

Telecom Community Connections Award

This award recognises exceptional effort to cater for residents needs and preferences by creating an environment which promotes inclusion and choice for older New Zealanders. This may include the creation of a feeling of community within a facility, or the outreach of a facility to the surrounding community, to connect residents with their families and friends.

Your entry should:

- Outline the programme(s) and its objectives
- Describe how your organisation identified, designed and implemented your programme(s)
- Describe the outcomes of the programme(s), and feedback from staff, residents and family (where appropriate)

1. Entries should demonstrate the involvement of families, community group(s) and organisation(s) in a range of settings

Possible questions to consider when making your entry:

- What does your facility do to engage the families and wider community groups, and how does this benefit your residents?
- Would your programme(s) be replicable in other organisations/facilities? What benefits could it offer them?

2. Entries should demonstrate attempts to provide services to/for residents in a manner which is integrated with the provision of other services within the community

Possible questions to consider when making your entry:

- Can you give examples of the sorts of activities or programmes you have implemented which have resulted in better co-ordination with other services in your area?
- How have you worked with other service providers and/or organisations in order to create better service(s) for your residents?
- What has been the feedback from residents, families and the community?

3. Entries should demonstrate attempts to meet particular cultural, ethnic or other needs of residents

Possible questions to consider when making your entry:

- What evidence or feedback do you have to support how your facility has demonstrated an understanding of the needs of residents?
- Can you explain or demonstrate immediate and ongoing benefits in terms of quality of life for residents?