

Formal recognition
of outstanding service

The Public Service Medal

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The Public Service Medal, established in 1989, is awarded twice a year by the Governor-General.

It recognises those people who have consistently performed demanding jobs to the highest standards and have made a major contribution to the Australian community. The Public Service Medal is part of the official Australian system of honours and awards, and was established to recognise employees of the Australian Government and state, territory and local governments who have given outstanding service.

Outstanding service could be shown through:

- service excellence to the public, or to external or internal clients;
- innovation in programme, project or policy development;
- leadership, including as a member of a team; or
- the achievement of more efficient processes, improved productivity or better service delivery.

The guidelines overleaf provide details on how to nominate someone for the Medal.

Your Guide to Preparing Nominations for the Public Service Medal (PSM)

The award

Only 100 awards of the PSM can be made in any calendar year. Of these, up to 30 can be awarded to employees of Australian Government agencies and the remainder are awarded by the states and territories as follows: NSW (22); VIC (17); QLD (11); WA (6); SA (6); TAS (3); ACT (3); and NT (2).

Recipients of the Public Service Medal are entitled to use the letters 'PSM' after their names to show that their outstanding service has been formally recognised.

What is the medal awarded for?

The sole criterion for the award of the Public Service Medal is outstanding public service. "Outstanding service" includes service above and beyond the normal requirements of the position, a special achievement or success in the performance of duty in difficult or unusual circumstances, or sustained high level performance by an individual with a focus on outcomes and recognisable benefits to clients and the workplace. Long service should not be used as a basis for making nominations.

Who is eligible?

All employees of the Australian Government and state, territory and local governments are eligible for the medal, except for members of the Defence Force and other uniformed services (police, fire services, ambulance services and emergency services) who are eligible for comparable awards*. The Public Service Medal is not reserved for senior officers – it is open to all levels of the public service. Past awards have been made across a broad range of government services and locations.

The PSM may be awarded only once to each recipient. A person who has received a PSM and gives further distinguished service may be nominated subsequently for an award in the Order of Australia. Similarly, a person who has received an award in the Order of Australia is not excluded from receiving a Public Service Medal although at least five years should elapse between the announcement of awards, in accordance with established honours convention.

** With regard to the suite of meritorious awards (Australian Police Medal, Australian Fire Services Medal, Public Service Medal, Emergency Services Medal, Ambulance Service Medal and the Australian Antarctic Medal) those eligible for one type of meritorious award would not be eligible for consideration for other comparable meritorious awards. Advice can be sought from the Australian Government PSM Secretariat (see contact details on next page).*

Citizenship

A person does not have to be an Australian citizen to be awarded the Public Service Medal. However, if the nominated person is not an Australian citizen, the Australian Government, in accordance with honours convention, must seek the agreement of the government of the country of citizenship before the award can be made. If the nominee is not an Australian citizen, the nomination should clearly indicate this, and if the nomination is recommended to the Governor-General, the Governor-General's office will arrange for the Australian Government to seek the appropriate agreement.

Retired officers

Awards of the Public Service Medal may be made to former public servants.

Posthumous awards

The Public Service Medal is not awarded posthumously.

How should nominations be prepared?

The nomination form

As the Public Service Medal is part of the official national honours system, it is important to provide full personal details of the nominee, including the full name and home address. All information provided is treated as confidential, and if the nomination is successful the nominee will have the opportunity to advise whether they wish their address details to be published.

Full position details are required so that the PSM Committee can assess the nomination relative to the duties that would normally be expected of a person at a particular level. This is very important for the committee when comparing nominations.

The nomination statement must contain comprehensive information on the services or achievement for which the nomination is being made. A list of positions held over a number of years is not sufficient. Because the nomination will be considered alongside other nominations in what is essentially a competitive process, the committee needs to be given a clear idea of what the nominee has done to fulfil the criteria of outstanding service. It should not be assumed that the committee has a detailed knowledge of the area in which the nominee has worked, or a full understanding of the significance of certain achievements. These services should be put into context in the nomination statement.

Referee support

To be properly considered by the committee, all nominations must be accompanied by referee statements which comment on the services of the nominee. It is also often appropriate to obtain referee statements from outside the agency, especially if the nominee is being nominated for outstanding services to a particular community or industry. If the nominee's services relate to the work of another agency, a referee statement from that agency may also help the committee in their consideration of the nomination. Three to four referee statements would be sufficient.

Endorsement

Nominations should be made through the relevant departmental Secretary or Chief Executive Officer who should then forward the nomination to the Secretary of the relevant Public Service Medal Committee at the address shown on the next page. The committee will note their endorsement of the nomination.

How are nominations considered?

The various Public Service Medal Committees consider nominations for eligible employees.

Committees meet twice a year to consider nominations for the Australia Day and Queen's Birthday honours lists. Closing dates for nominations should be checked with individual Committee Secretariats but are generally 1 February and 1 August each year.

After considering the nominations, the Committee recommends a list of proposed recipients to the responsible Minister or Premier, who then makes a recommendation to the Governor-General who has the authority to approve the awards.

Responsibility for contacting the proposed recipients rests with the Honours Secretariat at Government House, which arranges for the announcement of the awards to appear in the *Commonwealth of Australia Gazette*. Proposed recipients may decline an award if they wish. Some time after gazettal the recipient will be notified by Government House of the arrangements for them to receive their medal at an official investiture.

Your Guide to Preparing Nominations for the Public Service Medal (PSM) Continues

Public Service Medal Committee Contacts

Nominations for the Public Service Medal for Australian Government and state, territory and local government employees, or queries concerning the nomination process, should be directed to the Public Service Medal Committee contact.

Details are set out below:

AUSTRALIAN GOVERNMENT

Secretary
Public Service Medal Committee
Awards and Culture Branch
Department of the Prime Minister & Cabinet
PO Box 6500
CANBERRA ACT 2600
Telephone: 02 6271 5625
webmaster@itsanhonour.gov.au

STATES AND TERRITORIES

NEW SOUTH WALES

Assistant Director-General
Office of Protocol and Special Events
Premier's Department
GPO Box 5341
SYDNEY NSW 2001
Telephone: 02 9228 4513
opse@premiers.nsw.gov.au

VICTORIA

Senior Protocol Officer
Protocol and Special Events Branch
Department of the Premier and Cabinet
3rd Floor
1 Treasury Place
MELBOURNE VIC 3002
Telephone: 03 9651 5129

QUEENSLAND

Director
Protocol Service Officer
Department of the Premier and Cabinet
PO Box 185
BRISBANE ALBERT STREET QLD 4002
Telephone: 07 3239 3731
protocol@premiers.qld.gov.au

WESTERN AUSTRALIA

Senior Policy Officer
Public Service Medal Secretariat
Ministry of Premier and Cabinet
18th Floor
197 St Georges Terrace
PERTH WA 6000
Telephone: 08 9489 3118
publicservicemedal@dpc.wa.gov.au

SOUTH AUSTRALIA

Manager - Parliamentary, Grants & Support Services
Services Division
Department of the Premier and Cabinet
Level 16, State Administration Centre
200 Victoria Square
ADELAIDE SA 5000
Telephone: 08 8226 3606

TASMANIA


State Protocol Officer
Department of the Premier and Cabinet
GPO Box 123
HOBART TAS 7001
Telephone: 03 6233 6703
protocol@dpac.tas.gov.au

NORTHERN TERRITORY

Director
Strategic Workforce Planning and Development
Office of the Commissioner for Public Employment
GPO Box 4371
DARWIN NT 0801
Telephone: 08 8999 4137
swd.ocpe@nt.gov.au

AUSTRALIAN CAPITAL TERRITORY

Manager
Chief Minister's Support and Protocol
Chief Minister's Department
GPO Box 158
CANBERRA ACT 2601
Telephone: 02 6205 0192
govtsupport@act.gov.au

Please complete the
Nomination form 

Public Service Medal

Nomination form for employees of the Australian Government and state, territory and local government employees.

The Information contained in this document will be held in confidence and is subject to the provisions of the Privacy Act.

Details of person submitting nomination

Full name	<input type="text"/>		
Occupation/APS position	<input type="text"/>		
Business address	<input type="text"/>		Postcode
Telephone number	<input type="text"/>		
Signature	<input type="text"/>	Date	<input type="text"/>

Details of person being recommended for an award

Please complete the section below, and provide a nomination statement either on the back of this form or separately, taking the Guidelines into account.

Surname	<input type="text"/>	Given name(s)	<input type="text"/>	Title	<input type="text"/>
Home address	<input type="text"/>		Postcode		
Telephone number	<input type="text"/>				
Occupation/APS position	<input type="text"/>				
Salary level	<input type="text"/>				
Business address	<input type="text"/>		Postcode		
Telephone number	<input type="text"/>				
Awards and/or degrees	<input type="text"/>				
Date of birth	<input type="text"/>	Place of birth	<input type="text"/>		
If born outside Australia					
Naturalisation Certificate details	<input type="text"/>	OR	Country of Citizenship	<input type="text"/>	

Note: Nominees should not be approached direct for naturalisation details.

Referees

Please list the names of persons who have provided referee statements to support the nomination. At least three should be provided, including, if appropriate, referees from outside the public service.

Name	<input type="text"/>	Name	<input type="text"/>
Position	<input type="text"/>	Position	<input type="text"/>
Name	<input type="text"/>	Name	<input type="text"/>
Position	<input type="text"/>	Position	<input type="text"/>

Nomination statement

Please provide details of the nominee's service which are considered particularly worthy of recognition.

You could use the space below or you may wish to attach a separate statement. You should, however, consider the following questions in developing your nomination:

Service

In what role(s) has the nominee excelled?

[You should give positive details and describe comprehensively the nature of the occupation(s) (i.e. policy, customer service, administration), and the length of service.]

Achievement

How has the nominee demonstrated 'outstanding service'? Has the individual: provided service excellence; shown innovation in programme, project or policy development; excelled in leadership; or achieved more efficient processes, improved productivity or better service delivery?

[You should give details of key achievements that have resulted from the nominee's involvement.]

Impact

How has the nominee's contribution impacted upon their organisation and its clients?

What are the broader outcomes of the nominee's work?

[This is an opportunity to describe in terms of the 'big picture' the significance of the nominee's efforts.]

Other Comments
