Established in 1989, the Public Service Medal is a prestigious award within the Australian system of honours and awards. A maximum of 100 medals can be awarded in any year.

The Public Service Medal is awarded on the basis of merit, and was created to recognise, encourage and reward excellence in public service. The medal is not awarded for long service.

All public sector employees are eligible to be nominated for the award, except those who are eligible for other meritorious service awards, such as members of the Defence Force, Police and Fire services.

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

Guidelines for the preparation of nominations for the Public Service Medal

The Award
The Public Service Medal (PSM) is part of the official Australian system of honours and awards.

Only 100 awards of the PSM can be made in any calendar year. Of these, 30 can be awarded to Commonwealth officers and the remainder are distributed to the State 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 criteria 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 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.

Outstanding service could be shown through:

- Service excellence to the public, or to external or internal clients;
- Innovation in program, project or policy development;
- Leadership, from below or as a member of a team; or
- The achievement of more efficient processes, cost savings, improved products or better service delivery.
Who is eligible?
All Public Sector employees of the Commonwealth Government, State and Territory governments and local governments are eligible for the medal, except for members of the Defence Force, and the police and fire services who are eligible for comparable awards. The 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.

Citizenship
A person who 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 Commonwealth, 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 Commonwealth Government to seek the appropriate agreement.

Retired Officers
Awards of the Public Service Medal can 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 State PSM Committee can assess the nomination relative to the duties which 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 may be appropriate to obtain referee statements from outside the public service, for instance if the nominee is being nominated for outstanding services to a particular community or industry. If the nominees 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.

There is no limit on the number of referee statements provided, although three to four would normally be sufficient.

Other
Nominations for the award of the Public Service Medal should be made through the relevant Director-General or Chief Executive Officer, who should then forward the nomination to the Secretary, Public Service Medal Committee, at the address shown below. The nominations should clearly show that they have the support of the Director-General or Agency Head.

How are nominations considered?
The Public Service Medal Committee which is chaired by the Director-General, Department of Premier and Cabinet considers those nominations for eligible employees.

The PSM Committee meets twice a year to consider nominations for the Australia Day and Queen’s Birthday honour lists. Nominations for these meetings close on 1 August and 1 February respectively.

After considering the nominations, the Committee recommends a list of proposed recipients to their Premier or responsible Minister, 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 Gazette. Proposed recipients may decline an award when approached by the Honours Secretariat, if they wish. Some time after gazettal the recipients will be notified by Government House of the arrangements for them to receive their medal at an official investiture.

PSM Committee Secretariat
Nominations for the PSM for State/Territory employees, or queries concerning the nomination process, should be directed to the PSM Committee Secretary.

Public Service Medal Queensland Committee Secretary
Protocol Queensland
Department of the Premier and Cabinet
PO Box 15185
City East Qld 4002
Phone: (07) 3224 4822 Fax: (07) 3224 6502
Email: protocol@premiers.qld.gov.au
The Public Service Medal

Nomination form for Public Sector Employees of The States and Territories

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 ..................................................................................................................................................
Occupation ............................................................................................................................................... 
Business address ..................................................................................................................................... 
........................................................................................................................................................... Telephone Number 

Signature ............................................................................................................................................... Date 

Details of person being recommended for an award

Please complete the section below, and provide a nomination statement either on the page overleaf or separately, taking the Guidelines into account.

Surname .............................................. Given name(s) .....................................Title ..............
Home address: ...........................................................................................................................................
........................................................................................................................................................... Telephone Number 

Occupation ............................................................................................................................................... Salary level 
Business address ........................................................................................................................................
........................................................................................................................................................... Telephone Number 

Awards and/or degrees .................................................................................................................................
Date and place of birth ................................................................................................................................
If born outside Australia ............................................................................................................................... 
(a) Naturalisation Certificate details or (b) Country of citizenship 
NB: Nominees should not be approached direct for naturalisation details

Referees

Please list the names of persons who have provided referee statement to support the nomination. At least three should be provided, including, if appropriate, referees from outside the public service. Referees should refer to examples of outstanding service using the four elements in the guidelines.

Name ......................................................................................................................................................
Position ..................................................................................................................................................
Name ......................................................................................................................................................
Position ..................................................................................................................................................
Name ......................................................................................................................................................
Position ..................................................................................................................................................
NOMINATION STATEMENT

Executive Summary – Please include a brief summary of no more than 200 words outlining why a nominee should receive an award and how they have performed in an extra-ordinary manner.

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NOMINATION CRITERIA

Service – Details of the nominee’s service which are considered particularly worthy of recognition. In what role(s) has the nominee excelled? Give positive details and describe comprehensively the nature of the occupation, ie. policy, customer service, administration and the length of service.

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Achievement – How has the nominee demonstrated ‘outstanding service’? Has the individual provided service excellence; shown innovation in program; project or policy development; excelled in leadership; or achieved more efficient processes, improved productivity or better service delivery?

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Impact – How has the nominee’s contribution impacted upon their organization and its clients? What are the broader outcomes of the nominee’s work or the significance of the nominee’s efforts?

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