

2012



Aged Care Queensland Inc

Excellence in Care Awards

Aged and Community Services Australia (ACSA)

National Awards for Excellence



UNITED IN CARING



Aged & Community Services • Australia

Nominations Close 17 February 2012

Proudly Sponsored by



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Aged Care Queensland Inc. 'Excellence in Care Awards'



ACSA 'National Awards for Excellence'



About the ACSA Federation



Aged and Community Services Australia (ACSA) is the leading national peak body for aged and community care providers and represents church, charitable and community-based organisations providing housing and supported accommodation, residential and community care services to over 700,000 older people, younger people with a disability and their carers.

ACSA operates within a federated structure of six State Associations which are independently incorporated and to whom aged and community care providers belong as members.

ACS Assoc of NSW & ACT



Aged Care Queensland Inc



ACS SA & NT



ACS Tasmania



Aged & Community Care Victoria



ACS Western Australia



ACQ State and ACSA National Awards

These Awards promote and recognise excellence in a range of areas that contribute to the quality of life of older people, people with disabilities and/or their carers. The Awards also acknowledge efforts to increase public confidence and community involvement in aged and community services. All State Award winners will progress to the National Awards in their relevant categories.

The **State Award** categories are:

- Employee
- Organisation
- Volunteer
- Media
- Trainee
- Industry Supporter

The **National Award** categories are:

- Individual (bestowed by ACSA National Board)
- Employee
- Organisation
- Volunteer
- Media
- Trainee
- Industry Supporter

*Note: Applicants must go through the State Awards to be considered for a National Award

Eligibility

To be eligible to win the **State Employee, Volunteer, Trainee** and/or **Organisation** Awards an individual or organisation must be:

- a member of Aged Care Queensland Inc;
- an individual involved in the care of older persons and people with disabilities, and who works for a member of Aged Care Queensland Inc. as
 - a member of a Board or Committee;
 - a member of staff;
 - a volunteer.

Eligibility for the **Industry Supporter** Awards is open to:

- members of Aged Care Queensland Inc.
- corporate sector organisations.

Eligibility for the **State Media** Awards is open to:

- any members of the community;
- media organisations;

Multiple Entries

- Where eligible, nominations for more than one Award category may be made.

State Award Prizes

- Engraved plaque/trophy
- \$500
- Certificates to all Finalists

National Award Prizes

- Engraved plaque/trophy
- An award seal (on disc)
- One year subscription to Agendas
- Certificates to all Finalists
- The four main categories open to individuals also attract the following prize money sponsored by HESTA:
 - Individual - \$10,000 prize money + sponsorship of overseas study trip
 - Employee - \$10,000 prize money
 - Volunteer - \$5,000 prize money
 - Trainee - \$5,000 prize money

State Awards

Employee

The Employee Award recognises the dedication and contribution of an individual employee in the delivery of services to older people and people with a disability. The employee will have:

- Excelled in the care provided; and
- Demonstrated commitment and dedication.

Volunteer

The Volunteer Award recognises an individual who exemplifies the tireless generosity of volunteers in caring for and supporting older people, people with disabilities and their carers.

Trainee

The Trainee Award celebrates the outstanding achievements of an employee who is studying and working towards a qualification in the aged care sector.

Organisation

This Award recognises a provider organisation who demonstrates leadership, innovation and excellence in any/all of the following areas:

- People management
- Training
- Technology
- Customer Service
- Stakeholder communications
- Environment

Media

Our Media Award recognises an individual or organisation whose efforts result in the positive portrayal of older people, and/or the aged and community care services to the broader community. This could be via any form of media eg print, radio, television, web.

Industry Supporter

This Award acknowledges a corporate sector organisation who demonstrates excellence in the development of products and /or services or other support to the aged care industry.

National Awards

All State Award winners will progress to the National Awards in their relevant categories.

- Employee
- Volunteer
- Trainee
- Organisation
- Media
- Industry Supporter

Individual

The Individual Award is bestowed by the ACSA Federation and recognises exceptional service by an individual who has significantly changed and improved the quality of services to older Australians. The recipient will have made a notable contribution at a national and/or state level over a number of years.

Nominations are made via ACSA State Associations or the National Office. The recipient of the Award will be determined by the ACSA Board.

If you know of an individual who should be considered in this category please advise Aged Care Queensland Inc.

Individual Award recipients may also be invited to contribute an article to ACSA's quarterly magazine, *Agendas*.

****Please note that individuals who have previously received this Award are ineligible for renomination.**



Nominations

Nominations for the Employee, Volunteer, Trainee and Organisation Awards can be made by:

- a member of Aged Care Queensland Inc.;
- any individual involved in the care of older persons and people with disabilities, and who works for a member of Aged Care Queensland Inc. as
 - a member of a Board or Committee;
 - a member of staff;
 - a volunteer.

Nominations for the Media and Industry Supporter Awards can be made, in addition to the above, by:

- any member of the community;
- media organisations;
- corporate sector organisations.

All nominations will be confidential.

Self-Nomination is acceptable for the Organisation, Media and Industry Supporter Awards.

All Nominations are to be made on the appropriate Nomination Form with **6 copies** of any attachments required, and should provide sufficient information to enable proper assessment by the Judging Panels. Because the judges come from many different walks of life, some do not have an intimate knowledge of our industry. For this reason we request a brief background of your organisation be included with each nomination.

We request all nominees heed the limitations placed on material submitted for judging. The members of the judging panels are all giving their time voluntarily and we do not wish to make their task an onerous one.

We request the two referees listed on the nomination each submit a brief letter outlining their support. These should be included with the nomination material but are additional to the substantiation limit specified.

Nomination forms are available from **www.acqi.org.au/conferences**:

Nominations and/or enquiries should be directed to:

Aged Care Queensland Excellence in Care Awards 20010

PO Box 995, Indooroopilly Qld 4068

E: events@acqi.org.au

Phone: 07 3725 5588

Fax: 07 3715 8166

Nominations close: Friday 17 February 2012

Assessment of Nominations

Aged Care Queensland Inc. will establish a Judging Panel to determine finalists and winners in each Award category.

State winners will progress to the National Awards in their relevant category.

ACSA appoints National Judging Panels comprised of at least three individuals to assess Nominations in each Award category.

These Judging Panels will have complete discretion when considering Nominations, and their decisions in respect of the Awards are final. Judges may call for additional information or clarification on individual nominations/applications. In the case of a tie, the relevant State Association or ACSA will determine the Award winner.

No correspondence will be entered into in respect of a Judging Panel's decision, and a Judging Panel's decision cannot be appealed.

In addition to these Awards, the Board of ACSA reserves the right to make any other Awards that have been approved by a Judging Panel, whether Nominations in respect of the Award have been made or not.

Presentation of Awards

The State Awards will be presented at the:

Event:	Aged Care Queensland State Conference Dinner
Date:	Thursday 22 March 2012
Venue:	Jupiters, Gold Coast

No financial support can be provided for an Award recipient to attend the Presentation. The Award Recipient may appoint a nominee to receive an Award on their behalf.

Aged Care Queensland Inc. or ACSA may, in exceptional circumstances, and at the request of an Award recipient, consider presenting an Award at a prestigious occasion subsequent to this event.

Winners of the National Awards will be advised of their success prior to the presentations at the ACSA National Conference in September.

Knowledge of successful Nominations will be restricted until the presentations.

Hall of Fame

ACSA's Hall of Fame recognises consistently demonstrated excellence in any one of our Annual Award categories.

The Hall of Fame can be viewed on the ACSA website www.agedcare.org.au

Note: Inclusion into the Hall of Fame restricts organisations from nominating for the particular award category for a period of 3 years.



Aged Care Queensland Inc Excellence in Care Awards

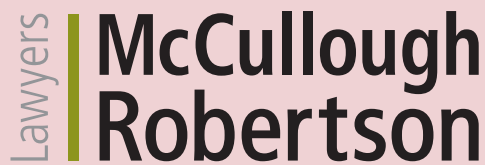
2012 Employee Award Criteria

The Employee Award recognises the dedication and contribution of an individual employee in the delivery of services to older people and people with a disability.

The employee will have:

- Excelled in the care provided; and
- Demonstrated commitment and dedication.

This Award is proudly sponsored by:



Addressing the Nomination Criteria

In your submission please:

1. Outline the employee's role in your organisation.
2. Describe how the employee has excelled in care provision.
3. Describe how the employee's commitment and dedication has been reflected in practice.
4. Supply any other information that you consider relevant to this nomination.

All Nominations are to be made on the appropriate Nomination Form with four (4) copies of any attachments required.

The nomination form and attachments should provide sufficient information to enable proper assessment by the Judging Panel.

We request a brief background of your organisation be included with each nomination.

We ask that your two referees each provide a letter outlining their support for the nomination.

Please note: The nomination may not exceed three A4 pages in addition to the Nomination Form and your referee letters

All State Award winners will progress to the ACSA National Awards for Excellence in their relevant category.

Aged Care Queensland Inc Excellence in Care Awards

2012 Organisation Award Criteria

This Award recognises a provider organisation who demonstrates leadership, innovation and excellence in any of the following areas:

- People management
- Training
- Technology
- Customer Service
- Stakeholder communications
- Environment

This Award is proudly sponsored by:



Addressing the Nomination Criteria

In your submission please:

1. Provide a brief outline of your organisation (services, clients, size, length of operation etc.)
2. Describe why your organisation is an industry leader in ANY of these six areas:

**People Management Training Technology Customer Service
Stakeholder Communications Environment**

3. Provide examples of innovation, excellence and leadership for these six areas.
4. Describe how your leadership in these six areas has resulted in quality care and exceptional services for your clients/residents.
5. Supply any other information that you consider relevant to this nomination.

All Nominations are to be made on the appropriate Nomination Form with four (4) copies of any attachments required.

The nomination form and attachments should provide sufficient information to enable proper assessment by the Judging Panel.

We request a brief background of your organisation be included with each nomination.

We ask that your two referees each provide a letter outlining their support for the nomination.

Please note: The nomination may not exceed six A4 pages in addition to the Nomination Form and your referee letters.

All State Award winners will progress to the ACSA National Awards for Excellence in their relevant category.

Aged Care Queensland Inc Excellence in Care Awards

2012 Trainee Award Criteria

The Trainee Award celebrates the outstanding achievements of an employee who is studying and working towards a qualification in the aged care sector.

This Award is proudly sponsored by:



Addressing the Nomination Criteria

In your submission please:

1. Outline the Trainee's role in your organization (including length of service).
2. Describe how the learning has assisted the individual and the organization in providing innovative and quality care.
3. Explain why they should receive our Award.
4. Supply any other information that you consider relevant to this nomination.

All Nominations are to be made on the appropriate Nomination Form with four (4) copies of any attachments required.

The nomination form and attachments should provide sufficient information to enable proper assessment by the Judging Panel.

We request a brief background of your organisation be included with each nomination.

We ask that your two referees each provide a letter outlining their support for the nomination.

Please note: The nomination may not exceed three A4 pages in addition to the Nomination Form and your referee letters.

All State Award winners will progress to the ACSA National Awards for Excellence in their relevant category.

Aged Care Queensland Inc Excellence in Care Awards

2012 Volunteer Award Criteria

The Volunteer Award recognizes an individual who exemplifies the tireless generosity of volunteers in caring for and supporting older people, people with disabilities and their carers.

This Award is proudly sponsored by:



Addressing the Nomination Criteria

In your submission please:

1. Outline the Volunteer's role in your organization (including length of service).
2. Describe how they have excelled in their service.
3. Explain why they should receive our Award.
4. Supply any other information that you consider relevant to this nomination.

All Nominations are to be made on the appropriate Nomination Form with four (4) copies of any attachments required.

The nomination form and attachments should provide sufficient information to enable proper assessment by the Judging Panel.

We request a brief background of your organisation be included with each nomination.

We ask that your two referees each provide a letter outlining their support for the nomination.

Please note: The nomination may not exceed three A4 pages in addition to the Nomination Form and your referee letters.

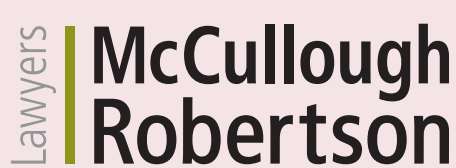
All State Award winners will progress to the ACSA National Awards for Excellence in their relevant category.

Aged Care Queensland Inc Excellence in Care Awards

2012 Industry Supporter Award Criteria

This Award acknowledges a corporate sector organisation who demonstrates excellence in the development of products, services or other support to the aged care industry.

This Award is proudly sponsored by:



Addressing the Nomination Criteria

In your submission please:

1. Provide a brief outline of your organization (services, clients, size, length of operation etc.)
2. Describe why your organisation is an industry leader in the development of products, services or other support to the aged care industry.
3. Provide examples of innovation, excellence and leadership.
4. Describe how your products, services or other support has resulted in quality care and exceptional services for the aged and community care clients.
5. Supply any other information that you consider relevant to this nomination.

All Nominations are to be made on the appropriate Nomination Form with four (4) copies of any attachments required.

The nomination form and attachments should provide sufficient information to enable proper assessment by the Judging Panel.

We request a brief background of your organisation be included with each nomination.

We ask that your two referees each provide a letter outlining their support for the nomination.

Please note: The nomination may not exceed six A4 pages in addition to the Nomination Form and your referee letters.

All State Award winners will progress to the ACSA National Awards for Excellence in their relevant category.

Aged Care Queensland Inc Excellence in Care Awards

2012 Media Award Criteria

Our Media Award recognises an individual or organisation whose efforts result in the positive portrayal of older people, and/or aged and community care services to the broader community. This could be via any form of media eg print, radio, television, web.

This Award is proudly sponsored by:



Addressing the Nomination Criteria

In your submission please:

1. Provide an outline of the media coverage. (Please include a copy of any media coverage where possible.)
2. Describe the process which resulted in the positive portrayal of older people, and/or aged and community care services to the broader community.
3. Supply any other information that you consider relevant to this nomination ie any subsequent media or planned follow up actions.

All Nominations are to be made on the appropriate Nomination Form with four (4) copies of any attachments required.

The nomination form and attachments should provide sufficient information to enable proper assessment by the Judging Panel.

We request a brief background of your organisation be included with each nomination.

We ask that your two referees each provide a letter outlining their support for the nomination.

Please note: The nomination may not exceed six A4 pages in addition to the Nomination Form and your referee letters.

All State Award winners will progress to the ACSA National Awards for Excellence in their relevant category.

Aged Care Queensland Inc. Excellence in Care Awards

2012 Nomination Form

Nominee _____

Contact: _____

Details: _____

Preferred Title: _____ First Name: _____ Surname: _____

Position: _____

Organisation: _____

Address: _____

Suburb: _____ State: _____ P/Code: _____

Phone: _____ Mobile: _____

Email: _____

Award:

- Employee
- Volunteer
- Trainee
- Organisation
- Media
- Industry Supporter

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Please complete the following pages and address the nomination criteria as specified.

Please supply 4 copies of any supporting information (up to 3 A4 pages or equivalent) for use by judging panel.

Please include a suitable photograph of the Nominee.

Photo to be returned to sender: Yes No

All State Award winners will progress to the ACSA National Awards in their relevant category.

2012 Nomination Form (page 2 of 2)

Nominator _____

Title: _____ First Name: _____ Surname: _____

Position: _____

Organisation: _____

Address: _____

Suburb: _____ State: _____ P/code: _____

Phone: _____ Mobile: _____

Email: _____

Signature: _____ Date: _____

Two Referees for Nomination

Title: _____ First Name: _____ Surname: _____

Organisation: _____

Address: _____

Suburb: _____ State: _____ P/code: _____

Phone: _____ Mobile: _____

Email: _____

Title: _____ First Name: _____ Surname: _____


Organisation: _____

Address: _____

Suburb: _____ State: _____ P/code: _____

Phone: _____ Mobile: _____

Email: _____



Please send Nomination Forms to

Aged Care Queensland Excellence in Care Awards 2012
PO Box 995, Indooroopilly Qld 4068

E: events@acqi.org.au

Phone: 07 3725 5588

Fax: 07 3715 8166