



Terms & Conditions

1. Submitting a nomination for the Australian Service Excellence Awards (ASEA) does not guarantee selection as a finalist.
2. CSIA may choose to move your nomination into a different category at our discretion. We're conscious that organisational structures differ across businesses and sectors. To ensure we're judging like for like, CSIA might need to move a nomination to a more appropriate category. While we welcome your input, we reserve the right to have the final say.
3. CSIA will promote the Australian Service Excellence Awards (ASEA) both on its website and through mainstream media. By nominating, you agree to us promoting your organisation (or individuals within it) as a finalist and/or award winner.
4. By nominating, you also agree to CSIA using your organisation's logo during and after the ASEA event, in both electronic and print collateral.
5. We're sensitive to the fact that our judges might be shown confidential or commercially sensitive material. All of our judges sign a confidentiality agreement as part of their role, but by nominating, you agree that you are ultimately responsible for the materials that you share.
6. All nominations must be complete, with any supporting material provided, to be considered. If a nomination is incomplete, we will endeavour to contact you, but you acknowledge that it is your responsibility to provide a complete nomination. No fees will be reimbursed for incomplete nominations.
7. While shortlisted finalists cannot pick judges, we're aware of the potential for conflicts of interest with the members of our judging panel. We will make every effort to ensure that there is no conflict of interest with the judges allocated to you.
8. All nomination fees must be paid in full for your organisation or individual to be considered as part of the ASEA judging process.
9. CSIA reserves the right to make the final decision for each award. This decision is delegated to the lead judge appointed by CSIA who is responsible for collating and tallying the scores from the judging panel and finalising the results in each category.
10. CSIA reserves the right to revoke any Australian Service Excellence Awards award at its sole discretion. CSIA may choose to revoke an award should it become known that the recipient has engaged in criminal or unethical conduct where ongoing association with the recipient will negatively impact on the reputation of CSIA. Confirmation of such conduct must come from a governmental, judicial, or institutional finding, or admission from the recipient.