

# Office of Rail Heritage Volunteer Awards 2010

## Nomination Guidelines

Your guide to nominating outstanding  
volunteers who contribute to  
NSW rail heritage

Volunteers play a fundamental role in preserving and sustaining the rail heritage of NSW. Many projects are completed and public heritage attractions operated and maintained solely through the expertise and resourcefulness of those people who volunteer their time, skills and enthusiasm.

The Office of Rail Heritage Volunteer Awards 2010 provide an opportunity to recognise the outstanding performance of individuals and groups in the following categories:

- Life time achievement
- Customer service;
- Leadership, management or organisational development;
- Community relationship building
- Rail heritage conservation, preservation, restoration or reconstruction project;
- Encouragement

### **How to nominate**

Nominations for the Office of Rail Heritage Volunteer Awards 2010 are now open. The nomination form explains the selection criteria and supporting information required to accompany nominations.

Nominations can be made by any organisation working in partnership with the Office of Rail Heritage to progress the strategy endorsed by the NSW Government for the State's rail heritage collection. Self nominations will not be accepted.

Nomination forms must be completed in full, with information supporting the nomination attached. Attachments may include printed documentation such as photos, newspaper articles, newsletters etc. We are unable to return information or attachments, so please do not include original documentation.

Nominations can be for an individual or a group of individuals from within your organisation (e.g. a team of people working on a particular restoration project).

### **How nominations are assessed**

Assessments will be based on individual or group performance up to June 2010. As the awards recognise excellence in volunteering within the rail heritage industry, more than one award per category may be awarded if nominations are of a particularly high standard. Similarly, if nominations in one or more categories are not deemed to have met the criteria, awards will not be presented.

### **Closing date – Tuesday 15th June 2010**

Nominations open on 28th April 2010. Completed nomination forms, supported by the organisation, must be received by Tuesday 15<sup>th</sup> June 2010.

### **Submitting nominations**

Nomination forms can be sent to:

Sarah Grosse  
Office of Rail Heritage, RailCorp  
PO Box K349  
Haymarket NSW 1238

Or [sarah.grosse@railcorp.nsw.gov.au](mailto:sarah.grosse@railcorp.nsw.gov.au)



## Guidelines for nominations

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### Category 1 – Lifetime Achievement

This award recognises outstanding contributions towards volunteering within the rail heritage industry.

Examples of eligible activities are:

- Over ten years of continuous service within the industry;
- Sharing skills and expertise with others through structured or informal training over a sustained period;
- Exceptional and continual contribution to a project or event which has resulted in increased public enjoyment of rail heritage;
- Regular and sustained attendance or dedication to a restoration or conservation project; and
- A lifetime of acquisition of specialised knowledge and recognised within the industry as a technical specialist.

Criteria

- Outstanding dedication of time or work beyond that which was expected or required of them on a particular project or for a particular organisation.
  - Exceptional knowledge and/or skill which has been developed over a sustained period of time and shared within the industry.
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### Category 2 – Customer Service

This category recognises an individual or team responsible for providing excellence in customer services to members of the public.

Examples of eligible activities include:

- Excellence in providing support services for rail heritage train tours (e.g. on board, platform or maintenance);
- Providing high quality guide or information services to visitors at a site; and
- Working as part of a team charged with the task of delivering a highly successful event for members of the public.
- Development of new products/services in response to customer feedback

Criteria

- Significant contribution to skills/system development to support frontline service delivery
  - Demonstrated high quality customer service in a role dealing with the public
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### Category 3 – Leadership, Management and/or Organisational Development

This category recognises excellence in an individual or team responsible for the leadership, management or organisational development of a rail heritage volunteer based organisation.

Examples of eligible activities include:

- Creative ways of including members and volunteers in the planning and decision making of the organisation;
- Sharing expertise, information and resources collaboratively with other rail heritage organisations; and
- Introducing and/or delivering new support systems (e.g. asset management, safe working systems, cataloguing/records management and/or training) which improves the competence and effectiveness of the organisation.
- Management of change associated with organisation improvements.

Criteria

- Demonstrated innovative leadership and management skills in a rail heritage organisation.
- Evidence of facilitating the enhanced participation of members and volunteers within the organisation to achieve an outcome.

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### Category 4 – Community Relationship Building

This category recognises excellence in those individuals or teams within a rail heritage organisation who have demonstrated exceptional ability in building and maintaining relationships within their local community and/or region to achieve outcomes of mutual benefit.

Examples of eligible activities include:

- Jointly hosting a regular and highly successful community event;
- Positioning rail heritage as an attractive visitor experience within a local tourism region and/or event; and
- Building relationships with key community partners which deliver positive outcomes for rail heritage groups and the local community e.g. regional marketing initiatives involving a range of visitor services/experiences.

Criteria

- Evidence of building up the profile of rail heritage within a local community in ways which generate community support for events, programs, joint projects or positive outcomes.
- Demonstrated example(s) of community relationships which have enabled members of the public to enjoy rail heritage experiences.



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## Category 5 – Rail heritage conservation, preservation, restoration or reconstruction

This category recognises excellence in conservation, restoration, preservation or reconstruction of a rail heritage asset.

Examples of eligible activities include:

- Completing a project to a high standard;
- Significant progress towards completion of a project;
- Preparation of/or research in conservation management practices which have aided in the completion of a project; and
- Development of training materials and/or sharing expertise aimed at supporting the completions of a project.

Criteria

- A high standard of technical rail heritage knowledge or skill applied to a conservation, preservation, restoration or reconstruction project.
- Demonstrated experience in the preparation of conservation management documents or tools to support a project.

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## Category 6 – Encouragement

This category recognises significant improvement in the contribution of an individual or a team to the ongoing operations of a rail heritage organisation.

Examples of eligible activities include:

- Significant contribution to the operations of a rail heritage organisation (for example, a consistent pattern of volunteering or a new volunteer making a real difference to a particular project)
- Leading or supporting a role in recruiting new volunteers to an organisation or project; and
- A recognisable increase in individual or team skill level or taking over responsibility for an area of activity within an organisation.

Criteria

- Demonstrated growth in volunteering performance, skill level or responsibility.

