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| Frequently asked questions |
| Last updated 5 May 2022 |
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Key information and dates can be found on the [Victorian Public Healthcare Awards website](https://www.health.vic.gov.au/VPHAwards) <https://www.health.vic.gov.au/VPHAwards>.

This document will be periodically updated to reflect new queries the department has received, with the latest updates highlighted in yellow.

If your question is not answered here, contact the [Awards Secretariat](mailto:healthcareawards@health.vic.gov.au) <healthcareawards@health.vic.gov.au>.

## Preparing your entry

### Can you advise me on my eligibility and which category I should apply for?

The Awards Secretariat can provide information on eligibility requirements and awards categories but cannot provide advice. It is the responsibility of the entrant to determine whether or not they meet the relevant requirements and criteria.

Please review the following webpages for more information on eligibility and to decide on the most appropriate category for your entry:

* [Enter the awards](https://www.health.vic.gov.au/recognition-and-awards/victorian-public-healthcare-awards-enter-the-awards) <https://www.health.vic.gov.au/recognition-and-awards/victorian-public-healthcare-awards-enter-the-awards>
* [Award categories](https://www.health.vic.gov.au/recognition-and-awards/victorian-public-healthcare-awards-award-categories) <https://www.health.vic.gov.au/recognition-and-awards/victorian-public-healthcare-awards-award-categories>
* [Awards terms and conditions](https://www.health.vic.gov.au/recognition-and-awards/victorian-public-healthcare-awards-terms-conditions) <https://www.health.vic.gov.au/recognition-and-awards/victorian-public-healthcare-awards-terms-conditions>

### Can you review my entry and provide me with advice?

To ensure fairness to all entrants, we cannot provide advice on entries.

However, general tips and advice on how to prepare your entry is available on the [Enter the awards webpage](https://www.health.vic.gov.au/recognition-and-awards/victorian-public-healthcare-awards-enter-the-awards) <https://www.health.vic.gov.au/recognition-and-awards/victorian-public-healthcare-awards-enter-the-awards> under ‘Step 3 – Prepare your entry’.

### Can I submit more than one entry?

Your organisation can submit multiple entries; however, the same entry cannot be submitted for more than one award. We understand your entry may be suitable for more than one category, but you need to select the award that best matches the central purpose of your program or initiative.

Please note that if the same entry is submitted for more than one award, all entries will be deleted.

### I am entering the Premier's Health Service of the Year Awards. Do I need to provide information on the financial and monitoring status of my health service?

We understand the COVID-19 pandemic has had an impact on health services, so this year, we have reduced the budgetary requirements traditionally required in entries.

Beyond providing basic information on your annual budget in the ‘About the organisation’ section of your entry, there is no need to provide more detailed financial details.

The financial and monitoring status information the department has for each health service will be considered during the vetting process after entries close and will not need to be supplied upon entry.

Judges will take the pandemic into account when considering each application.

### Can I include videos in my supporting documentation?

You can include a link to a video hosted by an external site as part of your entry. Please ensure the video is less than 5 minutes. DVDs will not be accepted.

### Can I change the award category for my online entry?

If you wish to change award categories during the entry period, contact the Award Secretariat via [healthcareawards@health.vic.gov.au](mailto:healthcareawards@health.vic.gov.au)

The Awards Secretariat cannot move entries between categories after the entry close deadline.

### I’m having technical issues with my entry. Can you help me?

If you are experiencing technical difficulties, contact the Awards Secretariat via [healthcareawards@health.vic.gov.au](mailto:healthcareawards@health.vic.gov.au)

### I am not going to make the deadline. May I have an extension?

To ensure the entry process is fair and impartial, we cannot accept late submissions, nor can we offer extensions for submitted yet incomplete entries. Once the online awards portal closes, submissions will be judged based on the content provided.

## After submission

### Can I delete or change my entry after it has been submitted?

Even if you have submitted an entry, you can delete or change the entry at any time prior to the entry close deadline.

You can make edits by logging into the [online awards portal](https://healthcareawards.awardsplatform.com/) <https://healthcareawards.awardsplatform.com> and selecting the relevant entry.

### Will I be able to log in to the online awards portal after entries close?

You will be able to log in and view your entry after entries close but you will not be able to make any changes or withdraw your submission.

## Feedback and help

### Can I recommend a category for inclusion?

This year’s award categories have been finalised. However, the awards are informed by the healthcare sector and we are open to suggestions for future years. These can be sent to the Awards Secretariat via [healthcareawards@health.vic.gov.au](mailto:healthcareawards@health.vic.gov.au)

### I would like to provide feedback on the awards. Who can I contact?

The awards are a celebration of and for the Victorian public healthcare sector. We are constantly looking at how we can improve, and we welcome your feedback for future years. Comments and suggestions can be sent to the Awards Secretariat via [healthcareawards@health.vic.gov.au](mailto:healthcareawards@health.vic.gov.au)

### I have a question that isn’t listed here. How can I get help?

Contact the Awards Secretariat via [healthcareawards@health.vic.gov.au](mailto:healthcareawards@health.vic.gov.au)

A member of our team will try to respond to you as soon as possible, but please note we are currently receiving a large number of enquiries.

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