





ACSA
AGED CARE
AWARDS
2020



**Nomination
Submission
Guide**

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2020 ACSA Aged Care Awards

ACSA is the leading national peak body supporting not for profit church, charitable and for purpose providers of retirement living, community, home and residential care for more than 450,000 older Australians.

ACSA is at the forefront, representing, leading and supporting members to achieve excellence in providing quality affordable housing and community and residential care services for older Australians.

The 2020 ACSA Aged Care Awards will celebrate the outstanding achievements and contributions made by ACSA Member Organisations, teams and individuals in the aged care industry throughout the year.

Award Categories

PROVIDER OF THE YEAR

This award recognises a residential, community care or retirement village provider that demonstrates outstanding leadership, management, workforce culture, innovation, communication and excellence to the sector.

REGIONAL, RURAL, REMOTE (RRR) PROVIDER OF THE YEAR

This award recognises a residential, community care or retirement village provider that has a head office located in a regional, rural or remote area. This provider demonstrates outstanding leadership, management, workforce culture, community engagement, innovation, communication and excellence to the sector.

INNOVATION IN SERVICE OR DESIGN

This award recognises a program, project or initiative that shows originality to improve the lives of older Australians. The project should focus on achieving positive outcomes for all concerned. The project can be focused on either improving services to older people or on the design and building of new or improved spaces for older people.

DISTINGUISHED SERVICE IN CARE AWARD

This award recognises an individual who has worked in the delivery of services to older people and is actively working in the aged care sector.

This year, there are seven award categories - with winners from each state and territory forming the list of nominees for ACSA's 2020 National Aged Care Awards, to be presented during the organisations 33rd National Summit, Being held on the Gold Coast 14 - 16 September 2020.

Through celebrating these successes, the awards continue to put a spotlight on the hard work and achievements of those who work in the aged care industry.



The award aims to celebrate the recipient's outstanding achievement and their contribution to the betterment of the aged care sector.

EMPLOYEE OF THE YEAR

This award recognises the dedication and contribution of an individual employee in the delivery of services to older people. The employee must have excelled in the care of older people, demonstrated initiative in their workplace, and helped to strengthen and inspire their colleagues.

VOLUNTEER OF THE YEAR

This award recognises an individual who exemplifies the tireless generosity of volunteers in caring for and supporting older people and their carers.

TRAINING AND DEVELOPMENT AWARD

This award recognises the outstanding achievements of an employee at any level who is studying and working towards a qualification in the aged care sector, or has shown exemplary commitment to training or professional development of themselves or others.

Award Prizes

STATE/TERRITORY AWARD PRIZES

Finalists from each State/Territory Award category will be offered one (1) complimentary ticket to attend their State/Territory Award presentation ceremony.

State/Territory Award winners will receive:

- Engraved trophy
- Award seal to be used on winner's promotional material
- Certificate of Recognition
- Progress as finalists to ACSA's 2020 National Aged Care Awards, to be held during ACSA's on the Gold Coast 14 - 16 September 2020
- \$400 off the standard registration fee for ASCA's 33rd National Summit
- The opportunity to be part of ASCA's 'Guru Bar' at the 33rd National Summit to promote their work and achievements
- Winners of the Volunteer of the Year Award can apply to ACSA to receive a bursary of up to \$1000 to assist with travel expenses to enable attendance at ACSA's 33rd National Summit

National Award Prizes

National Award winners will receive:

- Engraved trophy
- Award seal to be used on winner's promotional material
- Certificate of Recognition
- The winner of each category will be engaged to participate in media opportunities undertaken by ACSA

2020 - Key Dates

13 February	Nominations open
26 March	Nominations close
April	Evaluation and judging of State/Territory Award nominations
6 May	Finalists notified

Presentation of Awards

8 July	TAS State Awards
10 July	SA State Awards
17 July	NSW State Awards
24 July	WA State Awards
28 July	QLD State Awards
30 July	VIC State Awards

Winners from all states/territories (in aligned categories) have the opportunity to compete with others to be named the best in Australia at ACSA's 2020 National Aged Care Awards.



Eligibility, Nominations & Conditions

Eligibility, Nominations & Conditions

ELIGIBILITY

- To be eligible for an award, all nominees - both individuals and organisations - must be current ACSA members and involved in the care of older persons in Australia.
- A maximum of three (3) nominations will be accepted per organisation, per individual category type per state/territory.
- A maximum of one (1) nomination will be accepted per organisation, per organisation category type per state.
- The head office of providers applying for the Regional, Rural, Remote (RRR) Provider of the Year must be located in an area that is classified as regional, rural or remote. Organisations with a RRR facility, but a head office located in a metropolitan area, do not qualify.
- Award winners from the previous year are ineligible for nomination within the same category.
- Corporate and aged care supplier organisations are ineligible.
- Nominated organisations and individuals must currently be working in the aged services industry in Australia.
- Where eligible, nominations for more than one award category may be made by an organisation.
- Organisations cannot submit the same application for the same category across multiple states/territories.
- Each entry in each category requires an individual nomination form to be completed.
- All nominations will be kept confidential.
- No alterations are permitted by the submitting organisation/individual after the date of submission.
- ACSA's decision to accept entries will be based on the completeness and correctness of the submission. Any submission that does not have sufficient detail or does not address the entry requirements will be deemed to be invalid. Invalid entrants will be notified, and no correspondence will be entered into. Invalid entrants will not have an opportunity to resubmit.
- All decisions regarding award winners are final and no correspondence will be entered into. These decisions cannot be appealed.
- Award submissions will become the property of ACSA once they are received and will be assessed and judged by the judging panel. Judges will use the submission in its entirety to undertake their assessment.

NOMINATIONS & CONDITIONS

- All nominations are to be submitted electronically to events@acsa.asn.au by no later than 5pm (local time) on the closing date.
- Nominees may self-nominate, however self-nominations must be supported by the employing organisation, where relevant.
- Nominees must inform their employing organisation that they intend to submit a nomination.
- ACSA reserves the right to use all or any of the material entered into the awards for promotional purposes. Entrants must be willing to share knowledge and experiences by allowing ACSA to publicise their achievements. No payment of royalties or other charges for the use of materials submitted to the awards will be provided.
- Nominators and finalists must agree to be contacted by ACSA or the awards judging panel to verify any information submitted and the eligibility of the nominee.

- ACSA reserves the right, in its absolute discretion, to revoke an award from any recipient organisation or individual if evidence emerges (to the satisfaction of ACSA) that the recipient has engaged in activity that is unlawful or does not align with ACSA's values.
- All nominations will be acknowledged with a receipt of confirmation. Please contact ACSA via events@acsa.asn.au if you do not receive a confirmation email within 48 hours of submitting your application.
- It is up to the individual finalists to cover any costs relating to their attendance and/or travel to the State/Territory or National Awards events.
- ACSA reserves the right to change these terms and conditions at any time. All entrants agree to abide by the most recent version.



Selection Criteria

Selection Criteria

- All entrants must complete the official nomination form and address the following selection criteria for the category to which the submission relates.
- Nominations must include a typed document not exceeding four (4) A4 pages and addressing the criteria for the category.
- A supporting photograph should be submitted in high resolution for print purposes (300dpi) – as an attachment, not embedded within the document.
- No other supporting attachments outside of the requested materials will be considered during the judging process.
- Award submissions must specify only one (1) state/territory. If an organisation has selected multiple states/territories, ACSA reserves the right to allocate the submission to a state/territory of its choosing.

PROVIDER OF THE YEAR

- Briefly describe your organisation (services, clients, size, length of operation, etc).
- Provide brief summaries of your organisation's notable activities in the following areas:
 - People management and workplace culture
 - Training and development of staff
 - Technology
 - Customer service
 - Stakeholder communications
 - Environment
- Include up to 80 words of your choice to be used for the announcement of the nomination at the awards presentation event.
- Outline the details of who will accept the award on behalf of the organisation at the awards presentation event. In particular, name, job title and phonetical pronunciation of their name.

REGIONAL, RURAL, REMOTE (RRR) PROVIDER OF THE YEAR

- Briefly describe your organisation (services, clients, location, size, length of operation, etc).
- Provide brief summaries of your organisation's

notable activities in the following areas:

- People management and workplace culture
 - Training and development of staff
 - Technology
 - Customer service
 - Stakeholder communications
 - Environment
- Include up to 80 words of your choice to be used for the announcement of the nomination at the awards presentation event.
 - Outline the details of who will accept the award on behalf of the organisation at the awards presentation event. In particular, name, job title and phonetical pronunciation of their name.

INNOVATION IN SERVICE OR DESIGN

- Provide a summary/overview about the project/program.
- What were the circumstances that inspired your organisation to implement this project/program?
- Detail how the project/program was implemented including:
 - Planning and measurable objectives
 - Employee participation and stakeholder involvement
 - Use of technology or innovative practices
 - Outcomes & evaluation
- Explain how the project/program is sustainable or transferable to other organisations and how it has demonstrated excellence in service delivery.
- What were the project outcomes achieved? Supply any other information that you consider relevant to this nomination.
- Include up to 80 words of your choice to be used for the announcement of the nomination at the awards presentation event.
- Outline the details of who will accept the award on behalf of the organisation at the award presentation event. In particular, name, job title and phonetical pronunciation of their name.

DISTINGUISHED SERVICE IN CARE AWARD

- Outline the individual's work history in the aged care sector.
- Describe how the individual has acted to support the improvement of their workplace, colleagues, clients and ultimately the sector, providing examples where possible.
- Describe how the individual's commitment and dedication has been reflected in practice, providing examples where possible.
- Describe any key achievements related to their work in the aged care sector and why they should receive the award.
- Include up to 80 words of your choice to be used for the announcement of the nomination at the awards presentation event.
- Outline the phonetical pronunciation of the individual's name, if necessary.

EMPLOYEE OF THE YEAR

- Outline the employee's role in your organisation.
- Describe how the employee has contributed towards effectiveness and efficiency in care provision, providing examples where possible.
- Describe how the employee demonstrates initiative and sets the pace in a supervisory or non-supervisory role and/or initiates developmental activities to improve job knowledge or work performance, providing examples where possible.
- Describe how the employee's commitment and dedication has been reflected in practice, providing examples where possible.
- Describe how the employee has acted to strengthen and inspire their colleagues, providing examples where possible.
- Include up to 80 words of your choice to be used for the announcement of the nomination at the award presentation event.
- Outline the phonetical pronunciation of the individual's name, if necessary.

VOLUNTEER OF THE YEAR

- Outline the volunteer's role in your organisation (including length of service and what attracted them to volunteer services to your organisation).
- Outline the positive impact the volunteer has had on the organisation and/or the local community.
- Describe how the volunteer has shown professionalism in the workplace and why they should receive the award, providing examples where possible.
- Describe how the volunteer has demonstrated their level of commitment and dedication to the organisation and the sector, providing examples where possible.
- Include up to 80 words of your choice to be used for the announcement of the nomination at the award presentation event.
- Outline the phonetical pronunciation of the individual's name, if necessary.

TRAINING AND DEVELOPMENT AWARD

- Outline the employee's role in your organisation (including length of service, what attracted them to work in aged care and what study / qualification they are working towards, if applicable).
- Describe how the learning training or professional development has assisted the individual and/or the organisation in providing an innovative or better quality of care in the organisation, providing examples where possible.
- Describe how the employee has demonstrated their level of commitment and dedication to the organisation and the sector, providing examples where possible.
- Describe how the employee has shown professionalism in the workplace and why they should receive the award.
- Include up to 80 words of your choice to be used for the announcement of the nomination at the award presentation event.
- Outline the phonetical pronunciation of the individual's name, if necessary.

Judging

- ACSA will appoint a judging panel in each state/territory. The judging panel may consist of individuals from aged care providers, ACSA staff, allied industry partners/suppliers and/or people of significance within the aged care sector.
- The judging panel will use the selection criteria and submitted response to undertake its assessment. Judges are not required to use the supplementary documents to make their decision. Judges may call for additional information or clarification on individual applications.
- The judging panel will have discretion when considering nominations. No correspondence will be entered into in respect of a judging panel decision and a judging panel decision cannot be appealed.
- There will be one (1) winner awarded in each category (unless no nominations have been received for that category). There cannot be multiple winners per category.
- If there is only one (1) nomination in a category, that organisation or individual will automatically be the winner for that category - as long as the judging panel and ACSA can determine they meet the award criteria.
- The ACSA Board reserves the right to make any other awards, whether nominations in respect of the award have been made or not.
- All attempts will be made to ensure there is no conflict of interest between members of the judging panel and those submitting nominations.

Contact Us

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T: 1300 856 904

www.acsa.asn.au

Considering nominating?
Contact our events team via
email at events@acsa.asn.au



