



# SA Health Supplier Award Information Pack 2021

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Government of South Australia  
SA Health

# Table of contents

- Introduction ..... 3
- Vision and Values of SA Health ..... 4
  - Our vision ..... 4
  - Our values ..... 4
- Awards Summary ..... 5
- Award Categories ..... 6
  - 2021 Supplier Improvement Award ..... 6
  - 2021 SME Supplier Award ..... 6
  - 2021 Supplier Innovation Award ..... 6
  - 2021 SA Health Partnership Award ..... 7
- Submission and Judging Process ..... 8
- Terms and Conditions ..... 9

## Introduction

SA Health leads and delivers a comprehensive and sustainable health system that aims to ensure healthier, longer, and better lives for all South Australians.

The SA Health Supplier Awards are an official part of the SA Health Supplier Conference program. The awards aim to recognise suppliers who achieve the high-performance standards necessary to support SA Health in providing the best healthcare to all South Australians.

All suppliers who provided SA Health with goods and/or services in the 2020/21 financial year are eligible to nominate or be nominated for these awards.

Award nominations close on 06 October 2021

Award winners will be announced at the SA Health Suppliers Conference 2021, held on Friday 12 November 2021.

## Vision and Values of SA Health

### *Our vision*

“The Best Health for South Australians”.

Our people and our partners are actively engaged in continually 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.

### *Our values*

The SA Health Supplier awards are designed to reflect the [SA Health values](#).

How we do our work drives the safety and quality of our services. Acting consistently with the SA Health values, our culture enables delivery of a contemporary and sustainable health and well-being system supporting our vision for healthy South Australians to enjoy a great quality of life.

Our South Australian Public Sector values of integrity, respect and accountability have been adopted as our foundation of how we interact with each other.

Additional underpinning values of care, excellence, innovation, creativity, leadership, and equity together with an attitude of kindness, further determines how we work together on our common goal to provide quality services for our consumers, their families, carers, our community, our work colleagues, and service partners.

## Awards Summary

<i>2021 Supplier Improvement Award</i>	Acknowledges a supplier who has, shown exceptional commitment to continuous improvement. The supplier will have initiated improvements which has resulted in subsequent benefits to SA Health.
<i>2021 SME Supplier Award</i>	Acknowledges the South Australian supplier with 199 or fewer employees who has consistently performed at a high level and exceeded expectations.
<i>2021 Supplier Innovation Award</i>	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.
<i>2021 SA Health Partnership Award</i>	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.

## Award Categories

### 2021 Supplier Improvement Award

The Supplier Improvement award acknowledges a supplier who has shown exceptional commitment to continuous improvement during the 2020/21 financial year.

The supplier will have initiated improvements in one or more areas which have resulted in improved delivery or a lower cost of healthcare by SA Health. These areas are:

- quality
- cost
- availability
- technology
- customer service.

#### Criteria

Nominations will be assessed against the criteria listed below:

- Identified and implementation of improvements in one or more areas including quality, cost, availability, technology, customer service, and sustainability.
- Evidence of improvement in service delivery and benefit to SA Health.
- Evidence of continuous improvement activities and /or culture within the organization.
- Supported innovation to deliver improved outcomes for SA Health.

### 2021 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 2020/21 financial year.

Nominations will be assessed against the criteria listed below with additional consideration of factors outlined in Submission and Judging Process overleaf.

#### 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

### 2021 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 2020/21 financial year.

Nominations will be assessed against the criteria listed below.

#### 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.

## 2021 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 2020/21 financial year.

Nominations will be assessed against the criteria listed below with additional consideration of factors outlined in **Submission and Judging Process** overleaf.

### 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

## Submission and Judging Process

Award nominations must be submitted via the [Supplier Awards 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.

The Judging Panel will look for examples of nominees who display the below **factors**, which may be used to assess the submission although these should be regarded as a guide only and not an exclusive list:

- 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

### **Award submissions should include:**

1. Up to 1,000 words covering all the criteria specified for the category.
  - Written evidence is subject to the strict word limit of 1,000 words maximum (supporting evidence is accepted outside these limits).
  - All material and supporting evidence provided for assessment should be in type written format.
2. Nominees are also required to submit one 60-90 second video uploaded to the Supplier Awards submission portal as supporting evidence for their submission. This video will also be screened during the awards ceremony on the day of the conference for the winner or runners up. The video needs to:
  - introduce the nominee and their organization
  - outline reason for submission, and
  - include impacts to SA Health - both short and long-term benefits.

It is recommended supporting evidence be provided where possible. Nominees must be primarily and substantially responsible for the contribution that is the subject of the nomination and must provide evidence to support this. 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.

### **Nominations must be submitted via the Supplier Awards portal:**

<https://aomevents.eventsair.com/sa-health-supplier-conference-2021/2021-sah-award-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.



## Terms and Conditions

<i>Eligibility</i>	The awards are open to all vendors who have supplied products or services to SA Health during 2020/21 financial year.
<i>Award nominations</i>	Award nominations must be submitted online via the nominations portal and are subject to the Terms and Conditions outlined in <b>Submission and Judging Process</b> on page 8.
<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 labeled 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>