

## **ATRQ Recognition Awards (The Chuff Awards)**

**Purpose:** to recognise the valuable contribution staff, whether voluntary or paid, make to the Queensland tourist heritage rail sector and to raise the profile of the various roles volunteers/staff provide to the community.

Two (2) categories of nomination: *Customer Service* (Front of House) and *Behind the Scenes* (Back of House).

*Customer Service* category is for those volunteers/staff who provide the customer service for the member organizations i.e. ticket sellers, tour guides, on train attendants, train drivers.

*Behind the Scenes* category is for those volunteers/staff who provide valuable services such as locomotive/carriage restoration and maintenance, track maintenance, grounds/garden maintenance, safety and administration.

### **Awards:**

Twice yearly to coincide with ATRQ meeting closest to National Volunteers Week - in May each year and International Volunteers Day - 5 December each year. These dates have been chosen as the majority of ATRQ member organizations consist of mainly volunteer workers.

### **Sub-Committee:**

ATRQ Secretary  
ATRQ Awards Coordinator  
Three (3) awards judges

ATRQ Committee appoints the ATRQ Awards Coordinator. ATRQ Awards Coordinator reports to the ATRQ Secretary.

The ATRQ Secretary and the ATRQ Awards Coordinator appoint the three (3) judges. The judges report to the ATRQ Awards Coordinator.

ATRQ Awards Coordinator is responsible for coordinating the entire awards process. This person may or may not also be an ATRQ committee member.

The Judging Panel is to consist of three (3) judges and the ATRQ Awards Coordinator. The judges are to report to the ATRQ Awards Coordinator. The judges shall be made up of one (1) ATRQ representative whether an official or a representative of a member organisation, one (1) representative of a volunteer organization that is not representative of rail heritage eg. Red Cross, SES, Meals on Wheels and one (1) independent representative eg. business/industry representative.

### **Judging process:**

The judging process is confidential.

The judge's decision is final.

Nominations close six (6) weeks prior to the ATRQ meeting dates that precede the May and December target volunteer recognition dates.

The ATRQ Awards Coordinator collects the completed nomination forms and records the nominations. Any nominations received after the closing date shall be carried over into the next nomination period.

Depending on the number of nominations received, one of the following two judging processes shall be selected by the Awards Co-ordinator.

#### Judging Process 1

The ATRQ Awards Coordinator evenly distributes the completed nomination forms between the three (3) judges. ATRQ Awards Coordinator to liaise with judges and nominate suitable judging date/s and venue/s to facilitate completion of judging process at least two (2) weeks prior to the nominated ATRQ meeting date.

ATRQ Awards Coordinator is to arrange to notify each member organization of any nominations of their members, remind them of award presentation at next ATRQ meeting and request confirmation of nominated representative attending the meeting.

Within one week of receiving their allocated completed nomination forms judges are to decide on one (1) or two (2) as their chosen finalist/s for each category. More finalists may be chosen at the discretion of the judges.

Judges and the ATRQ Awards Coordinator are to meet at date/s and venue/s as arranged by the ATRQ Awards Coordinator to decide a winner

for each category from the finalists. More than one winner for each category may be allowed at the discretion of the judges.

If a decision cannot be reached at this meeting the judges have the right to contact a nominated representative from the member organization to obtain further information to assist them in making a decision.

Judges are to return **all** nomination forms to the ATRQ Awards Coordinator at the completion of the judging process.

### Judging Process 2

The ATRQ Awards Coordinator distributes copies of the completed nomination forms between the three (3) judges. ATRQ Awards Coordinator to liaise with judges and nominate suitable judging date/s and venue/s to facilitate completion of judging process at least two (2) weeks prior to the nominated ATRQ meeting date.

ATRQ Awards Coordinator is to arrange to notify each member organization of any nominations of their members, remind them of award presentation at next ATRQ meeting and request confirmation of nominated representative attending the meeting.

Judges and the ATRQ Awards Coordinator are to meet at date/s and venue/s as arranged by the ATRQ Awards Coordinator to decide a winner for each category from the finalists. More than one winner for each category may be allowed at the discretion of the judges.

If a decision cannot be reached at this meeting the judges have the right to contact a nominated representative from the member organization to obtain further information to assist them in making a decision.

Judges are to return **all** nomination forms to the ATRQ Awards Coordinator at the completion of the judging process.

ATRQ Awards Coordinator to notify the ATRQ Secretary of the completion of the judging process two weeks prior to the nominated ATRQ meeting.

ATRQ Awards Coordinator to make arrangements for preparation of certificates and prizes prior to and delivery of same to the nominated ATRQ meeting.

### **Award presentation:**

To be undertaken twice yearly at the ATRQ meeting closest to National Volunteers Week – in May each year and International Volunteers Day – 5 December each year.

A certificate and prize will be the award for each winner for each category.

Awards will be handed to the representatives of the respective winners' organizations who attend the nominated ATRQ meeting. The member organization will then pass on the award/s to the individual winner/s, preferably accompanied by an award presentation at their next meeting/work day or at a special BBQ etc.

### **Follow up Housekeeping:**

ATRQ Awards Coordinator to follow up with winner organizations six (6) weeks after the nominated ATRQ meeting to obtain feedback on award presentation to individual/s.

ATRQ Awards Coordinator to prepare a report of awards process for the ATRQ Secretary within two (2) weeks of the nominated ATRQ meeting or at a time nominated in liaison with the ATRQ Secretary.

ATRQ Awards Coordinator to prepare an article about the awards for inclusion in the ATRQ newsletter within two (2) weeks after the nominated ATRQ meeting or at a time nominated in liaison with the ATRQ Newsletter editor.

ATRQ Awards Coordinator is responsible for coordinating the printing, stock take and distribution of the nomination forms and any other necessary documentation to the member organizations, committee representative and judges. (and sponsors)