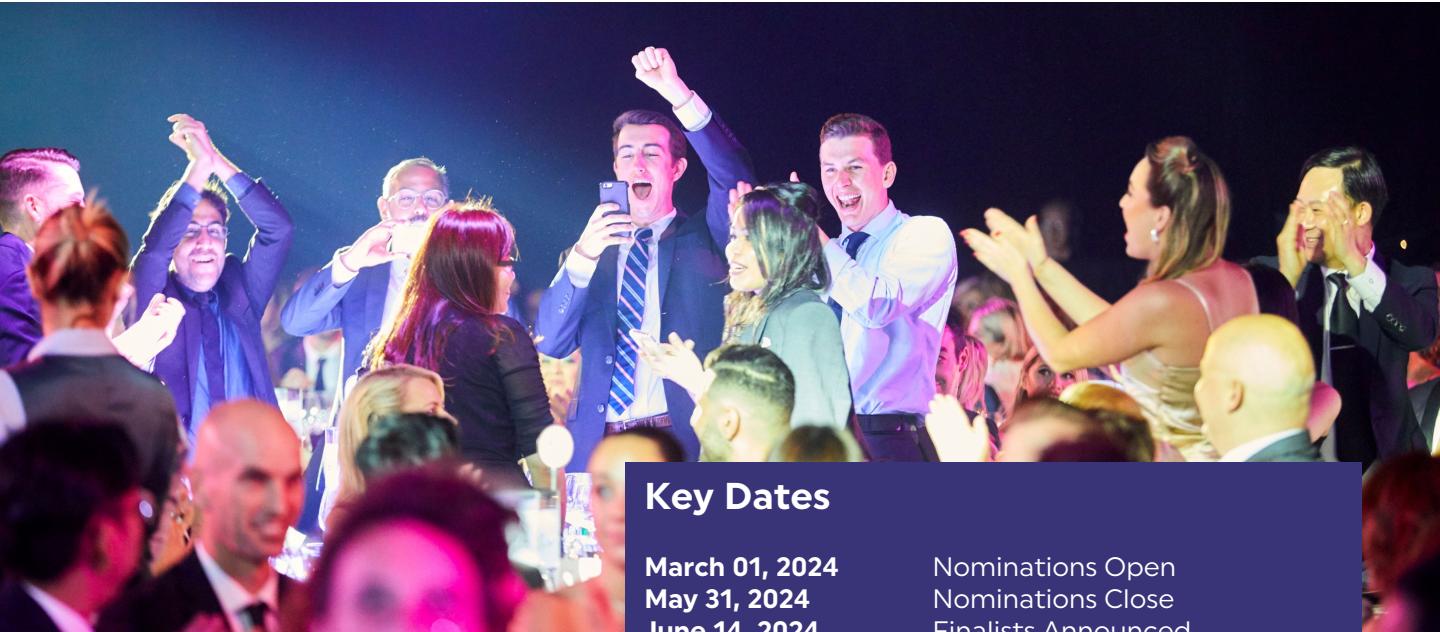


2024 Awards Program



Australian
Service
Excellence
Awards



Celebrating Service Excellence

For over twenty years, the Customer Service Institute of Australia has celebrated customer service excellence by both individuals and organisations through the Australian Service Excellence Awards program.

Nominations for the 2024 program open on March 01, 2024 and close on May 31, 2024

CSIA encourages organisations and individuals to recognise and reward achievements, ingenuity and innovation in customer service and customer experience by elevating these accomplishments to a national stage through the Awards program.

Nominations can be submitted from March 01, 2024 via the awards portal accessed through the CSIA website [csia.com.au](https://www.csia.com.au) where you will also find further information including terms, costs, judging criteria and frequently asked questions.

Key Dates

March 01, 2024	Nominations Open
May 31, 2024	Nominations Close
June 14, 2024	Finalists Announced
July 15, 2024	Finalist Judging Commences
September 06, 2024	Finalist Judging Concludes
October TBA 2024	Winners Announced

Award Categories

Organisations

- Customer Service Organisation of the Year – Large
- Customer Service Organisation of the Year – Medium
- Customer Service Organisation of the Year – Government / Not-For Profit
- Service Excellence in a Small Business
- Service Excellence in a Large Contact Centre
- Service Excellence in a Medium Contact Centre
- Service Excellence in a Small Contact Centre
- Customer Service Team of the Year
- Customer Service Project of the Year

Individuals

- Customer Service Advocate of the Year
- Customer Service Professional of the Year
- Customer Service Leader of the Year
- Customer Service Manager of the Year
- Customer Service Executive of the Year

For more information about the 2024 Australian Service Excellence Awards please contact CSIA on 1300 912 700 or email awards@csia.com.au