



2024 Commissioner's Awards for Excellence Guidelines

Celebrating and recognising our achievements

Nominations close: 5 March 2025

Respect

Integrity

Courage

Loyalty

Trust



2024 Commissioner's Awards for Excellence



OVERVIEW

Queensland Fire Department (QFD) has a highly skilled and dedicated workforce of staff and volunteers.

The Commissioner's Awards for Excellence acknowledge distinguished achievements or significant contributions that further QFD's values and goals.

These awards recognise outstanding initiatives, projects, teams, or individuals that have:

- made a positive and significant impact on QFD
- contributed to achieving QFD's goals and strategies
- achieved outcomes that align QFD services with whole of government priorities.

It's important for us to recognise the value of that effort and commitment, as we all can positively influence the day-to-day running of the department and our impact on Queensland's communities.

This year we have refreshed the award categories to better reflect the diversity of talent within our department.

The award categories for 2024 align with the QFD Strategic Plan 2024-28 guiding principles that underpin our everyday decision-making. The guiding principles have been developed from an understanding of community expectations, our authorising environment and the challenges and opportunities on the horizon.

Any member of QFD may nominate a person or team for an award. All nominations are assessed by a panel comprising the Executive Leadership Team who then make their recommendations to me.

I am privileged to lead the diverse and adaptable staff and volunteers that make up QFD. Your passion and service to the community enables the important work of QFD each day.

Kind regards,

Steve Smith AFSM
Commissioner
QFD

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Award categories

Safety Champion

Advocating for a safe work environment so we can all return home safely.

For developing and implementing sustainable safety solutions, or other safe work practices, that have improved risk management, injury prevention and safety culture.

Operational Excellence

- **Everyday Response**
- **Deployment (intra-region, interstate, international)**
- **Major Exercise Delivery**

Showcasing the strong operational partnerships and knowledge within the department.

For outstanding service delivery during a major incident, deployment, or major exercise, and contributing to the success of our response during disasters and emergencies. Our improved capabilities positively influence the community, our partners and our people to foster disaster resilience.

Outstanding Team or Unit

A collective contribution that is focused on enhancing the department.

For a Team or Unit who have distinguished themselves by contributing to the betterment of the department by delivering on business objectives, operational response and programs/initiatives.

Interoperable

Our people work together in a seamless way.

We work together effectively in a coordinated way across all services, sharing our systems, knowledge and equipment to strengthen our capabilities across the department and maximise public safety.

Values

Respect, integrity, courage, loyalty and trust.

Our values are our guiding principles. When we embody our values, we create a positive and healthy workplace, which directly influences our satisfaction, wellbeing and engagement at work.

Everyday Respect

Building a workplace where everyone is valued and accepted.

We are committed to creating an inclusive and diverse workforce where people are welcomed and accepted, and where staff and volunteers are free to be themselves.

Partnerships with Purpose

Local solutions with local partners to achieve sustainable outcomes.

Through strong partnerships and cross-sector collaboration, we design and implement robust, impactful programs that create change and transform communities.

Innovation and Adaption

A department where research and innovation are encouraged, supported and enabled.

Enhancements in technology and innovative practices continue to influence, inform and advance QFD operations so we can collectively meet the needs of the community now and into the future.

In addition to the above categories, the following award will also be considered:

Commissioner’s Outstanding Award

This is awarded at the Commissioner’s discretion to an initiative, team or individual that has demonstrated achievements that exceed core expectations.



Award criteria

Outstanding Delivery

- What initiative was shown by the team or individual in identifying the potential for improvement to systems or delivery of service?
- What obstacles were encountered and how were these overcome?
- Was the project delivered on time and within budget?
- How did the team or individual inspire innovation through the delivery of this work?
- How did the team or individual display a comprehensive understanding of stakeholders and their priorities, needs and expectations?

Outcomes and Impact

- How has this initiative, team or individual delivered outstanding service for QFD and the Queensland community?
- How has this initiative, team or individual contributed to the nominated award category or guiding principle?

Above and Beyond

- How did the team or individual go above and beyond their normal duties?
- Has the work been applied in other areas of QFD or outside of QFD?

How to apply

1. Review the award categories and determine which one you will nominate in. You may wish to review the [QFD Strategic Plan](#) to assist you in determining which guiding principles align best to your nomination.
2. Prepare your nomination **based on the award criteria**.
3. Complete the form, supporting attachments and references and submit to appropriate manager for sighting. It is the responsibility of the nominating officer to ensure that the individual's details are correct and to ensure that, to the best of their knowledge, the nomination meets the eligibility criteria.
4. Managers are responsible for considering nominations regarding the eligibility criteria and ensuring the nomination is progressed.
5. Manager sighted nominations are to be submitted to the relevant Assistant Commissioner (AC), Deputy Chief Officer (DCO), Executive Director (ED), Chief Finance Officer (CFO), Chief Human Resource Officer (CHRO), Chief Information Officer (CIO) for approval.
6. AC/DCO/ED/CFO/CHRO/CIO approved nominations are submitted to QFD Honours, Reward and Recognition (HRR) Team.
7. The HRR Team conduct various credential checks and submit integrity checks to the Workforce Liaison Unit. Any adverse integrity checks are sent directly to the relevant Division Head/Decision Maker for consideration.
8. All nominations meeting the eligibility criteria and are clear of integrity checks are progressed to the Judging Panel consisting of the Executive Leadership Team for recommendation to the Commissioner.
9. Once the Commissioner has approved, the HRR Team will finalise the nomination.