

EXCELLENCE IN CARE AWARDS 2025

Award information and criteria



**Aged Care
Association**
NEW ZEALAND

INTRODUCTION

The Aged Care Association (ACA) works on behalf of its members to achieve an aged care sector where providers are resourced to deliver accessible, quality care for New Zealanders who need it.

Aged residential care providers deliver services to over 40,000 older New Zealanders and their families every year, and we want to make sure examples of excellence in care are recognised and celebrated.

These awards recognise care facilities and individuals that are at the top of their game, making the most of opportunities, implementing innovations and improving services.

The awards are open to all members of the ACA. Judging will be carried out by independent panels, and the winners showcased at the ACA Annual Conference in Ōtautahi Christchurch in October 2025.

The awards are in two categories: the first highlights the great work happening in care facilities and the second acknowledges individuals who are making outstanding contributions to the people they care for and work with.

AWARDS PROCESS

ENTRIES

The 2025 ACA Excellence in Care Awards open for nominations on Monday, 14 July 2025. Entries are open until **5 PM on Friday, 29 August 2025.**

ELIGIBILITY

All **care facilities** that wish to enter these awards must:

- be certified to operate in New Zealand
- meet all contractual, certification and accreditation obligations required for the sector.
- be a member of the Aged Care Association.
- comply with the eligibility criteria of the award they are entering.

All **individuals** who wish to enter these awards must:

- be a member of the Aged Care Association, or
- be employed by a facility that is a member of the Aged Care Association.
- comply with the eligibility criteria of the award they are entering.

PROCESS

- All entries will be considered by a panel of judges, and finalists notified by 26 September 2025.
- There will be two finalists in each award category, except the Gilmours Excellence in Food Service Award, which has three finalists.
- Gilmours Excellence in Food Service Award - Judges will conduct an unannounced site visit to finalists' facilities during a nominated week. During the site visit, judges will dine with residents to experience the meal first hand.
- Finalists are encouraged to prepare a short presentation for conference delegates and judges.
- Winners will be announced at the ACA Awards Ceremony on **Thursday, 30 October 2025 at Te Pae Christchurch Convention Centre.**

AWARD CRITERIA

CARE FACILITY
AWARDS

GILMOURS EXCELLENCE IN FOOD SERVICE AWARD

Gilmours
WHOLESALE FOOD & BEVERAGE

OUTLINE OF AWARD

This award recognises celebrates outstanding achievement in food service in aged residential care, showcasing excellence in menu design, food safety, service delivery, and resident satisfaction.

ELIGIBILITY

- Meet the eligibility criteria listed on page 2

YOUR ENTRY MUST INCLUDE

- A completed entry form
- Visual material – photos and/or videos (under 3 minutes), including images of main meal service
- Supporting material, including, but not limited to
 - A menu rotation if cyclic, or weekly menu
 - Examples of recipes that cater to residents' individual requirements
 - Explanation of menu design
 - Food safety certification
 - Waste management systems
 - Testimonials from residents, staff, families or the community

JUDGING PROCESS

Three finalists will be selected. Judges will visit the finalists' facilities unannounced during a nominated week (to be advised). During the visit, judges will dine with residents to experience the meal first-hand.

continued...

AWARD CRITERIA

CARE FACILITY
AWARDS

GILMOURS EXCELLENCE IN FOOD SERVICE AWARD

Gilmours
WHOLESALE FOOD & BEVERAGE

SCORING CRITERIA FOR SITE VISIT

total out of 100%

Kitchen environment and operations – 20%

- Cleanliness of benches, chillers, freezers, floors
- Loading dock and external storage areas
- Kitchen culture: staff training, and teamwork
- Labelling and documentation practices
- Temperature control and logging

Texture-modified meal service – 10%

- Preparation timing: thawing, processing, reheating
- Compliance with standard guidelines
- Visual appeal and nutritional adequacy

Dining room experience – 30%

- Meal quality: flavour, temperature, texture, portion size
- Presentation: colour contrast, plate layout, plating style
- Ambience: table settings, flowers, placemats
- Service: staff-resident interaction, attentiveness

Food handling, preparation and safety – 20%

- Safe food storage and handling practices
- Cooking methods and hygiene
- Accurate temperature documentation
- Timeliness from kitchen to resident
- Hot holding practices (eg. start and end times)
- Use of unplanned leftovers and/or policy for planned leftovers

Resident feedback – 10%

- Resident feedback system (e.g., surveys, verbal input)
- Adjustments made based on feedback

People and culture – 10%

- Staffing structure and coverage
- Introductory and ongoing training
- Professional development

AWARD CRITERIA

CARE FACILITY
AWARDS

LIFECARE PROPERTY SMALL OPERATOR AWARD



OUTLINE OF AWARD

This award recognises the outstanding work of smaller operators in the New Zealand aged residential care sector in caring for, supporting and enriching the lives of residents, their families and staff.

ELIGIBILITY

- Meet the eligibility criteria listed in page 2
- Be certified for fewer than 60 beds
- If part of a group, the group must have a combined total of fewer than 300 beds

Entries should demonstrate how the care home has:

- impacted on the quality of lives of their residents and families
- impacted on the education and working environment of its staff
- involved families of residents in the care home's activities
- communicated with/provided feedback to the families of residents
- formed part of its local community (both in terms of community involvement with the care home and residents' involvement with the community outside the care home)

YOUR ENTRY MUST INCLUDE

- completed entry form
- visual material – photos and/or videos (under 3 minutes)
- testimonials from residents, staff, families or the community (optional)

AWARD CRITERIA

**CARE FACILITY
AWARDS**

HC SL INNOVATIVE DELIVERY AWARD



OUTLINE OF AWARD

This award recognises exceptional effort by organisations and care homes to enhance the excellence of the care they deliver to residents. This may be through innovation, creativity or redesign of the delivery of services in order to provide a true continuum of care options for elderly residents.

ELIGIBILITY

- Meet the eligibility criteria listed on page 2

Entries should

- include examples of how the innovation has impacted on the resident's quality of life
- document why the entry was innovative (eg. Is it the first of its kind in the New Zealand aged residential care sector? Has it been adapted from another industry? Has it improved efficiency in the care of residents/how the business operates?)

YOUR ENTRY MUST INCLUDE

- completed entry form
- visual material – photos and/or videos (under 3 minutes)
- testimonials from residents, staff, families or the community (optional)

AWARD CRITERIA



**CARE FACILITY
AWARDS**

SUSTAINABILITY AWARD

OUTLINE OF AWARD

This award celebrates organisations or individuals who have demonstrated exceptional sustainability practices within their facility. The award aims to highlight those who have successfully integrated sustainable principles into their day-to-day operations by way of offering sustainable products and services. These could include practices such as food and/or general waste minimisation, improved recycling or upcycling practices, innovative practices for supporting a circular economy for waste reduction, promoting sustainable consumption, among others.

NOTE If your entry is about sustainable building practices such as on-site renewable energy generation through solar, wind or other renewable sources, or installation of energy efficient infrastructure, enter under the 'Excellence in Design' award category.

ELIGIBILITY

- Meet the eligibility criteria listed on page 2

Entries should

- include description of the adopted sustainable practice(s) and outcomes of the same practice
- provide evidence of the positive change witnessed since adopting the practice. For instance, for food waste minimisation practice, you may wish to include what the wastage looked like in real terms of quantity VS what it is now. You may also wish to share evidence of any cost-savings realised in the process

YOUR ENTRY MUST INCLUDE

- a completed entry form
- visual material – photos and/or videos (under 3 minutes)
- other supporting materials
- testimonials from residents, staff, families or the community (optional)

AWARD CRITERIA



**CARE FACILITY
AWARDS**

EXCELLENCE IN DESIGN AWARD

OUTLINE OF AWARD

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

ELIGIBILITY

- Meet the eligibility criteria listed on page 2

Entries should

- demonstrate why the design is innovative or exceptional
- explain how the design has improved the quality of lives of their residents and families, and
- improved the working environment for its staff

YOUR ENTRY MUST INCLUDE

- completed entry form
- 'before' and 'after' plans, images, and other details about improvements made to your care environment
- visual material – photos and/or videos (under 3 minutes)
- testimonials from residents, staff, families or the community (optional)

AWARD CRITERIA

A teal-colored circle containing the text "INDIVIDUAL AWARDS" in white, uppercase letters.

INDIVIDUAL
AWARDS

PAINCHECK LEGENDARY SERVICE TO THE AGED CARE SECTOR AWARD

OUTLINE OF AWARD

This award recognises the outstanding contribution of someone who has been part of the aged residential care sector for more than ten years. This person will have continuously made a difference in the lives of numerous residents and staff members.

ELIGIBILITY

- Open to anyone, from a senior manager of a large group, to care staff, non-care staff or a volunteer in the aged residential care sector, who has contributed to the aged residential care sector for more than ten years.

Entries should

- document how the commitment, attributes, skills and experience of this individual have directly impacted on the quality of care the residents/family received over the timeframe
- provide examples of the positive benefit they have had on the sector

YOUR ENTRY MUST INCLUDE

- a completed entry form
- visual material – photos and/or videos (under 3 minutes)
- other supporting materials

AWARD CRITERIA



INDIVIDUAL
AWARDS

INDIVIDUAL AWARD FOR OUTSTANDING SOLUTIONS

OUTLINE OF AWARD

This award recognises the stand-out problem-solver in a care facility. This individual must have been instrumental in implementing solutions to enhance the delivery of quality care.

ELIGIBILITY

- Open to anyone who is either a volunteer, employed or contracted in an aged residential care facility.

Entries should

- document how their innovative approach or solution addressed a problem or a gap and directly impacted on the quality of care the residents/family received
- provide examples of how this has benefited the care facility

YOUR ENTRY MUST INCLUDE

- a completed entry form
- visual material – photos and/or videos (under 3 minutes)
- other supporting materials