



The story continues...As we power up new technologies and transformations to meet the needs of our customers and employees, the expectations increasingly shift & grow. We introduce you to this year's conference & awards themed: ***Power Up the Xperience – How digital transformations are empowering local government & their communities.***

These awards are open to all Victorian MAV Technology members. And this year we are also inviting our national partners to nominate for their own award category.

The Awards for Excellence categories for 2023 are as follows:

1. **Customer Experience Award**

Customer Experience in this category has several variations and definitions. This award category covers customer experience (CX), User Experience (UX), User Interface (UI) – looking for *customer* centric activities - people at the centre. Are we delivering something that people want and can use? A good digital customer experience could require a totally new approach to service delivery. It demands new business processes and cultural change within council.

2. **Employee Experience Award**

This award category covers our employee experience (EX), User Experience (UX), User Interface (UI) – looking for *employee* centric activities - people at the centre. Are we delivering something that our staff want and can use? A good digital employee experience could require a totally new approach to how we work internally within our organisations. It also demands new business processes and cultural change within council.

3. **Collaboration or Partnership Award**

Working together to achieve better, faster, simpler and more cost effective outcomes for our communities. Collaboration or partnerships between council business areas; between councils; or between councils and external service providers, other levels of government, research organisations or community groups are all eligible.

4. **Emerging Technologies Award**

Using information communication technologies and data to be more efficient, solve challenges, and provide new opportunities. Smart communities advocate for the integration of technology and data infrastructure, promote digital technologies to increase the capability of existing infrastructure and services, and champion citizen involvement and citizen-focused service delivery. Has your organisation implemented something that no one else has before? Or built the foundation to start leveraging new and emerging technologies?

5. **Data & Insights Award**

This category is to celebrate achievements on all things Data. How has your organisation used data for better customer, employee, organisational outcomes? Have you used data to leverage



new ways of working? Has data insights played a key role in building something more efficient or effective? This category is for all projects that relate to the use of and or implementation of data initiatives.

6. **LOLA Australia - Achievement of the Year Award**

One overall winner of the above 5 entry categories, as determined by the independent judges, will be submitted to the LOLA international committee for entry into the 2023/2024 host country awards nomination process.

7. **National Achievement Award** *(Only open to NSW, SA, QLD, WA, TAS, NT & ACT)*

This category is open to other states to celebrate their initiatives and achievements in all things ICT.

We will also include a further 2 awards that sit outside the nomination process that will be judged by the MAV technology members and conference attendees:

1. **Exhibitor of the Year Award**

MAV Technology conference attendees will have the opportunity to vote for their favourite / best exhibition presence.

2. **People's Choice Award**

The best of the announced finalists will be voted on by the members in the lead up to the conference. Voting on finalists will be made available online one week prior to the event.

Our council members want to know more about the projects being considered for an award and want you to share it with them at the conference as part of the agenda over the 2 days. So we will be inviting you and your team to please present your nominated project at the Conference on the 10 or 11 August (agenda time/date to be discussed with Jean Ciancio).

Please send your completed entry form to technology@mav.asn.au by **5pm on Friday 9 June 2023**.

Finalists will be announced in the weeks prior to the MAV Technology conference, where we will ask for a summary of your project to share with our members to be in the running for the "People's Choice" award.

Winners will be announced at the Awards for Excellence Dinner on Friday 11 August 2023 at The Melbourne Convention & Exhibition Centre, as part of the MAV Technology "Power Up the Xperience" National Conference.