



NSW Ambulance

excellence in care

Honours & Awards Manual

August 2017



NSW Ambulance

Honours & Awards Manual

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August 2017

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NSW Ambulance Employee Honours and Awards

Commissioner's Valour Medal (Distinguished Service Medal)
Commissioner's Conspicuous Service Medal
Commissioner's Meritorious Service Medal
Commissioner's Commendation for Courage - ribbon drop
Commissioner's Unit Citation for Courage - brooch
Commissioner's Commendation for Service - ribbon drop
Commissioner's Unit Citation for Service - brooch
Commissioner's Honour Award - trophy
Commissioner's Certificate
NSW Ambulance Interstate or International Deployment
Citation - certificate
Letter of Acknowledgement





COMMISSIONER'S VALOUR MEDAL (DISTINGUISHED SERVICE MEDAL)

History

This award was reintroduced in August 1990. As the highest bravery award for NSW Ambulance, it recognises distinguished performance of duties by employees in circumstances of extreme peril.

Design

The gold and enamel medal (obverse) is the eight-pointed ambulance cross inside an annulus on which are the words, *Ambulance Service of New South Wales*. Underneath are the words *For Distinguished Service*. The reverse has provision for the recipient's name to be inscribed.

The medal is suspended from a bar attached to a red, white and blue ribbon. A gold brooch clip permits the medal to be worn on appropriate occasions.

Eligibility criteria

An employee who demonstrates distinguished command and leadership through displayed acts of bravery in circumstances of extreme peril. A person who is already a holder of the medal may be nominated again, with a clasp presented.

Where appropriate, after receiving the award a recommendation may be referred to the Royal Humane Society of NSW or Australian Honours Bravery Council.

Example of eligible acts

Taking calculated risks to ensure patient recovery even when increasing risk to oneself. A medal was awarded to a SCAT Paramedic who was winched 15 times to retrieve a group of injured patients trapped in extreme weather conditions.

Presentation

This award should be presented at a NSW Ambulance function. The award may be presented by:

- Member of Parliament
- Commissioner



COMMISSIONER'S CONSPICUOUS SERVICE MEDAL

History

This award was introduced in February 2011 as the second highest NSW Ambulance bravery award to recognise acts of conspicuous bravery by employees in circumstances of great peril.

Design

A gold medal with the Maltese cross in red enamel embedded in white enamel, surrounded by a blue enamel annulus with the words *Ambulance Service of New South Wales* in gold. This is surrounded by an outer ring, the top half of which is dominated by radiating gold lines, while the lower half is inscribed with the text, *For Conspicuous Service* in gold on an enamelled red background.

The medal is fitted with a plain ring for suspension from a blue, white and red ribbon. The reverse is finished in matt gold and has provision for the recipient's name to be inscribed.

Eligibility criteria

Employees who demonstrate commendable achievement or commitment to duty through displayed acts of bravery in perilous circumstances. A person who is already a holder of the medal may be nominated again, with a clasp presented.

Where appropriate, after receiving the award a recommendation may be referred to the Royal Humane Society of NSW or Australian Bravery Decorations Council.

Example of eligible act

Two paramedics responding to a call were involved in a head-on collision where both sustained serious injuries (fractured sternum and head injury). Despite their own injuries, they both proceeded to extricate from the wreckage and render CPR to the driver of the other vehicle.

Presentation

This award should be presented at a NSW Ambulance function. The award may be presented by:

- Member of Parliament
- Commissioner



COMMISSIONER'S MERITORIOUS SERVICE MEDAL

History

The award was introduced in August 1990 to recognise outstanding contributions to duty by employees of NSW Ambulance. It is to be awarded for 'meritorious service', that is, service distinguishable from an employee's faithful and zealous service of ordinary work.

Design

The silver medal is 36 mm in diameter. The obverse contains an eight-pointed Maltese cross and the NSW State emblem inside an annulus which contains the words, *Ambulance Service of New South Wales*. Underneath, are the words *Meritorious Service*. The reverse has provision for the recipient's name to be inscribed.

The medal is suspended from a bar attached to a red and white ribbon. A brooch clip permits the medal to be worn on appropriate occasions.

Eligibility criteria

Awarded to employees for service that may be considered meritorious if it demonstrates a high degree of resource and devotion, or in the exemplary discharge of special duties above and beyond an employee's normal work. A person who is already a holder of the medal may be awarded again, with a clasp presented.

Where appropriate, after receiving the award a recommendation may be referred for the Ambulance Service Medal.

Example of eligible act

This medal was awarded to an employee for outstanding contribution to clinical governance, service development and education within NSW Ambulance and the wider ambulance sector nationally.

Presentation

This award should be presented at a NSW Ambulance function. The award may be presented by:

- Member of Parliament
- Commissioner



COMMISSIONER'S COMMENDATION FOR COURAGE (ribbon drop)

History

This award was introduced in May 2005, as a replacement to the 1989 State Superintendent's Certificate Award, to recognise acts of bravery in hazardous circumstances. It is the third highest NSW Ambulance bravery award.

Description

A badge (NSW Ambulance emblem) mounted on a red/blue/red/blue/red ribbon which is 32 mm wide and 90 mm long.

Eligibility criteria of employees

An employee who performs acts of bravery in hazardous circumstances. A person who is already a holder of the ribbon-mounted badge may be awarded again, with a clasp presented.

Where appropriate, after receiving the award a recommendation may be referred to the Royal Humane Society of NSW or Australian Honours Bravery Council.

Example of eligible act

An employee entered a smoke-filled house to save an unconscious patient who was trapped inside.

Presentation

This award should be presented at a NSW Ambulance function. The award may be presented by:

- Member of Parliament
- Commissioner
- Executive Director



COMMISSIONER'S UNIT CITATION FOR COURAGE (brooch)

History

This award was introduced in 2005 as a replacement for the 1989 State Superintendent's Commendation Award, allowing for a higher award where the efforts of a group warranted a more substantive recognition, although not warranting a medal.

Description

A red brooch with a gold frame, measuring 32 mm wide and 12 mm deep.

Eligibility criteria

Awarded to a group who, under hazardous circumstances, collectively display courage of a high order beyond that of expectation, while consciously placing themselves at substantial risk of injury. A person who is already a holder of the brooch may be awarded again, with a clasp presented.

Where appropriate, a nomination may be referred to the Royal Humane Society of NSW or Australian Honours Bravery Council.

Example of eligible act

A group of operational staff who displayed courage by utilising skills outside of their training in order to rescue a group of lost patients.

Presentation

This award should be presented at a NSW Ambulance function. The award may be presented by:

- Member of Parliament
- Commissioner
- Executive Director



COMMISSIONER'S COMMENDATION FOR SERVICE (ribbon drop)

History

This award was introduced in May 2005, as a replacement to the 1989 State Superintendent's Certificate Award, to recognise outstanding dedication to duty.

Description

A badge (NSW Ambulance emblem) mounted on a red/blue/red ribbon which is 32 mm wide and 90 mm long.

Eligibility criteria of employees

Employees who demonstrate outstanding dedication to duty and provide exceptional service to NSW Ambulance. A person who is already a holder of the ribbon-mounted badge may be awarded again, with a clasp presented.

Example of eligible act

An employee developed a program or treatment alternative that has significantly improved NSW Ambulance capabilities.

Presentation

This award should be presented at a NSW Ambulance function.

The award may be presented by:

- Member of Parliament
- Commissioner
- Executive Director



COMMISSIONER'S UNIT CITATION FOR SERVICE (brooch)

History

This award was introduced in 2005 as a replacement to the 1989 State Superintendent's Commendation Award, allowing for a higher award where the efforts of a group warranted a more substantive recognition, although not warranting a medal.

Description

A red/blue/red brooch framed with silver. It is 32 mm wide and 12 mm deep.

Eligibility criteria

A group who collectively demonstrate outstanding dedication to duty and provide conspicuous service to NSW Ambulance. A person who is already a holder of the brooch may be awarded again.

Example of eligible act

A project team which displays innovation to clinical or workforce processes or procedures which have a direct impact on NSW Ambulance service delivery.

Presentation

This award should be presented at a NSW Ambulance function. The award may be presented by:

- Member of Parliament
- Commissioner
- Executive Director



COMMISSIONER'S HONOUR AWARD

History

The award was introduced in 2014 to recognise employees who individually display achievements of an exceptional nature, although not warranting a medal.

Description

NSW Ambulance engraved trophy.

Eligibility criteria

An act or contribution worthy of honouring an employee's achievements beyond normal duties.

Example of eligible act

A paramedic ran into the ocean in darkness, fully-clothed, to assist in retrieving a patient, or an employee who was integral in the implementation of an initiative which improved service provision.

Presentation

This award should be presented at a NSW Ambulance function. The presentation should be made by:

- Commissioner



COMMISSIONER'S CERTIFICATE

History

The award was introduced in 2009 and was initially titled 'Chief Executive's Award'. It allows for a higher award where the efforts of an employee warrant more substantial recognition, although not warranting a commendation, medal or Commissioner's Honour Award.

Description

A NSW Ambulance A4-size certificate, framed in an A3-size frame.

Eligibility criteria

An employee who makes a significant effort or contribution beyond their normal duty which is worthy of recognition.

Presentation

This award should be presented at a NSW Ambulance function. The presentation should be made by the:

- Commissioner



DEPLOYMENT CERTIFICATE

History

Introduced in January 2011, this certificate recognises employees who are deployed, or assisted with the deployment/response to any incident deemed worthy of recognition by the Honours and Awards Committee.

Description

A NSW Ambulance A4-size certificate, framed in an A3-size frame.

Citation

A brief outline of the incident.

Eligibility criteria

Criteria for each incident is established on a case-by-case basis. However, employees must have assisted with the deployment of, or have been deployed to assist with an incident. All nominated employees must be supported by the Deputy Director Special Operations Unit.

This certificate is outside of any other awards/recognition that may be provided by states or countries where assistance was provided.

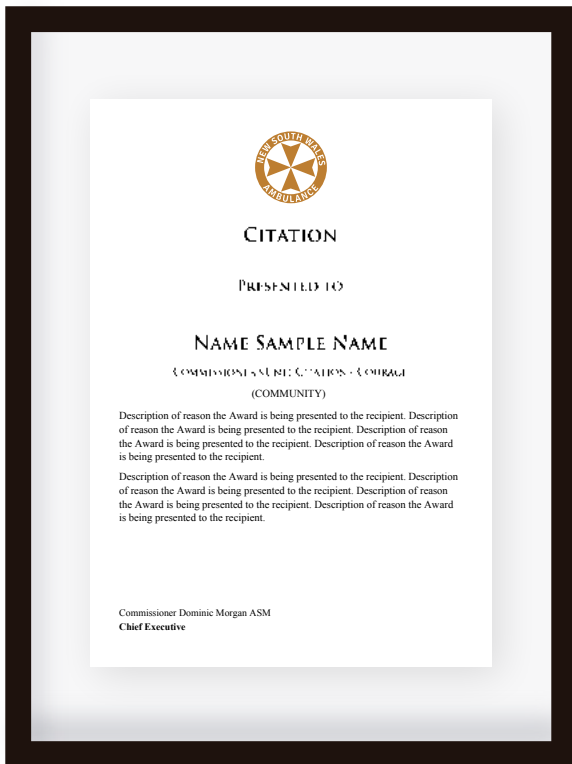
Example of eligible act

The team involved with the deployment and members who were deployed to Queensland to assist during the floods in January 2011.

Presentation

This award should be presented at a NSW Ambulance function. The presentation may be made by:

- Member of Parliament
- Commissioner
- Executive Director



CITATION CERTIFICATE

History

The citation was introduced in 2008 to detail the contribution made by those eligible to receive a NSW Ambulance award. A framed citation is given in conjunction with the relevant medal or unit citation.

Design

A NSW Ambulance A4-size citation, framed in an A3-size frame.

Citation

The citation provides a brief outline of how the actions of the recipient of a medal or unit citation have been of benefit to NSW Ambulance.

Presentation

This award should be presented at a NSW Ambulance function. The presentation may be made by:

- Member of Parliament
- Commissioner
- Executive Director



The image shows a template for a Letter of Acknowledgement from NSW Ambulance. It features the NSW Ambulance logo and tagline 'excellence in care' at the top. Below this is a section for the recipient's details: 'First Name Surname', 'Postal Address', and 'SUBURB STATE POSTCODE'. A 'To / From' section is also present. The main body of the letter is a placeholder with Latin text, including 'Dear Mr/Ms Surname,' and several paragraphs of Lorem Ipsum. The letter is signed 'Yours sincerely' followed by 'Dominic Morgan ASM Chief Executive'. At the bottom, there is contact information for the State Headquarters in Rozelle, NSW.

NSW Ambulance excellence in care

To / From
Occurrence

First Name Surname
Postal Address
SUBURB STATE POSTCODE

Dear Mr/Ms Surname,

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris tristique sodales sapien, eget porttitor neque tempor et. Mauris euismod orci ut vestibulum finibus. Quisque fermentum sagittis pharetra.

Donec dolor quam, pulvinar id lobortis nec, consequat eget diam. Aenean aliquet felis tellus, at sollicitudin massa mollis a. Morbi finibus faucibus diam, eu aliquam dolor scelerisque at. Cras viverra neque elit, quis suscipit risus accumsan et.

Curabitur tempus dignissim ligula consequat auctor. In et gravida leo. Nulla fringilla nunc quis sapien sagittis, a aliquet mi ullamcorper. Nunc pretium sapien at ipsum consectetur, sed venenatis felis fringilla. Phasellus viverra nunc sagittis aliquam auctor.

Yours sincerely

Dominic Morgan ASM
Chief Executive

State Headquarters, Balmain Road, Locked Bag 105, Rozelle NSW 2039
Tel: +61 2 9320 7777 Fax: +61 2 9320 7900
ASD 69 291 530 156

LETTER OF ACKNOWLEDGEMENT

History

The award was introduced in 2014 to acknowledge worthy actions that do not warrant a higher award.

Description

A personalised letter on NSW Ambulance letterhead.

Presentation

Letter signed by Commissioner, Executive Director or as recommended by the Honours and Awards Committee, and approved by the Commissioner.

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NSW Ambulance Community Awards

Commendation for Courage (Community) - ribbon drop

Citation for Courage (Community)

Certificate of Recognition (Community)

Certificate of Appreciation (Community)

Star Award - Certificate

Cardiac Arrest Survivor Award - trophy

Bearamedic - keepsake teddy bear (children under 16 only)





COMMENDATION FOR COURAGE – COMMUNITY (ribbon drop)

History

This award was introduced in July 2008 to recognise acts of bravery in hazardous circumstances by people not employed by NSW Ambulance.

Description

A badge (NSW Ambulance emblem) and a bar with the word *Community* mounted on a red/blue/red/blue/red ribbon which is 32 mm wide and 90 mm long.

Eligibility criteria

Awarded to a community member for acts of bravery in hazardous circumstances. A person who is already a holder of the badge-mounted ribbon may be awarded again, with a clasp presented.

Where appropriate, after receiving the award a recommendation may be referred to the Royal Humane Society of NSW or Australian Honours Bravery Council.

Example of eligible act

A member of the community went to the aid of a patient who was injured in a remote truck accident. Despite their own injuries, low light, poor weather conditions and the remote location, the community member attempted CPR and continued to relay important information regarding the patient's deteriorating condition.

Presentation

This award should be presented at a NSW Ambulance function. The award may be presented by:

- Member of Parliament
- Commissioner
- Executive Director



CITATION FOR COURAGE - COMMUNITY

History

This is a new award introduced in 2015, allowing for a higher award where the efforts of an individual community member or group warranted a more substantive recognition, although not warranting a medal.

Description

A blue brooch framed with gold. It is 32mm wide and 12 mm deep.

Eligibility criteria

Awarded to an individual community member or group, who under hazardous circumstances, individually or collectively displayed courage of a high order beyond that of expectation, while consciously placing themselves at substantial risk of injury. A person who is already a holder of the brooch may be awarded again with a clasp presented.

Where appropriate a nomination may be referred to the Royal Humane Society of NSW or Australian Honours Bravery Council.

Example of eligible act

A member of the public came upon a motor vehicle collision involving a pedal cyclist. The cyclist received horrific and life-threatening injuries of which the level of care from the nominee included applying direct pressure with their hands into the patient's open chest injury to alleviate haemorrhaging with minimal previous medical training.

Presentation

This award should be presented at a NSW Ambulance function. The award may be presented by:

- Member of Parliament
- Chief Executive
- Executive Director



CERTIFICATE OF RECOGNITION – COMMUNITY

History

These certificates were introduced in 1998 to acknowledge the actions of a government department, private industry or a community member, not warranting a medal or commendation.

Design

A NSW Ambulance A4-size certificate, framed in an A4-size frame.

Citation

A brief outline of how the actions of the recipient have been of benefit to NSW Ambulance.

Eligibility criteria

An act or contribution worthy of recognition.

Example of eligible act

A community member performed CPR on an elderly patient in a shopping centre prior to the arrival of paramedics.

Presentation

Presented by a NSW Ambulance representative at a suitable function.

Signatories

- Commissioner



CERTIFICATE OF APPRECIATION – COMMUNITY

History

This certificate was introduced in 1998 to acknowledge actions which do not warrant a medal or commendation by a government department, private industry, or individual who is not employed by NSW Ambulance.

Design

A NSW Ambulance A4-size certificate, framed in an A4-size frame.

Citation

A brief outline of how the actions of the recipient have been of benefit to NSW Ambulance.

Eligibility criteria

Assisting NSW Ambulance in any manner that benefits service delivery.

Example of eligible act

A member of the community provided assistance to a member of the public following a minor car accident, or a member of the community who participated in a NSW Ambulance training exercise.

Presentation

Presented by a NSW Ambulance representative at a suitable function.

Signatories

- Commissioner
- Executive Director
- Zone Manager or Duty Operations Manager



STAR AWARD CERTIFICATE

History

Children can often be solely responsible for calling for an ambulance in a medical emergency. With the introduction of NSW Ambulance education programs, children have become more knowledgeable about the number to call in a medical emergency. Star Awards were introduced in 2007 as a way of acknowledging children (up to 16 years) who show remarkable courage when dealing with a medical emergency by calling Triple Zero (000), often with no adult to assist.

Design

A NSW Ambulance A4-size certificate, framed in an A4-size frame.

Citation

A brief description of the action the recipient is being recognised for.

Eligibility criteria

A child (up to 16 years) who calls Triple Zero (000) in a medical emergency.

Example of eligible act

A child called Triple Zero (000) after finding her mother unconscious.

Presentation

The certificate is presented at the child's school assembly (approval of parents/carers and the school is required). Usually the attending paramedics and call taker are invited to present the award and a Bearamedic with medallion.

Signatories

- Commissioner
- Executive Director
- Zone Manager or Duty Operations Manager



CARDIAC ARREST SURVIVOR AWARD

History

Introduced in 2010, the Cardiac Arrest Survivor Award acknowledges the lifesaving medical assistance provided by paramedics to cardiac arrest patients.

Design

NSW Ambulance glass trophy.

Eligibility criteria

Any patient who has survived a cardiac arrest following the intervention of NSW Ambulance paramedics.

Presentation

Presented by a NSW Ambulance representative at a suitable function. Usually the attending paramedics are invited to present the trophy. Presentation may be made by:

- Commissioner
- Executive Director
- Zone Manager or Duty Operations Manager



CARDIAC ARREST SAVIOUR AWARD

History

A new award introduced in 2015, acknowledging the life saving efforts provided by members of the community to cardiac arrest patients.

Design

NSW Ambulance glass trophy.

Eligibility criteria

A member/group of the public who has provided life saving efforts to cardiac arrest patients including spouse and relatives.

Presentation

Presented by a NSW Ambulance representative at a suitable function. Usually the attending paramedics are invited to present the trophy. Presentation may be made by:

- Commissioner
- Executive Director
- Zone Manager or Duty Operations Manager



BEARAMEDIC

History

This award was introduced in March 2011 to provide children (under the age of 16 years) with a lifetime keepsake which accompanies the certificate or award they have received.

Design

A NSW Ambulance designed 'paramedic in training' teddy bear.

Presentation

Bearamedic is presented concurrent to any other award being given to a child 16 years and under and may be made by NSW Ambulance representative.

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NSW Ambulance Awards for Employee Service

Long Service and Good Conduct Medal

Volunteer Long Service and Good Conduct Medal

Chaplaincy Long Service and Good Conduct Medal

NSW Ambulance Band Long Service and Good Conduct Award - ribbon drop

G & C Employee of the Month / Year Award - trophy & financial award

Safety Thinker Award - trophy

Retirement and Resignation Gifts - coin medallion, pin, plaque, certificate
and letter





LONG SERVICE AND GOOD CONDUCT MEDAL

History

This medal was reintroduced in November 2005 (previously circa 1938) and is issued to all permanent NSW Ambulance employees upon reaching 10 years of service with the organisation. Service may be continuous or aggregate. Staff employed from 14/02/1975 are eligible for this award.

Design

The nickel-silver antique finish medal is 38 millimeters in diameter. The obverse features the Maltese cross and the NSW State emblem inside an annulus which contains the words, *Ambulance Service of New South Wales*. On the reverse are the words, *Long Service and Good Conduct Medal, Awarded to ...* with space for the recipient's name to be inscribed.

The medal is suspended from a bar attached to a red/blue/red ribbon. The medal set comprises a full size medal, miniature and ribbon bar. For non-frontline staff the ribbon bar is replaced with a pin.

Eligibility criteria

1. Permanent employees of NSW Ambulance who have provided 10 years of continuous or aggregate service with NSW Ambulance. A clasp is awarded for each additional 10 years' of service.
2. The employee's service must have been regarded as 'good conduct' and not brought discredit to NSW Ambulance. Conduct checks are undertaken to confirm eligibility, as specified by People & Culture and the Professional Standards Unit (PSU).

Application

Orders are automatically placed for eligible employees up to three months in advance of an anniversary date. Eligibility is subject to a Workforce check and PSU verification of good conduct. If a good conduct report is advised, the order will be processed. However, if an employee is under investigation or an issue is identified, the Executive Director of the appropriate unit of the employee will be informed. Medals/clasps are ordered biannually.

Presentation

The medal will either be distributed to the sector office or mailed to the employee via registered mail to their home address. The employee can request a formal presentation via their sector office thereafter.

The formal presentation may be made by:

- Member of Parliament
- Commissioner
- Executive Director
- Director Operations or Deputy Director Operations, or Corporate Manager equivalent
- Zone Manager or Duty Operations Manager, or Corporate Manager equivalent



VOLUNTEERS LONG SERVICE AND GOOD CONDUCT MEDAL

History

The medal was introduced in July 2012 and replaces the volunteer Long Service ribbon drop. Like the previous award, the medal recognises the contributions made by volunteers with 10 years of service to NSW Ambulance.

Design

The nickel-silver antique finish medal is 38 millimeters in diameter. The obverse features the Maltese cross and the NSW State emblem inside an annulus which contains the words, *Ambulance Service of New South Wales*. On the reverse are the words, *Long Service and Good Conduct Medal, Awarded to ...* with space for the recipient's name to be inscribed.

The medal is suspended from a bar attached to a blue/red/blue ribbon.

Eligibility criteria

1. Volunteer members of NSW Ambulance who have performed 10 years of continuous (or aggregate) service. A clasp is awarded for each additional 10 years of service.
2. The volunteer's service must have been regarded as 'good conduct' and not brought discredit to NSW Ambulance.
3. Volunteers reaching 50 years of service are provided a gold clasp with the wording *Volunteer 50 years*.

Application

Orders are automatically placed for eligible volunteers up to three months in advance of an anniversary date. Eligibility is subject to a Workforce check and PSU verification of good conduct. If a good conduct report is advised, the applicant will be processed and the medal provided to the Operational Support Manager – Volunteers and Community First Responders.

However, if an issue is identified, they will inform the Operational Support Manager – Volunteers and Community First Responders. Medals/clasps are ordered biannually.

Presentation

The presentation may be made by a NSW Ambulance representative.



CHAPLAINCY LONG SERVICE AND GOOD CONDUCT MEDAL

History

The medal was introduced in July 2012 and replaces the Chaplaincy Long Service ribbon drop. Like the previous award, the medal recognises the contributions made by members of NSW Ambulance chaplaincy.

Design

The nickel-silver antique finish medal is 38 millimeters in diameter. The obverse features the Maltese cross and the NSW State emblem inside an annulus which contains the words, *Ambulance Service of New South Wales*. On the reverse are the words, *Long Service and Good Conduct Medal, Awarded to ...* with space for the recipient's name to be inscribed.

The medal is suspended from a bar attached to a purple and gold ribbon.

Eligibility criteria

1. Chaplains who have performed five years of continuous (or aggregate) service with NSW Ambulance. A clasp is awarded for each additional five years of service.
2. The chaplain's service must have been regarded as 'good conduct' and not brought discredit to NSW Ambulance.

Application

Orders are automatically placed by the Senior Ambulance Chaplain for eligible chaplains up to three months in advance of an anniversary date. Eligibility is subject to a Workforce check and PSU verification of good conduct. If a good conduct report is advised, the order will be processed and the medal provided to the Senior Chaplain. However, if an issue is identified, they will inform the Senior Chaplain.

Presentation

The presentation may be made by a NSW Ambulance representative.



NSW AMBULANCE BAND LONG SERVICE AND GOOD CONDUCT AWARD (ribbon drop)

History

The award was introduced in 2008 to recognise the contribution made by members of the NSW Ambulance Band.

Description

A badge (NSW Ambulance emblem) mounted on a red/blue/red ribbon which is 32 mm wide and 90 mm long.

Eligibility criteria

1. Members of the NSW Ambulance Band who have performed 10 years of continuous (or aggregate) service with NSW Ambulance.
2. The band member's service must have been regarded as 'good conduct' and not brought discredit to NSW Ambulance.

Application

Orders are automatically placed by the Band Secretary for eligible band members up to three months in advance of an anniversary date. Eligibility is subject to verification of good conduct by the Band Secretary. If good conduct is advised, the order will be processed and the medal provided to the Band Secretary.

Presentation

The presentation may be made by a NSW Ambulance representative.



G&C MUTUAL BANK EMPLOYEE AWARDS PROGRAM

History

The Employee Awards Program was introduced in 2008 and provides a platform for staff to be recognised by their peers for their achievements and innovation. The awards are made possible through the support of the sponsorship of G&C Mutual Bank.

Eligibility criteria

Any NSW Ambulance employee may nominate a colleague for 'Employee of the Month' by completing the one-page nomination form available on the intranet at *Corporate/Marketing and Media/Medals and Awards* (reminder emails are issued each month prior to the closing date). The completed form should be emailed to AMBULANCE-Honours@health.nsw.gov.au. The nominator will receive an email advising that the nomination has been received, then no further correspondence will be provided.

All nominations are considered by an Employee Awards panel comprising two senior managers. Selection of 'employee of the month' is based on employees meeting the eligibility criteria set out in the nomination form.

Final confirmation of eligibility is subject to a Workforce check and PSU verification of good conduct. If a good conduct report is advised, the award winner is announced via email to all staff. If however, the employee is under investigation, the Employee Awards panel will reconsider other nominations.

'Employee of the Year' is chosen each December from that year's 11 recipients of 'Employee of the Month' and is judged by the Commissioner, Executive Director Office of the Chief Executive and one other Honours and Awards committee member.

Example of reason to nominate

An employee undertakes mentoring of junior staff and organises regular team events to improve staff morale.

Presentation

- Employee of the Month – a trophy presented by the Commissioner (where possible), a \$100 G&C Mutual Bank savings account and their name is added to the honour board on display at reception.
- Employee of the Year – a trophy and citation presented by the Managing Director of G&C Mutual Bank at the NSW Ambulance annual graduation ceremony; a \$1000 G&C Mutual Bank savings account; a photo on the Honour Board; a fine dining lunch (plus one guest) with the NSW Ambulance Commissioner, line manager and G&C representatives; and, if required, travel expenses and accommodation for one night for the winner and their guest at a hotel.



NSW AMBULANCE SAFETY THINKER AWARD

History

This award was introduced in 2014 and recognises excellence and innovative contributions to workplace health, safety and well-being. Commendations are awarded for outstanding and/or innovative actions, concepts, demonstrated initiatives, and creation and development of proactive approaches and culture to enhance all staff members health, safety and well-being.

Design

NSW Ambulance glass trophy.

Eligibility criteria

Awarded to an individual or group of employees who collectively demonstrate action/s 'above and beyond' their statutory obligations to health, safety and well-being.

Where appropriate, a nomination may be referred to Safe Work Australia or SafeWork NSW for consideration of further acknowledgement.

Examples of eligible acts

- dedication and commitment to WHS improvements
- outstanding WHS actions to prevent injury
- achieving/creating major developments or projects for NSW Ambulance.

Nomination process

Complete [application](#) and submit to Marketing, Communication & Public Affairs Unit to put forward to the Honours and Awards Committee for consideration.

Presentation

This award is presented at the NSW Ambulance annual graduation ceremony. Presentation may be made by:

- Commissioner



RETIREMENT AND RESIGNATION GIFTS

History

Employee retirement and resignation gifts were introduced in 2007 for provision to eligible employees (subject to good conduct). Employees receive a number of gifts, based on the number of years of service with NSW Ambulance.

Description

- 10 to 14 years of service – Certificate to recognise length of service and a letter of appreciation.
- 15 to 19 years of service – Plaque and certificate to recognise length of service and a letter of appreciation.
- 20 to 34 years of service – Pin, plaque and certificate to recognise length of service and a letter of appreciation.
- 35 or more years of service – Coin medal-lion, pin, plaque and certificate to recognise length of service and a letter of appreciation.

Eligibility criteria

1. The employee must have served a minimum 10 years continuous or aggregate service with NSW Ambulance.
2. The employee's service must have been regarded as 'Good Conduct' and not brought discredit to NSW Ambulance.

Note: The Statement of Service is provided through People & Culture.

Application

People & Culture must advise Marketing, Communications & Public Affairs that an employee is retiring or resigning. Eligibility for the gifts is subject to a Workforce performance check and PSU verification of good conduct. If a good conduct report is advised, the gifts will be ordered and provided to the local manager to arrange presentation.

Presentation

An event agreed by the recipient.

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External Awards for NSW Ambulance Employees

Australian Honours: National Medal

Australian Honours: Meritorious Decoration – Public Service Medal (PSM)

Australian Honours: Meritorious Decoration – Ambulance Service Medal (ASM)

The NSW Service Medallion – 40 years meritorious state government service



THE NATIONAL MEDAL

History

The National Medal was established in 1975, initially to recognise 15 years of diligent service by members of the Australian Defence Force, Australian police forces, and fire and ambulance services. Eligibility progressively expanded to include people who had participated in part-time and volunteer service, members of the Australian Protective Service and correctional and emergency services. It is Australia's most awarded civilian medal.

Design

A circular bronze medal ensigned with the Crown of St Edward. The obverse features the Commonwealth Coat of Arms in a recessed circle, surrounded by a rim with the inscription, *The National Medal*. The reverse is plain.



Eligibility criteria

1. Nominations are made by the Chief Executive of the nominee's organisation. Recipients will have served a continuous or aggregate period of 15 years diligent service performing a primary function to protect life and/or property at some risk to themselves, and/or military service. Employment alone with an emergency service is not enough to qualify for this award. A clasp is awarded for each 10 years of diligent service.
2. The employee's service must have been regarded as 'good conduct' and not brought discredit to NSW Ambulance.
3. The following NSW Ambulance employees are eligible to receive The National Medal:
 - paramedics
 - doctors
 - nurses
 - control centre officers
 - volunteers

Application

Orders are automatically placed via the Federal Government in Canberra for eligible employees. Eligibility is subject to a workforce performance check and PSU verification of good conduct. If a good conduct report is advised, the order is processed. Medal/clasps are ordered biannually.

Note: *there is a minimum two month turnaround time and orders cannot be placed before an anniversary date. Once orders are approved by the Federal Government, recipients names will be officially listed on the 'Its an Honour' (www.itsanhonour.gov.au) government website under 'The National Medal'.*

Presentation

The medal will be distributed to the Director of Metropolitan or Regional Operations, Director of Control Division, or the appropriate corporate executive director. If an employee is under investigation or if there is any other issue, they will inform the appropriate Executive Director.

Employees will be provided several options for presentation of the medal. The formal presentation may be made by:

- Member of Parliament
- Commissioner
- Executive Director
- Director Operations or Deputy Director Operations
- Zone Manager or Duty Operations Manager



AUSTRALIAN HONOURS MERITORIOUS DECORATION – PUBLIC SERVICE MEDAL (PSM)

History

This medal was established in 1989 to recognise outstanding service by members of Australian public services (Commonwealth, State and Territory) and other government employees, including local government. Individuals can only receive this award once and recipients are entitled to use the post-nominal letters, PSM.

Design

The nickel-silver medal is 38 mm in diameter. On the obverse is an inner circle showing four planetary gears spaced equidistant from a central sun gear, surrounded by the inscription *Public Service*. An outer circle shows 36 upright human figures representing a wide range of professions and activities. On the reverse, a wreath of mimosa surrounds the text, *For Outstanding Service*.

The medal is suspended from a ribbon with 12 alternating stripes of green and gold of varying widths.

Eligibility criteria

Awarded for outstanding service by members of Australian public services (Commonwealth, State and Territory) including those in local government. An annual quota exists for each government public service, with a total of 100 Medals (22 NSW) available each year.

Nomination for the Award must be made in the first instance through the NSW Ambulance Chief Executive. A supported nomination is then recommended by the responsible Minister in the Commonwealth and each State and Territory for approval by the Governor General.

Presentation

By the NSW Governor during a designated function.



AUSTRALIAN HONOURS MERITORIOUS DECORATION – AMBULANCE SERVICE MEDAL (ASM)

History

The Ambulance Service Medal was introduced into the Australian system of honours in 1999. Recipients are entitled to use the post-nominal letters, ASM.

Design

This circular medal has silver and bronze tones. On the obverse is a modified Maltese cross, representative of ambulance services, with the Commonwealth or Federation Star in the middle. This rests on a bed of Australian wattle. The Federation Star is surrounded by 24 balls signifying the 24 hours per day NSW Ambulance is available to the community. The back of the medal bears the inscription, *For Distinguished Service*.

Eligibility criteria

1. The ASM is awarded for distinguished service by members of Australian ambulance services (Commonwealth, State and Territory), as a member performing a primary function to protect life and/or property at some risk to themselves, including those in local government.
2. This award was created for those in occupations that are primarily directed to providing services for the community, particularly in times of emergency or disaster. These people have occupations which are inherently more hazardous than most other occupations and these awards were established to recognise their meritorious service.
3. NSW Ambulance currently has an annual quota of six medals each year. Nomination must be made in the first instance through the NSW Ambulance Chief Executive. A supported nomination is then recommended by the responsible Minister in the Commonwealth and each State and Territory for approval by the Governor General.
4. The awards are announced on Australia Day (January 26) and the Queen's Birthday (June) each year.
5. The following NSW Ambulance employees are eligible to receive the ASM:
 - paramedics
 - doctors
 - nurses
 - control center officers
 - volunteers

Presentation

Announcement of recipients will be made by the NSW Government each Australia Day and Queen's Birthday. Presentation is made by the NSW Governor during a designated function.



THE NSW SERVICE MEDALLION – 40 years meritorious state government service

History

This medallion is awarded to employees (both waged and salaried staff) who have completed 40 or more years of meritorious service for the NSW Government.

Eligibility criteria

The nominee must be a current or former employee of the NSW Government, be employed on a permanent or temporary basis, and have completed 40 years of meritorious service with the NSW Government.

NSW government service need not be continuous. Service which is acceptable for the purpose of extended leave may be classed as eligible service for an award. However, service with a Commonwealth or interstate agency is not counted as eligible service.

Eligibility criteria

Complete the [application](#) for this award and submit completed form to the Marketing, Communication & Public Affairs Unit to get endorsed by Director HR and signed by the Chief Executive before submitting to Department of Premier and Cabinet for consideration.

Presentation

Recipients will be recognised at a presentation ceremony on a date to be determined. Presentations are generally held in Sydney twice a year. Presentation of the award may be made by the NSW Premier, a NSW Member of Parliament or by such other person as the Premier may authorise.



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External Awards for NSW Ambulance Organisational and Team Achievements

Prime Minister's Awards for Excellence in Public Sector Management

Premiers Public Sector Awards

NSW Health Innovation Awards

Council of Ambulance Authorities Ambulance Awards

Australian Safer Community Awards



PRIME MINISTERS AWARDS FOR EXCELLENCE IN PUBLIC SECTOR MANAGEMENT

History

The Prime Minister's Awards for Excellence in Public Sector Management aim to encourage and recognise better practice and innovation in all levels of government in Australia. These awards are designed to honour achievements of public sector work groups, units and teams rather than individuals. The awards focus on specific projects, initiatives or change processes.

Eligibility criteria

Any work unit, group or team within the Commonwealth, State/Territory or local government public sectors may nominate for the awards. While the nominating organisation must be the lead organisation, initiatives which involve other organisations, private sector, and community-based organisations are also eligible. Cross-agency or whole-of-government initiatives are eligible and are strongly encouraged.

All NSW Ambulance nominations are to be signed off by the appropriate executive director then submitted to Marketing, Communications & Public Affairs who will seek Chief Executive approval.

Entries incur a fee which must be approved for payment out of the individual's cost centre prior to submitting the nomination to Marketing, Communications & Public Affairs.

Submissions to Marketing, Communications & Public Affairs are due four weeks prior to the closing date for nominations.

Presentation

Finalists will be invited to attend the awards ceremony where gold and silver award winners are announced. In addition, the excellent performance of the award winners will be celebrated through articles in the institute's national publication, *Public Administration Today*.

PREMIER'S PUBLIC SECTOR AWARDS

History

The Premier's Public Sector Awards are held annually to formally recognise and reward achievements of excellence by public sector agencies. These awards provide an important opportunity to showcase progress and achievements against State Plan priorities as well as other sector initiatives.

Eligibility criteria

Awards are open to all public sector agencies including departments, authorities, boards, commissions, government trading enterprises and state-owned corporations. Nominations may be single or multi-agency, large or small with statewide, local or in-house impacts, and related to all agency functions including frontline service delivery, policy/research and business and workforce strategies.

All NSW Ambulance nominations are to be signed off by the appropriate executive director then submitted to Marketing, Communications & Public Affairs who will seek Chief Executive approval.

Submissions to Marketing, Communications & Public Affairs are due four weeks prior to the closing date for nominations.

Presentation

Finalists will be invited to attend the Awards Evening Night where winners in each category are announced.



COUNCIL OF AMBULANCE AUTHORITIES (CAA) AWARDS

History

These awards were developed by NSW Ambulance and introduced by the CAA in 2007. The CAA is the peak body representing the providers of ambulance services in the South Pacific region.

Description

The awards encourage ambulance services throughout Australia, New Zealand and Papua New Guinea to showcase their achievements and be recognised for any exceptional project, quality or performance in any area of the organisation. The awards provide a platform for the industry to learn from each other and reduce duplication of effort.

Eligibility criteria

Nominations for the awards can be submitted by any person who is an employee of an ambulance service in Australia, New Zealand or Papua New Guinea, including NSW Ambulance. The submission must have approval by their Chief Executive.

In addition to NSW Ambulance projects, collaborative projects involving a NSW Ambulance employee/unit and a public or private sector organisation will also be accepted.

All NSW Ambulance nominations are to be signed off by the appropriate executive director then submitted to Marketing, Communications & Public Affairs who will seek Chief Executive approval.

Submissions to Marketing, Communications & Public Affairs are due four weeks prior to the closing date for nominations.

Presentation

All nominees will be informed of the results. Winners will be announced at the annual CAA Convention dinner. It is at the discretion of each ambulance organisation if they choose to send finalists to the dinner at the expense of the individual organisation.



NSW HEALTH AWARDS

History

The NSW Health Innovation Awards were established in 1999 to showcase the NSW Ministry of Health's commitment to quality, innovation and excellence in health care. The awards formally recognise and reward organisational projects and initiatives which have produced measurable outcomes in NSW Area Health Services.

Design

Framed certificate or trophy.

Citation

In line with the quality category for a particular entry.

Eligibility criteria

Projects may be a large statewide project or initiative, or a small project. They may involve a project team or be managed and delivered by a small group.

Independent judging panels for each entry category are drawn from clinical staff, universities, peak bodies, corporations, consumer groups and key stakeholders.

All NSW Ambulance nominations are to be signed off by the appropriate executive director then submitted to Marketing, Communications & Public Affairs who will seek Chief Executive approval.

Submissions to Marketing, Communications & Public Affairs are due four weeks prior to the closing date for nominations.

Presentation

The awards presentation is held each October. Finalists will be invited to attend the Awards Evening Night where winners in each category are announced.

AUSTRALIAN SAFER COMMUNITIES AWARD

History

The Australian Safer Communities Awards are sponsored by Emergency Management Australia (EMA), a division of the Australian Government Attorney General's Department, in conjunction with States and Territories.

The awards recognise best practice and innovation by organisations and individuals which help to build safer communities across Australia. They cover all aspects of community safety in the context of emergency management.

These awards are open to any organisation or individual.

Eligibility criteria

All NSW Ambulance nominations are to be signed off by the appropriate executive director then submitted to Marketing, Communications & Public Affairs who will seek Chief Executive approval.

Submissions to Marketing, Communications & Public Affairs are due four weeks prior to the closing date for nominations.

Presentation

Finalists will be invited to attend the Awards Evening Night where winners in each category are announced.

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Appendix

How and when to wear medals
Order of wearing Australian
Honours and Awards
Criteria for Good Service and Conduct
Variations following Honours Awards Announcement
ANZAC Day



HOW AND WHEN TO WEAR MEDALS

Most Australian awards are pinned above the left breast. If the main insignia is in the form of a neck badge, it is worn around the neck accordingly.

Uniformed services

Members of a uniformed service should wear their insignia on their uniform in accordance with the uniform policy of the organisation.

Full size insignia

These medals are worn at daytime social occasions, placed on the left side of the coat or dress, above the left breast. Full size insignia is worn at ceremonies for ANZAC Day and Remembrance Day, and at formal social gatherings where the wearing of insignia has been mentioned in the invitation.

Miniatures

These are worn only at evening occasions and placed in the same position as full size insignia. Invitations normally state if decorations are to be worn. Some awards, such as the Companion in the Order of Australia, have a neck badge, while some Imperial awards have large breast stars. These should be worn as well as the miniatures.

Lapel badges

These are a feature of many Australian awards. Recipients may wear them as often as they can when other insignia is not being worn.

Ribbon bars

These are not generally worn on civilian attire, although they may be worn at the discretion of the recipient. Ribbon bars can be worn on the left hand side of the uniform of most public services (including police, ambulance and fire services), in accordance with the uniform codes of those organisations.

Multiple awards

If a person holds more than one award, the main insignia are mounted on a medal bar in the order set out in the 'Order of Wearing Australian Honours and Awards' list (see next page).

Awards made to next-of-kin

A custom has evolved for people to wear the awards of deceased family members when marching in their place at commemorative events such as ANZAC Day and Remembrance Day. The Returned and Services League (RSL) encourages people to wear their forebears medals on the right breast, which indicates the awards are not their own.

Unofficial medals

Ex-service organisations sometimes commission their own unofficial medals to mark participation in particular military campaigns, periods of service, or types of service not recognised through the Australian honours system. Awards made by foreign governments which have not been approved by the Governor-General for acceptance and wear are also 'unofficial'.

There is no impediment to wearing such medals in appropriate private settings, such as a meeting of the relevant ex-service association, or a reception hosted by the relevant foreign government. Ideally, unofficial medals should not be worn at public ceremonial and commemorative events. However, if they are worn as the occasion demands, the convention is that they are worn on the right breast.

Day functions

The full-size insignia is generally worn at day functions where decorations have been prescribed, for example ANZAC Day ceremonies. On such occasions, male recipients of more than one medal would wear their decorations, full size, suspended from a medal bar. Female recipients with more than one award may prefer to mount the miniatures on a bar and to wear on such occasions only one full-sized piece of insignia on its bow immediately below their miniatures. The full-size piece would normally be that of the highest award.

Evening functions

At events such as evening receptions and dinners where decorations have been prescribed, the miniature insignia is generally worn. The main exception to this is neck badges, which are worn in full-size.

Everyday wear

A lapel badge or brooch may be worn on civilian clothes at any time. Only one badge or brooch should be worn at a given time, and not when other insignia pieces are worn.



ORDER OF WEARING AUSTRALIAN HONOURS AND AWARDS

The Governor-General directs the positioning of awards, within the order of precedence in which Australian Orders, Decorations and Medals should be worn. Honours and Awards listed include those within the Australian System of Honours and Awards, those conferred by The Sovereign in exercise of the Royal Prerogative, those within the Order of St John, and foreign awards, the acceptance and wearing of which have been authorised by the Governor-General.

- > The Cross of Valour CV
- > Companion of The Order of Australia AC
- > Officer of The Order of Australia AO
- > The Star of Courage SC
- > Member of The Order of Australia AM
- > Bravery Medal BM
- > Public Service Medal PSM
- > Australian Police Medal APM
- > Australian Fire Service Medal AFSM
- > Ambulance Service Medal ASM
- > Emergency Services Medal ESM
- > Medal of The Order of Australia OAM
- > Order of St John¹
- > Commendation for Brave Conduct
- > Humanitarian Overseas Service Medal
- > Commemorative Medals (in order of date of receipt)
- > Defence Force Service Medal
- > Reserve Force Decoration RFD
- > Reserve Force Medal
- > Defence Long Service Medal
- > The National Medal
- > Australian Cadet Forces Service Medal
- > Champion Shots Medal
- > Anniversary of National Service 1951–1972 Medal
- > Foreign Awards (in order of date of authorisation of their acceptance and wearing)

¹ Indicates where any awards within the Order of St John should be worn.

The *Group Bravery Citation* is not positioned in *The Order of Wearing Australian Honours and Awards*. For members of uniformed services, this should be worn in accordance with the dress rules of their organisation. Civilian personnel awarded the *Group Bravery Citation* should wear the insignia on the left lapel or left breast. Should other honours or awards have been awarded, the *Group Bravery Citation* should be worn centrally, approximately 10 mm above these.



CRITERIA FOR GOOD CONDUCT AND PEOPLE & CULTURE PERFORMANCE CHECK

NSW Ambulance has outlined the good conduct criteria which applies to all staff awards. The following criteria have been approved by the Chief Executive.

- > Employees who have been the subject of a formal misconduct finding with disciplinary action in the preceding five years will be ineligible, unless application is made by the staff member for waiver of the application of this principle.
- > Employees who have been subject to a formal finding of misconduct resulting in remedial action within the past two years will be ineligible, unless application is made by the staff member for waiver of the application of this principle.
- > Employees who, at the time they become eligible or apply for the awarding of the medal, are subject to investigations, inquiries or remedial action convened under the *Ambulance Services Regulation 2005* will be ineligible until such investigations, inquiries or remedial programs have been finalised.
- > Application for waiver of any of the above principles will be considered on a case-by-case basis. Staff should indicate why they believe NSW Ambulance should disregard the matter/s that rendered them ineligible and why the medal should be awarded in their case. The Chief Executive may also seek additional information from relevant managers to assist in making a decision.

- > Staff who have an unsatisfactory sick leave or attendance record for the 12 months preceding them becoming eligible for the award of the medal will be ineligible, unless application is made by the staff member for waiver of the application of this principle.
- > The final decision regarding the eligibility for medals will rest solely with the Chief Executive.

VARIATIONS FOLLOWING HONOURS AWARD ANNOUNCEMENT

The Chief Executive may, on the advice of the Honours & Awards Committee:

1. Cancel or annul the award, and
2. Restore the award which has been cancelled or annulled.

Before an award is cancelled or annulled, an employee whose award is being considered for cancellation or annulment – or their nearest relative if the person is deceased – is to be given notice that the award is being considered for cancellation or annulment.

On receipt of this notice, that person may make application to the Honours & Awards Committee to waive this principle and provide reasons why it should be waived. The Honours & Awards Committee must receive the application for waiver from the person within 28 days of receipt of the notice.

If no application for waiver is received within 28 days, the Chief Executive may – on the advice of the Honours & Awards Committee – proceed to cancel or annul the award.



ANZAC DAY

History

The ANZAC tradition – and the accompanying ideals of courage, endurance and mateship – was established on 25 April 1915 when the Australian and New Zealand Army Corps landed on the Gallipoli Peninsula in Turkey. It was the start of a campaign that lasted eight months and, according to the Australian War Memorial, resulted in 8709 Australian casualties. In all, 61,522 Australians lost their lives in the First World War.

Services

NSW Ambulance, like other emergency services throughout the State, is involved in many events on this day. Staff wishing to attend services are encouraged to do so (workload permitting) and, if at all possible, should attend in dress uniform as a mark of respect.

Wreath laying

If staff are invited to participate in a wreath laying ceremony, the invitation should indicate whether the organisation extending the invitation will provide a wreath. On arrival, the organisers will advise the order.

- > The wreath may be handed to the NSW Ambulance representative by an official bearer (e.g. Staff Officer).
- > It should be carried at waist height in the right hand, with the back of the wreath towards the body.
- > March to the foot of the memorial and halt.
- > Step forward, reverse the wreath, and place it in position to the left or right of wreaths laid.
- > Step back, resuming the position of “attention” and salute.
- > About turn and march back to original position.

Wearing next of kin medals

A custom has evolved for people to wear the awards of deceased family members when marching in their place at commemorative events such as ANZAC Day. The Returned and Services League (RSL) encourages people to wear their forebears medals on the right breast, which indicates the awards are not their own.



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