



New Zealand
Aged Care Association



Excellence in CARE AWARDS 2010

INFORMATION FOR ENTRANTS
ENTRY GUIDELINES



Awards Overview

The goal of the New Zealand Aged Care Association (NZACA) is to promote choice in health care for all New Zealanders and to ensure that our members continue to provide excellence in care at all levels.

Aged residential care providers in New Zealand deliver services to over 33,000 elderly New Zealanders and their families every year. Often, examples of excellence in this core health service are overlooked or go largely unrecognised outside the immediate community.

In 2007, NZACA (formerly HealthCare Providers NZ) created awards for excellence in aged residential care. These prestigious awards recognise the continuous pursuit of excellence by aged residential care facilities and their staff. We have been delighted with the number of high quality entries we have received over the past three years.

The awards are open to all financial members of NZACA. Facilities can be either self or peer nominated. Judging will be carried out by an independent panel, and winners will be showcased at the NZACA National Conference in Rotoura in 2010.

Further details regarding the application form and entry guidelines will be available on the website www.nzaca.org.nz.

An essential part of the awards is recognition of the fact that the aged-care sector has been operating under considerable financial strain for many years, yet continues to provide excellent care. These awards will recognise facilities making innovations to continuously improve services to residents and opportunities for staff. These changes might be anywhere from very small to very large in scale. Ultimately the success of all applications will be judged on the improved outcomes for residents and their families.

We look forward to receiving more entries this year.

Awards partner – *IN*site magazine

*IN*site magazine recognises the importance of quality staff within the aged-care industry and is proud to be part of these awards. For the latest views, coverage of industry events, health and clinical matters, professional development and training, visit www.insitene newspaper.co.nz.





Categories

Telecom Community Connections Award

This award recognises exceptional effort in catering for residents' needs and preferences through creating an environment promoting 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, connecting residents with their families and friends.

Health Ed Trust Training and Staff Development Award

This award recognises exceptional training and staff development by organisations (either facilities or groups) within the aged care sector. This may include efforts to integrate staff training and development to continue to lift the standard of client-focused quality care; creative and innovative staff training and development, providing an example to other aged care organisations.

Telarc Quality Health Innovative Delivery Award

This award recognises exceptional effort by organisations and facilities to enhance the excellence of the care they deliver to residents. This may be through innovation, creativity or re-design of the delivery of services, providing elderly residents with a true continuum of care options.

Jackson Enterprises Ltd Built and Grown Environment Award

This award will recognise exceptional design, construction or changes to a facility to create a positive environment for residents and staff. This may include innovative or creative garden and landscape design, construction of facility physical buildings or changes to the interior to achieve superior results for elderly residents.

INsite Overall Excellence in Aged-Care Award

This award will be granted by the judges to a facility demonstrating an outstanding commitment to achieving excellence in aged care across all four categories. All entries are open to this award.

Finalists

There will be a shortlist of finalists for each category. Finalists will be notified two weeks prior to the awards ceremony and the nominated contact person (or other representative chosen by the finalist facility) will be asked to give a short presentation on their entry at the NZACA Conference.

A plenary session has been allocated for the presentation during the NZACA Conference on Tuesday 14 September 2010 at 4.15pm.

FINALIST PRESENTATION CRITERIA:

- » MAXIMUM OF FOUR MINUTES to give a brief outline of the entry.
- » A three minute warning bell will be given to presenters.
- » Presentations will be cut short if they are longer than four minutes.
- » Finalists will be marked on their ability to stay within the maximum of four minutes as part of the final judging process.
- » Presentation may include a PowerPoint presentation.
- » Any presentations or videos are to be given to Alyson at the registration desk on day 1 (Monday 13 September) of Conference, in a bid to avoid technology issues.

The winners of all categories will be announced at the NZACA 'A Night at the Oscars' Conference Dinner and Awards Ceremony on the evening of Tuesday 14 September 2010.



Awards Ceremony

All finalists and other entrants are invited to celebrate the success of the industry as a whole during the NZACA 'A Night at the Oscars' Conference Dinner and Awards Ceremony on the evening of Tuesday 14 September 2010.

Tickets to the Awards Ceremony may either be purchased as part of a full Conference registration, or separately. Tickets and pricing information are available from NZACA National Office (robyn@nzaca.org.nz).

Winners of each category, highly commended and the overall winner will be announced during the dinner. Trophies and prizes will be awarded on the night.

Prizes

THE PRIZE STRUCTURE IS AS FOLLOWS:

OVERALL WINNER

INsite Overall Excellence in Care Award

Excellence in Care Award Trophy

Trip for two to the Australian Aged Care Conference in Adelaide, November 2010 (Value of \$5000).

CATEGORY WINNERS

Telecom Community Connections Award

Trophy plus PRIZE.

Health Ed Trust Training and Staff Development Award

Trophy plus PRIZE.

Telarc Quality Health Innovation Delivery Award

Trophy plus PRIZE.

Jackson Enterprises Ltd Built and Grown Environment Award

Trophy plus PRIZE.

Highly Commended Awards

The Highly Commended Awards are not specific to a category and are designed to recognise and encourage effort.

The prize structure may change and is dependent upon the number of entries in each category. Adjustments will be made as appropriate following the closing date of applications.



Telecom Community Connections AWARD

This award recognises exceptional effort to cater for residents' needs and preferences through creating an environment promoting inclusion and choice for older New Zealanders. This might include the creation of a feeling of community within a facility, the outreach of a facility to the surrounding community, or connecting residents with their families and friends.

YOUR ENTRY SHOULD:

- » Outline the programme(s) and their 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 with 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, 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, resulting in better coordination with other services in your area?
- » How have you worked with other service providers and/or organisations 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?



telecom^{nz}



Health Ed Trust Training and Staff Development AWARD

This award recognises exceptional training and staff development by organisations (either facilities or groups) within the aged-care sector. This may include efforts to integrate staff training and development to continue to lift the standard of client-focused quality care; creative and innovative staff training and development, providing an example to other aged-care organisations.

YOUR ENTRY SHOULD:

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

1 Entries should demonstrate creative and innovative approaches to staff training and development, which could provide an example to other aged care organisations

Possible questions to consider when making your entry:

- » Can you demonstrate how the training and staff development programme(s) are creative and innovative? For example, outline any specific or notable features in programme design, cost, content, access and evaluation.
- » How do your programme(s) provide examples of innovation which could be of possible benefit to other aged care facilities?

2 Entries should demonstrate successful practices encouraging, fostering and enabling participation and involvement of staff in training and development programmes

Possible questions to consider when making your entry:

- » Can you give examples of the sorts of practices which have been implemented and which have resulted in encouraging staff to participate and succeed in training and development?
- » What consultation did you undertake with staff during these programme(s)? What feedback has there been from staff?
- » How have you ensured that these successful practices become embedded in management and staffing policy and culture?

3 Entries should demonstrate methods of staff training and development which aim to create a workplace culture of ongoing professional development in order to provide excellent care

Possible questions to consider when making your entry:

- » What evidence or feedback do you have to support how your entry has made a positive impact in the workplace?
- » Can you explain or demonstrate immediate and ongoing benefits resulting from the training in terms of quality of care for residents?



Telarc Quality Health Innovative Delivery AWARD

This award recognises exceptional effort by organisations and facilities to enhance the excellence of the care they deliver to residents. This may be through innovation, creativity or re-design of the delivery of services to provide a true continuum of care options for elderly residents. This award relates to both care and business improvements.

YOUR ENTRY SHOULD:

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

1 Entries should demonstrate how innovative and/or creative approaches to service and/or business practice have been developed and implemented

Possible questions to consider when making your entry:

- » What was innovative and/or creative about your service or business practice?
- » Why do you believe this service/business practice was innovative or creative?
- » What were your objective(s) when designing the innovation(s)?
- » What were the major steps taken to implement these innovation(s), and what were their effects?

2 Entries should demonstrate how innovative and/or creative practices have resulted in improved quality of life and wellbeing for residents, families, and/or staff

Possible questions to consider when making your entry:

- » How has this been beneficial to your residents, families and staff?
- » What (if any) has been the feedback from residents, staff, and families?
- » What do you believe were the most positive outcomes from your innovation(s)?





Jackson Enterprises Ltd Built and Grown Environment AWARD

This award will recognise exceptional design, construction or changes to a facility to create a positive environment for residents and staff. This may include innovative or creative garden and landscape design, construction of facility physical buildings or changes to the interior of your facility to achieve superior results for elderly residents.

YOUR ENTRY SHOULD:

- » Outline the change(s) to your facility environment, and their objectives.
- » Describe how your organisation identified, designed and implemented change(s) to your facility environment.
- » Describe the outcomes of the change(s), and feedback from staff, residents and families (where appropriate).
- » Include before and after plans/photos/details of improvements made to your facility environment.

1 Entries should demonstrate innovative or exceptional design, construction or change(s) to a facility

Possible questions to consider when making your entry:

- » What was exceptional, innovative and/or creative about the design, construction or changes you made at your facility?
- » Why do you think the design, construction or changes you made to your facility are different and make a difference?
- » What objective(s) did your facility have in mind with this design, construction or change(s)?

2 Entries should demonstrate how design, construction or change(s) to the facility have contributed to creating a positive environment for residents and staff

Possible questions to consider when making your entry:

- » What (if any) has been the feedback from residents, staff, and families?
- » What difference do you believe your design, construction or changes to your facility have made to your facility/organisation overall?
- » Do you think your facility has achieved the outcome(s) it sought to achieve through these change(s)?



Entry Information



New Zealand
Aged Care Association

Excellence in CARE 2010 AWARDS

How to Enter

Entries should be submitted on the entry form provided by NZACA, either from pages 11–14 of this booklet, downloaded from the NZACA website, or by emailing alyson@nzaca.org.nz for a copy.

Entry criteria

Assessment criteria are included with the Category Information (previous pages) to assist you to enter. These criteria will assist the judges in assessing applications and determining a winner. To be considered, you must:

- » Submit the completed Entry Form (and include names and contact details for nominee and nominator).
- » Submit a completed Entry Detail Form, which clearly describes the entry and answers all three entry boxes in relation to the assessment criteria.
- » Be a current financial NZACA member.

Please ensure that any evidence provided in support of nominations is relevant and clearly linked to the assessment criteria.

You may, in addition to your written entry, provide extra material to illustrate your entry or demonstrate how your entry meets the assessment criteria. All additional materials **MUST BE** in hard copy format. Any PowerPoint presentations, photos, CDs or video material in soft copy format will not be considered as part of your entry.

Format of entries

Entries **MUST** be submitted in the format of the forms provided by NZACA. These forms may be filled out in handwriting, or downloaded and filled out on computer. Entries not submitted in these forms will not be considered.

Any extra or supporting material (i.e. photographs) **MUST BE** supplied in hard copy to enable easy access by NZACA National Office. Any PowerPoint presentations, photos, CDs or video material in soft copy format will **NOT** be considered as part of your entry.

Please note that all material sent in support of your entry will become the property of NZACA and may be used by NZACA for the purpose of preparing cases studies, which may in turn be used by NZACA at any time for the purposes of publicity. By submitting your entry you consent to releasing this material to NZACA.

Any document and/or supporting material will not be returned. However, NZACA will provide appropriate safeguards for the storage, use and disclosure of this information in regard to the Privacy Act.

Lodging Applications

THREE COPIES of your entry with completed nominations must be received by NZACA National Office by 5pm, Friday 30 July 2010. Any application received after this time will not be considered.

Nominations should be in a sealed envelope, together with any supporting documentation (in hard copy format), and marked and delivered as follows:

Postal delivery

NZACA Excellence in Care Awards 2010
c/- New Zealand Aged Care Association
PO Box 12-481, Wellington 6144
or

Hand delivery

NZACA Excellence in Care Awards 2010
c/- New Zealand Aged Care Association
Level 8, 38-42 Waring Taylor Street (Petherick Tower)
Wellington 6011

Please note

- » Faxed and/or emailed applications **WILL NOT** be accepted.
- » Late entries **WILL NOT** be accepted.

Evaluation and judging

Applications will be evaluated against the assessment criteria by the NZACA Award Judging Panel(s) to identify potential finalists. The Panel(s) may seek further information, or wish to interview/site visit a person, facility or organisation before deciding finalists and/or winners.

Eligibility

All facilities who wish to enter these awards **MUST BE**:

- » Certified to operate in New Zealand.
- » Be meeting their obligations under the Aged Related Residential Care Contract.
- » Meet all compliance requirements regarding certification and accreditation.
- » Be a current financial member of the New Zealand Aged Care Association.

Overall guidelines

- » Ensure that you have a good understanding of all the required information before starting your entry.
- » Please try and keep your entry as concise as possible.
- » Ensure that **THREE COPIES** of your entry are sent on the correct forms provided by NZACA.
- » Ensure that your material demonstrates how your entry meets the criteria for the category you have entered.

Further assistance

If you require any further information, or have questions relating to the entry forms or categories, please do not hesitate to contact Alyson Le Roy, Policy Advisor:
Phone (04) 473 3159;
email: alyson@nzaca.org.nz.



Commonly Asked Questions

Q I think my facility is doing something which deserves recognition, should I enter?

A Absolutely. We encourage all facilities providing excellent care to their residents to use these awards as an opportunity to showcase themselves. We believe there are many facilities providing outstanding aged care to thousands of New Zealanders every day. There are not many opportunities for facilities to demonstrate their achievements publicly. These awards aim to change this situation.

Q Do we have to have spent a lot of money or have done something on a large scale to qualify?

A Definitely not. On the contrary, some of the best innovations may be using existing resources to improve current services or making small steps which have had a big impact. We are interested in all examples, no matter how big or small, of providers being innovative in providing excellent care.

Q How do I know what award category to enter?

A Assessment criteria for each category are included in the awards Category Information along with questions for you to think about when you are making an application under a particular award category. If your facility has been achieving in more than one category, you can make separate applications for as many categories as are applicable.

Q Can I enter more than one award category?

A Yes. A facility may enter all of the categories, or it may enter in a single category more than once if it has different material for each entry. Each entry will require a separate entry form.

Q Do I need to submit a separate application for the Overall Award?

A No. All entries will be eligible for the Overall Award and Prize.

Q How do I enter?

A Download an entry form from the NZACA website; or complete and mail the form from pages 11-14 of this booklet; or email alyson@nzaca.org.nz for a form. As well as filling out the entry form on behalf of your facility, you will need to gain nomination from a staff member, a community member, or a resident or their family to support your application. Applications must be received in the NZACA national office by no later than 5pm, Friday 30 July 2010 to be considered. Please note that your facility must be registered as a current financial member of NZACA to be eligible.

Q What kind of material will I need to supply?

A As part of your entry you will be required to describe what your facility is doing to provide excellent care, giving as much detail as possible. We ask facilities to submit their entry in writing. Supporting material such as a CD or pictures may be included with your entry. Supporting material **MUST** also be submitted in hard copy to be included as part of the entry.

Q Who will be judging the awards?

A A panel of independent industry experts will carry out the judging. The judges base their decision on the materials supplied by facilities in their entries.

Q How will winners be notified?

A There will be a shortlist of finalists for each category. Finalists will be notified two weeks prior to the awards ceremony and will be asked to give a short presentation on their entry at the NZACA National Conference in Rotorua. The winners of all categories will be announced at the NZACA 'A Night at the Oscars' Conference Dinner and Awards Ceremony on Tuesday 13 September 2010. The prizes for each category are listed on page 4.

Q Where can I get more information?

A Entry forms, detailed information on the award categories and further information is available on the NZACA website, www.nzaca.org.nz. If you have further questions regarding the awards, please contact Alyson Le Roy, email: alyson@nzaca.org.nz.



Excellence in CARE Awards 2010 Entry Form

Reference ID (office only)

1. AWARD CATEGORY

Please tick/cross the category for which you are entering

Note: Only ONE category may be entered on each entry form, but facilities may submit more than one entry form to enter into different categories.

- (A) Community Connections
- (B) Training and Staff Development
- (C) Telarc Quality Health Innovative Delivery
- (D) Built and Grown Environment

2. NOMINATION INFORMATION

Name of nominated facility, organisation or person

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Business address of the nominee

.....

Best contact person at nominated facility or organisation

.....

Position of contact person

.....

Phone Email

3. DETAILS OF THE PERSON NOMINATING

Name of the person nominating this person/facility or organisation for this award

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Address of the person nominating this person, facility or organisation for this award

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Phone Email

