination submission

- A clear, well-expressed nomination submission is much easier to read and judge. Ensure your submission is concise and does not exceed the word limit for each criterion.
- Read each criterion and supporting factors carefully as this will help you to provide clear examples of how your nomination meets the criteria.
- Spend time discussing the criteria and factors with the person/team being nominated for the award to ensure the submission can address all of the selected Award's criteria.
- Don't assume those judging nominations know anything about the project / team / person being nominated; outline what the team / person did, why they did it, what the result was and what the wider impact has been.
- Support your nomination with evidence of impact such as data, statistics or feedback.
- Highlight what has been done differently. The judges are keen to hear about innovative projects and new approaches.
- Ask a colleague to proof-read your nomination submission as they may have some good suggestions to include in the submission and their fresh eyes may spot any errors.

## What the judges are looking for:

Nominees are reminded that in each award category (excluding the Student Excellence Award) the Judging Panel will look for examples of nominees who:

- are consistently demonstrating outstanding performance.
- inspire or lead others to improve outcomes for people with an injury or disability, their employers and other stakeholders.
- provide evidence of measurable results and appropriate indicators.

## Prizes

The prize for each award (except the Outstanding Contribution by an Individual or Team Award) is \$2,000. The prize for the winner of the Outstanding Contribution by an Individual or Team Award is \$12,000 and may be used as a contribution towards a PIEF approved Australian or International study tour, project or initiative.

## Submission & Judging Process

Award nominations are required to 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 and factors to consider when responding to each criterion is included in this Information Pack.



## *Nominations must be submitted via the nomination's portal at [pief2021.com](http://pief2021.com)*

For further information or questions regarding the Award nomination process contact PIEF via email [info@pief2021.com](mailto:info@pief2021.com)  
Include the following subject in your email: Excellence in Personal Injury and Disability Management Award Nomination  
Please phone 03 9940 4893

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### *Judging*

Award entrants and finalists come from all sectors of the Personal Injury and Disability Management industry. The judging criteria allows the judges to understand the entrants and finalists as professionals across a range of skills and specialities and how they are making a difference in their industry sectors. Each award category is adjudicated by a distinguished panel of Australian judges.

### *Finalists*

Award finalists will be advised before the event and contacted to participate in a video to be screened as part of the awards function. Each finalist will receive a complimentary ticket to attend the Awards Dinner and the Personal Injury and Disability Management National Conference (for more information see below). Please note that teams may be asked to send representatives.

### *Presentation*

All finalists will receive a certificate; winners will receive their prize, a trophy and a certificate. Winners will be announced at the 2021 Excellence in Personal Injury and Disability Management Awards dinner at the Sofitel Brisbane.

## *Nomination Form*

Please note, this form is to be completed online –  
we have attached this copy so that you may prepare the information required.

### *Nominee:*

**Name:**

Title:                      Firstname:                      Surname:

Organisation:                      Position:

Years at Organisation:

**Address:**

Street:

Suburb:                      State:                      Postcode:

Mobile:                      Email:

**Accepted Nomination**

The nominee agrees to accept nomination in this category

**Nominee Understood?**

I have read, understood and accept the Terms & Conditions.

### *Nominator:*

If you have self nominated you don't need to complete the rest of this section.

**Name:**

Title:                      Firstname:                      Surname:

Organisation:                      Position:

Years at Organisation:

**Address:**

Street:

Suburb:                      State:                      Postcode:

Mobile:                      Email:

## Nomination Form Cont...

### Nomination Details

Please refer to earlier in this information pack for the criteria for each award. There are 3 criteria to respond to for most awards. The Outstanding Contribution Award has 5 criteria. The word limit for each criterion is 250 words.

1. Excellence in Customer Service Award
2. Excellence in Injury & Disability Management (Return to Work / Community) Award
3. Excellence in Injury & Disability Management (Serious Injury / Significant Disability) Award
4. Collaboration in Injury & Disability Management Award
5. Innovation in Injury & Disability Management Award
6. Mental Health and Wellbeing Initiative
7. Emerging Leader Award
8. Student and Education Program
9. Outstanding Contribution by an Individual or Team Award

<i>Criterion 1:</i>	
<i>Criterion 2:</i>	
<i>Criterion 3:</i>	
<i>Criterion 4:</i>	
<i>Criterion 5:</i>	

### Supporting Documents

Please upload your supporting documentation if required. Supporting document must be in written format and a maximum of 8 pages will be accepted for each nomination. Please refer to the terms and conditions for more details on supporting documents. You are also welcome to submit a 90 second video as supporting evidence for your submission.

Please send this separately to [info@pief2021.com](mailto:info@pief2021.com) including your name and the award category in the subject line.

## Award Categories

The award entrants and finalists come from all sectors of the Personal Injury and Disability Management industry. The judging criteria allows the judges to understand the entrants and finalists as professionals across a range of skills and specialities and how they are making a difference in their industry sectors.

### 1. Excellence in Customer Service Award

The award entrants and finalists come from all sectors of the Personal Injury and Disability Management industry. The judging criteria allows the judges to understand the entrants and finalists as professionals across a range of skills and specialities and how they are making a difference in their industry sectors.

This award is presented to an individual or team that has demonstrated excellence in providing customer service to people with an injury or disability.

This award category requires the nominator to address the following award criteria.

#### *Criterion 1: Exceptional customer service*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Demonstrates a strong commitment to providing exceptional customer service to the injured / disabled / employers / stakeholders
- Continuously adopts a person-centred approach when interacting with injured / disabled people / employers / stakeholders
- Keeps customers informed of progress and seeks feedback to ensure their needs are met
- Provide examples of exceptional customer service including customer feedback and testimonials.

#### *Criterion 2: Outstanding contribution to enhance customer service*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Works collaboratively with other areas to achieve outstanding customer service
- Applies skills in various situations and outside of expertise
- Manages complex multi-stakeholder situation or expectations
- Contributes to creating a culture which embraces high quality customer service across the organisation
- Provides specialised information and expert advice to assist others to deliver a high level of customer service

#### *Criterion 3: Commitment to achieving sustained customer service improvements*

Consider the following factors as a guide when responding to the criterion:

- Initiates improvements to achieve a high level of customer satisfaction
- Demonstrates an ability to initiate a resolution or marked improvement in a relationship with a challenging customer
- Demonstrates an ability to communicate difficult decisions effectively
- Demonstrates commitment to achieving sustained customer service improvements
- Works collaboratively to accommodate changing priorities
- Takes a lead role in improving a process or solving a systemic issue



## *2. Excellence in Injury and Disability Management (Return to Work / Community) Award*

This award acknowledges the outstanding contribution and achievement made by those who manage or assist people with an injury or disability to achieve sustainable return to work or return to community outcomes.

This award category requires the nominator to address the following criteria:

### *Criterion 1: Demonstrates an outstanding contribution and achievement in managing or assisting people with an injury or disability to achieve sustainable return to work or return to community outcomes.*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Delivered significant benefits to a person with an injury or disability
- Enabled the earlier return to work /community of a person with an injury or disability
- Improved relationships with providers, customers or employers to achieve RTW
- Improved the RTW performance of an employer or group of employers

### *Criterion 2: Demonstrates creativity in overcoming challenges*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Enhanced employer or provider capability
- Enhanced engagement that improved RTW or RTC outcomes
- Overcame systemic barriers in offering suitable duties
- Improved RTW or RTC through overcoming psychological or cultural issues

### *Criterion 3: Demonstrates commitment to improving return to work /community outcomes*

Consider the following factors as a guide and not an exclusive when responding to the criterion:

- Demonstrated commitment to improving RTW/Community outcomes
- Implemented strategies that improved RTW/RTC outcomes
- Managed complex multi-stakeholder or multi-site situation
- Improved RTW or RTC outcomes following feedback from customers or stakeholders
- Develop / implemented strategies to improve business practices to better RTW or RTC outcomes

### ***3. Excellence in Injury and Disability Management (Serious Injury / Significant Disability) Award***

This award acknowledges the outstanding contribution made by those who manage or assist in supporting people who have a significant disability resulting from an injury or other cause.

This award category requires the nominator to address the following criteria:

#### ***Criterion 1: Demonstrates an outstanding contribution and achievement in managing or assisting people who have a significant disability resulting from injury or other causes***

Consider the following factors as a guide and not an exclusive list when responding to the above criterion:

- Demonstrated achievement of quality client outcomes in the area of wellbeing, quality of life and community integration
- Enabled the return to sustainable work or return to community of people with a significant injury or disability
- Demonstrated ability to identify themes and issues that impact on the management of long-term care and support benefits
- Excelled in the management of serious injuries and or / services provided to the seriously injured or disabled, their employer or other stakeholders

#### ***Criterion 2: Demonstrates leadership ability in managing and supporting people who have a significant disability resulting from injury or other causes***

Consider the following factors as a guide and not an exclusive list when responding to the above criterion:

- Examples of sharing learnings and experience across schemes
- Demonstrated ability to act as a mentor or guide for others
- Influenced, negotiated and liaised with others to achieve outcomes
- Demonstrated ability to educate and influence medical, allied health professionals and other stakeholders involved in the scheme in relation to entitlements of a person with a serious injury or disability

#### ***Criterion 3: Demonstrates commitment to improving outcomes for the seriously injured or significantly disabled***

Consider the following factors as a guide when responding to the above criterion:

- Demonstrated professionalism and commitment to achieving mutually agreeable stakeholder goals for a person with a serious injury or significant disability in relation to function, social and family interaction. (Provide examples of client and stakeholder feedback and testimonials)
- Developed innovative service models and responses to achieve quality client and scheme outcomes
- Demonstrated ability to use initiative to ensure organisational, scheme and industry goals are met
- Demonstrated ability to use industry or organisational knowledge to effect change

## 4. Collaboration in Injury and Disability Management Award

This award acknowledges the outstanding collaboration between individuals or organisations to achieve improved outcomes for people with an injury or disability.

The following details are to be included in the submission:

- Name of the collaboration, lead organisation and each of the parties involved in the collaboration
- Purpose and objectives of the collaboration
- Origin of the collaboration or how the parties came together
- Details of how the collaboration operates in practice, including lines of communication among the parties to the collaboration

This award category requires the nominator to address the following criteria:

### *Criterion 1: Demonstrates the impact of the collaboration activities has had on the industry, outcomes and measurability*

Consider the following factors as a guide and not exclusive when responding to the above criterion:

- Demonstrates improved and measurable person-centred outcomes
- Demonstrates improved benefits provided to employers, workers, motorists and other stakeholders
- Demonstrates improved public and stakeholder perceptions and understanding of the industry
- Demonstrates measurable efficiencies in operations
- Demonstrates customer service improvements

### *Criterion 2: Demonstrates achievements of the collaboration*

Consider the following factors as a guide and not exclusive when responding to the above criterion:

- Transformed or improved the lives of people with an injury or disability
- Contributed to improvements in the processes and procedures of the organisations involved in the collaboration
- Contributed to the advancement of the personal injury/disability management industry
- Demonstrated potential for the collaboration to be sustained in the future including the capacity to be replicated, plans or expansion or adoption in other settings and across the personal injury and disability management industry

### *Criterion 3: Demonstrates successful implementation of collaboration's efforts*

Consider the following factors as a guide and not an exclusive list when responding to the above criterion:

- Identified the key targets and milestones
- Managed complex multi-stakeholder involvement
- Managed changes or updates to training and operating procedures
- Achieved measurable and targeted results, timeframes, budgets and other KPIs

## 5. Innovation in Injury and Disability Management Award

This award acknowledges an individual or team that has developed or implemented an innovative solution that has enabled their organisation to provide new or improved services for people with an injury or disability, their employer or other appropriate stakeholders.

One of the following innovative options needs to be selected when preparing and writing the submission:

- improvements to systems or processes
- introduction of a new concept or initiative
- implementation of new technology
- development or implementation of a new policy, procedure or service

This award category requires the nominator to address the following criteria:

### *Criterion 1: Demonstrates the impact the innovation has had on the industry, staff, stakeholders, including outcomes and measurability*

Consider the following factors as a guide and not exclusive when responding to the above criterion:

- Demonstrates improved and measured person-centred outcomes
- Demonstrates benefits provided to employers, workers, motorists and other stakeholders
- Demonstrates shift from current to new practices
- Demonstrate the impact of the innovation or process involved
- Demonstrates added value to the services provided to the injured / disabled person

### *Criterion 2: Demonstrates uniqueness of the innovation*

Consider the following factors as a guide and not exclusive when responding to the above criterion:

- Describe the catalyst that led to the innovation being developed or introduced
- Process through which the innovation was selected, researched or developed
- Demonstrate the complexity of the innovation
- Demonstrate how the innovation is unique or original in its application

### *Criterion 3: Demonstrates successful implementation and outcomes of the innovation*

Consider the following factors as a guide and not exclusive when responding to the above criterion:

- Identified the key targets and milestones
- Managed complex multi-stakeholder involvement
- Identified and managed barriers to implementing the innovation
- Managed changes or updates to training and operating procedures
- Achieved measurable and targeted results, timeframes, budgets and other KPIs
- Describe how might the innovation inspire future innovation and innovators
- Describe how easy the innovation is to replicate across the industry

## *6. Emerging Leader Award*

This award acknowledges the outstanding contribution of an emerging people leader (or leadership team), who contributes to the personal injury and disability injury through exemplary leadership, strategic thinking, stakeholder engagement and demonstrates a passion for the development of individuals and teams.

Emerging leaders are those who have been in a leadership position for less than 5 years. Emerging leaders maybe engaged in any aspect of the industry including roles with regulators, insurers, agents and other key industry stakeholder groups.

### *Criterion 1: Demonstrates exemplary leadership*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Demonstrates leadership, motivational and influencing skills, drive and an ability to achieve results that have had a major impact
- Demonstrates effective decision making
- Demonstrates the ability to effectively communicate across all levels of the organisation and industry
- Acts with integrity and honesty with a reputation for integrity and ethical behaviour
- Demonstrates strong analytical and problem-solving skills

### *Criterion 2: Demonstrates strong influencing capabilities*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Demonstrates a willingness to lead, collaborate and share knowledge for the benefit of the team, organisation and industry
- Inspires and motivates others
- Demonstrates ability to of influence, negotiate and liaise with stakeholders to achieve outcomes
- Contributes to team, group or industry development
- Develops meaningful relationships with others

### *Criterion 3: Demonstrates a strong commitment to the industry*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Demonstrates a clear dedication, commitment and support to the industry through their contribution
- Demonstrates a proven commitment to raising both community and industry awareness of the Personal Injury and Disability Insurance industry
- Takes a lead role in continuous improvement and innovation initiatives
- Provide examples of employer, employee, customer and stakeholder feedback and or testimonials

## 7. Mental Health and Wellbeing Initiative Award

This award acknowledges those individuals or teams who have developed and implemented initiatives to support and build psychologically safe and healthy workplaces which have led to a positive impact on people's mental health and wellbeing.

Nominations will be assessed against the criteria listed below. Factors that will be used to assess the submission have also been listed as a reference but are not exclusive.

As nominator for this award you are required to include the following in your submission:

- Research that led to the initiative
- An overview of the initiative
- Timeframe for the implementation of the initiative
- Organisations involved in the initiative
- Outcomes to date
- Feedback from stakeholders and participants

### *Criterion 1: Demonstrated commitment to building psychologically safe and healthy workplace*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Demonstrates a sound knowledge of the range of hazards or factors in the workplace that can adversely affect mental health and wellbeing
- Demonstrates how to raise awareness of mental health risks and an awareness of how they manifest themselves in the workplace
- Demonstrates a sound knowledge of initiatives that can be implemented to manage and control psychological hazards
- Demonstrates a sound knowledge of initiatives that promote psychologically safe and healthy workplaces.

### *Criterion 2: Promotion of mental health and wellbeing in the workplace*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Demonstrated the initiative raised awareness of the range of hazards or factors that can adversely impact on mental health and wellbeing in the workplace
- Demonstrated the initiative provided guidance and support to implement strategies to build a workplace environment that has a positive impact on people's mental health and wellbeing
- Demonstrated the initiative provided strategies for managing work-related psychosocial risk and prevention of work-related mental health conditions
- Demonstrated benefits to employers, workers and other stakeholders in participating in the initiative

### *Criterion 3: Ongoing contribution to mental health and wellbeing in the workplace*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Demonstrates ongoing contribution to activities that continue to address mental health and wellbeing in the workplace
- Demonstrates ongoing research in mental health and wellbeing initiatives to support organisation to promote and provide psychologically safe and healthy workplaces
- Demonstrates how feedback from evaluations has been used to inform future initiatives
- Demonstrates potential for the initiative to be sustained in the future including the capacity to be replicated, plans or expansion or adoption in other settings and across the personal injury and disability management industry

## 8. Student and Education Program Award

PIEF as the national provider of education and training for the Personal Injury and Disability Industry has broadened this Award category by providing two options to consider. Both options are about celebrating excellence in learning.

### *The first option:*

is the Student Award which will be awarded to a student who has excelled in their studies and demonstrated an ability to transfer their learning to the workplace.

PIEF will review all students who have completed an education program offered by PIEF to select three students who have excelled in their studies. The selected students will be contacted and invited to submit an application with supporting evidence of how they transferred their learning in their workplace.

### *The second option:*

is the Education Program Award which will be awarded to a team / individual who has successfully designed and implemented an innovative learning program to improve capability with an identified training need relevant to the Personal Injury and Disability Management Industry

Select either option to submit a nomination as there is one award for this category. The nominations will be judged based on the responses to the criteria and accompanying material.

## Option One

### *Student Award*

The Student Award will be presented to a student who has completed an industry relevant vocational or post graduate program during 2018, 2019 & 2020, and has achieved outstanding academic performance. An additional criterion is the successful application of learnings from their studies to their workplace.

Nominations for this award are required to submit examples of how they have successfully applied learnings from their studies in their workplace.

Nominations will be assessed against the criteria listed below. Factors that may be used to assess the submission have also been listed as a reference.

### *Criterion 1: Achieved outstanding academic results*

- Demonstrated outstanding academic performance throughout the program
- Demonstrates an excellent understanding of the industry

### *Criterion 2: Applied learnings from their studies in the workplace*

- Demonstrated commitment to the application of their learnings in the workplace
- Demonstrated how the learnings from the study program were successfully applied

### *Criterion 3: Ongoing commitment to learning and contribution to the industry*

- Demonstrates a positive approach to future learning
- Demonstrates improved performance in the workplace
- Taken on new role / responsibilities

## Option Two

### Education Program

This award will be presented to a team / individual who have developed and delivered an innovative education program that has had significantly improved the capability of employees in the Personal Injury and Disability Management Industry

Include following information in your submission:

- Description of how the training need was identified
- Aims and objectives of the program
- Description of learner group
- Program delivery methods
- Length of program
- An evaluation or measure of the impact that led to improved capability

#### ***Criterion 1: Demonstrate how the education program goes above and beyond the standard practice in developing capability***

Consider the following factors as a guide and not an exclusive list when responding to criteria:

- Describe the business and other driving factors that led to the development of the program
- Describe the link between the learning outcomes and the business strategy
- Demonstrate the innovative practices and collaboration between other areas that were used to design the program
- Describe key features of the program and demonstrate what made this program stand out and why, including its significance to the Personal Injury and Disability Management industry

#### ***Criterion 2: Demonstrate the innovative strategy/s used to deliver the program***

Consider the following factors as a guide and not an exclusive list when responding to criteria:

- Describe the innovative approaches adopted to deliver the program and why they were selected
- Describe the strategies used to engage the learners throughout the program
- Provide a description of the learning resources including personnel used to support the delivery of the program
- Describe any challenges, constraints and limitations and how they were overcome.

#### ***Criterion 3: Demonstrate the impact the innovative learning program has had on the learners and business strategy***

Consider the following factors as a guide and not an exclusive list when responding to criteria:

- Demonstrate the impact the program has had on participants, include examples of improved capability and performance. (Provide appropriate data)
- Demonstrate how successfully the program addressed the identified training need.
- Demonstrate how the outcomes of the program have been measured (Provide data)
- Describe lessons learned and aspects of the program can be adopted in future programs to further develop capability, improve pathways and opportunities across the Personal Injury and Disability Industry.



## 9. Outstanding Contribution by an Individual or Team Award

This award acknowledges the ongoing contribution and influence of an individual or team within the personal injury and disability management industry. This contribution and influence would be over and above that normally required by their position and would have occurred over an extended period of time.

Nominations will be assessed against the criteria listed below. Factors that maybe used to assess the submission have also been listed, although these factors should be regarded as a guide only and not an exclusive list.

All nominations for this award require a statement from the nominees' employer (if applicable) that the nominee will be fully supported to undertake a PIEF approved study tour, industry project or initiative and will have the ability to present their finding to industry forums.

### *Criterion 1: Demonstrates strong leadership and influence across the industry*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Demonstrates leadership, motivational and influencing skills, drive and ability to achieve results that have a major impact.
- Demonstrates involvement and leadership in cross functional groups or teams
- Demonstrates ability to influence, negotiate and liaise with stakeholders to achieve outcomes
- Demonstrates a strong interest in furthering the professionalism of the industry
- Inspires and motivates others to achieve outcomes

### *Criterion 2: Demonstrates ongoing contribution to the personal injury and disability management industry*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Mentors, advises and educates industry groups, employers / employer groups allied health practitioners / other relevant sectors
- Demonstrates sustainable impact on operational performance
- Demonstrates sustainable impact on financial performance
- Provide evidence of their impact on the reputation of the industry

### *Criterion 3: Demonstrates a strong commitment to the industry*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Demonstrates commitment to the purpose and values of the organisation and the broader industry
- Demonstrates a willingness to share expert knowledge for the benefit of the industry
- Provide examples of the degree of recognition, respect, admiration and trust from others in the industry
- Takes a lead role in continuous improvement and innovation initiatives
- Provide examples of customer and stakeholder feedback and or testimonials.

### *Criterion 4 Demonstrates an ability to manage challenges and overcome barriers*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Demonstrates ability to manage budget and time frame constraints
- Achieved targets and KPIs
- Demonstrates ability to manage operational, reputational and financial risks
- Managed other encountered barriers, difficulties and challenges

### *Criterion 5 Demonstrates a strong commitment to professional development*

Consider the following factors as a guide and not an exclusive list when responding to the criterion:

- Sought and undertaken professional development opportunities
- Championed educational and development opportunities
- Applied learnings from professional development opportunities to improve industry outcomes

# Terms and Conditions

## Eligibility

The awards are open to all working in the Australian personal injury and disability management industry.

## Award nominations

Award nominations must be submitted online via the nominations portal and are subject to these Terms and Conditions.

Award nominations are subject to strict word limits (supporting evidence is accepted outside these limits). All material and supporting evidence provided for assessment should be in written format. Nominees may submit a 90 second video separately via email to [info@pief2021.com](mailto:info@pief2021.com) as supporting evidence for their submission. Nominees should provide evidence to support their nominations. Evidence can include statements, letters or transcripts of communications from other parties (with their agreement). A maximum of 8 pages of supporting evidence will be accepted for each nomination.

It is recommended that supporting evidence be provided where possible and where data is referenced, normally accepted standard measurements should be used. As each criterion will be individually and separately assessed, any criterion not addressed will reduce the likelihood of the nomination being selected as a finalist. Nominees must be primarily and substantially responsible for the contribution that is the subject of the nomination.

## General

Personal information collected in the nomination forms may be used and disclosed for the purpose of processing and administering the nominations and awards process. It may also be used to publish the nominee's and nominator's details to industry groups, sponsors and the general public for networking opportunities and promotional purposes.

Please note that if you do not provide any or all of this information, your application may not be accepted or processed. Events in relation to the Awards, including the Awards ceremony may be filmed, audio recorded and/or photographed for public promotional purposes.

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. The Judging Panel may involve subject matter experts from the industry to assist in assessing nominations and applications.

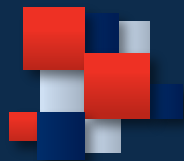
Award recipients are responsible for all costs associated with their travel and accommodation to attend the Awards event.

## Judging

Nominations will be judged solely on the nomination or application and accompanying material. Where a nominee wishes to submit additional material after the closing date, its acceptance is subject to the discretion of the Judging Panel.

The decisions of the Judging Panel are final and not subject to appeal. There will be no correspondence entered into after the judges' decisions. Assessment scores will not be released. The Judging Panel may select up to three 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. Judging Panel members will sign deeds of confidentiality to keep client names and details, and commercially sensitive information secure. This information will not be used for any purpose other than judging the Awards.



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