

2010 RVA Inaugural National Business Excellence Awards Entry Guidelines

TABLE OF CONTENTS

Introduction	2
Benefits of Entering	2
Eligibility.....	3
How to Enter.....	3
Delivery Address Details.....	3
Conditions of Entry.....	4
Entrance Fees.....	4
Judges and Judging.....	4
Recognition and Promotion.....	4
Confidentiality.....	5
Disclaimer.....	5
Awards Presentation Evening.....	5
Key Dates.....	5
Awards.....	6



2010 RVA Inaugural National Business Excellence Awards Entry Guidelines



INTRODUCTION

We encourage you to consider the wonderful benefits and opportunities of entering the inaugural 2010 RVA National Business Excellence Awards. Open to all RVA members, the Awards will recognise and reward your company or village(s) for their business excellence.

BENEFITS OF ENTERING

The 2010 RVA National Business Excellence Awards will be the pinnacle of the RVA professional calendar, acknowledging the commitment of retirement village owners, operators, managers and service providers to the wellbeing of their residents and the excellent levels of service achieved. The 2010 RVA National Business Excellence Awards will provide finalists with an opportunity to showcase their work to all levels of industry and government.

Other benefits include:

1. An opportunity for retirement villages to gain competitive advantage by having their achievements recognised and highlighted;
2. A valuable resource of evidence and endorsement that can be used in promotional material and correspondence, creating opportunities for publicity, positive business profiling and recognition within the retirement village industry;
3. Identifies your company/village(s) as a national benchmark in the retirement village industry;
4. Places a high priority on professional development, showcasing retirement villages that value the commitment, creativity and contribution of their employees;
5. An opportunity for managers and operators of retirement villages to appraise their current workplace culture and practices;
6. All finalists and winners will be profiled on the RVA website and in a special edition 2010 RVA National Business Excellence Awards commemorative book;
7. Peer recognition at the formal presentation dinner;
8. All finalists and winners receive an engraved, display trophy and framed certificate;
9. All finalists and winners will have the right to use the 2010 RVA National Business Excellence Awards logo on all company communications and promotional material.



2010 RVA Inaugural National Business Excellence Awards Entry Guidelines



ELIGIBILITY

Eligibility requirements have been put in place to maintain the integrity of the awards and to protect the RVA from accusations of bias or influence.

To be eligible for the 2010 RVA National Business Excellence Awards, it is essential the company or village(s):

- Are current members of the Retirement Village Association (village, industry, national associate, regional associate or group owner/operator responsible for multiple RVA member villages)
- Have been operating for a minimum of 2 years as at the close of entries on Monday 23 November 2009. (The award for *Excellence in Design of a Retirement Village – New Development less than three (3) years old* is exempt from this requirement).
- Sponsors can enter the awards but are not eligible to enter in their sponsored category.

HOW TO ENTER

Step 1: Expression of Interest

If you wish to **express interest** in entering your company, village or yourself for an award category, or if you are interested in receiving further information on the awards, please complete an **Expression of Interest** (Form 1) and send to ICMS (see delivery address details below).

Step 2: To Nominate Others

If you wish to nominate a company, village or individual that you believe is worthy of being considered for an award please complete the **Nomination Form** (Form 2) and send to ICMS (see delivery address details below).

We will advise the nominee of their nomination and will forward an **Application/Submission** document to them directly.

Step 3: Application/Submission

The entry **Application/Submission** documents will be sent on receipt of a completed **Expression of Interest** and/or **Nomination Form**.

Step 4: Your entry fee of \$175 (inclusive of GST) must be lodged when you submit your **Application/Submission**.

DELIVERY ADDRESS DETAILS

ICMS Pty Ltd
84 Queensbridge St
Southbank VIC 3006, Australia
E: rvaawards2009@icms.com.au
T: 0 3 9682 0244
F: 0 3 9682 0288
www.rvaawards.com.au



2010 RVA Inaugural National Business Excellence Awards Entry Guidelines



CONDITIONS OF ENTRY

The withdrawal of Entries must be submitted in writing to the Event Managers, ICMS Pty Ltd and will not be entitled to a refund.

All applicable sections of the **Application/Submission** documents must be completed.

Judges reserve the right to decline to present an Award in a particular category if a minimum standard of excellence has not been reached.

The judge's decision is final and no correspondence will be entered into.

ENTRANCE FEES

A non-refundable entrance fee of \$175 (including GST) per award category is payable upon submitting your entry.

JUDGES AND JUDGING

The 2010 RVA National Business Excellence Awards judging panels will fairly evaluate each submission through a formalised assessment process.

The judging panels will be comprised of a cross-section of experts, selected for their specialist knowledge and experience. The judging panel will operate independently of the RVA.

Entries will be judged on the basis of the information provided in the written submission and any supporting materials. The judges may seek advice from outside sources when considering particular categories. During the course of judging, the judges may be required to call upon the entrants to review their submissions.

The judging process is designed to be fair and free of bias or influence.

The judges' decisions in these Awards will be final and no further correspondence will be entered into.

RECOGNITION AND PROMOTION

1. The RVA will formally announce the Finalists on Monday 12 February 2010.
2. Winners will be announced at the Gala Presentation Dinner on Friday 26 March 2010.
3. All winners and finalists will be presented with a framed certificate and trophy at the dinner.
4. All finalists and winners will be listed/profiled in RVA media reports.
5. Winners and finalists will be entitled to refer to their success in promotional and advertising material, after announcements are made. The official 2010 RVA National Business Excellence Awards logo will be available upon signing of the RVA Logo Agreement.



2010 RVA Inaugural National Business Excellence Awards Entry Guidelines



CONFIDENTIALITY

All applications will be considered commercial-in-confidence and will only be accessible to the ICMS secretariat and the relevant Judging Panel(s). All Judges will be required to sign a Confidentiality Agreement before receiving applications and declare any possible conflicts of interest.

Any details of businesses used for media purposes will be authorised by companies prior to publication. All applications are destroyed after the conclusion of the Awards with the exception of pages 1-4 of the Application Form, which will be retained by the RVA as a record of entry only.

DISCLAIMER

RVA accepts no liability regarding any loss of patent rights or commercial returns arising from participation in the 2010 RVA National Business Excellence Awards.

Judging panel decisions are final and no correspondence will be entered into.

Any contact information provided is voluntary and is subject to Privacy Act 1988 (Cth) and all relevant associated Commonwealth and State Legislation. This information may be used to contact you or be provided to third parties providing services and sponsorship to the RVA Awards program and for RVA internal purposes only.

Photographs taken by or on behalf of the RVA Awards events may be used for RVA promotional and/or media purposes.

AWARDS PRESENTATION EVENING

Winners of the 2010 RVA Business Excellence Awards will be announced at a formal black tie gala presentation dinner to be held on Friday 26 March 2010 at the Atrium Flemington - The Events Centre, Melbourne.

KEY DATES

Expression of Interest / Nominations / Entries open:	5 December 2008
Expression of Interest / Nominations close:	9 November 2009
Submissions close:	23 November 2009
Judging:	5 February 2010
Finalists formally announced:	12 February 2010
Awards Dinner:	26 March 2010



2010 RVA Inaugural National Business Excellence Awards Entry Guidelines



AWARDS

The following categories are available for entry in the 2010 RVA National Business Excellence Awards:

DESIGN AWARDS

The 2010 RVA National Business Excellence Awards reward and promote excellence and design of a village or within a village.

AWARD FOR EXCELLENCE IN DESIGN OF OR WITHIN A RETIREMENT VILLAGE MORE THAN THREE (3) YEARS OLD

Category Overview: This award will recognise outstanding excellence in design of or within a retirement village more than three (3) years old including:

- Design within the village (units/facilities);
- Design of a complete village.

Entrants are required to demonstrate design of the highest quality, form, function and aesthetics. Submissions will be measured across all aspects of design including concept, innovation, technology, visual impact, utility, functionality, materials, construction, longevity and compliance.

AWARD FOR EXCELLENCE IN DESIGN OF OR WITHIN A RETIREMENT VILLAGE - NEW DEVELOPMENT LESS THAN THREE (3) YEARS OLD

Category Overview: This award will recognise outstanding excellence in design of or within a retirement village - new development less than three (3) years old including:

- Design within the village (units/facilities)
- Design of a complete village

Entrants are required to demonstrate design of the highest quality, form, function and aesthetics. Submissions will be measured across all aspects of design including concept, innovation, technology, visual impact, utility, functionality, materials, construction, longevity and compliance.

AWARD FOR EXCELLENCE IN DESIGN OF A REFURBISHMENT WITHIN A RETIREMENT VILLAGE

Category Overview: This award will recognise outstanding excellence in design of a refurbishment within a retirement village. Entrants are required to demonstrate design of the highest quality, form, function and aesthetics. Submissions will be measured across all aspects of design including concept, innovation, technology, visual impact, utility, functionality, materials, construction, longevity and compliance.

AWARD FOR EXCELLENCE IN LANDSCAPE DESIGN OF A RETIREMENT VILLAGE

Category Overview: This award will recognise outstanding excellence in landscape design of a retirement village. Entrants are required to demonstrate design of the highest quality, form, function and aesthetics. Submissions will be measured across all aspects of design including concept, innovation, technology, visual impact, utility, functionality, materials, construction, longevity and compliance.



2010 RVA Inaugural National Business Excellence Awards Entry Guidelines



ENVIRONMENTAL SUSTAINABILITY AWARDS

The 2010 RVA National Business Excellence Awards reward and promote environmental sustainability.

AWARD FOR EXCELLENCE IN WATER RESOURCE MANAGEMENT IN A RETIREMENT VILLAGE

Category overview: This award will recognise outstanding excellence in water resource management in a retirement village. Entrants will demonstrate leadership and commitment to the preservation and protection of the environment through sustainable management practices in water reduction strategies.

AWARD FOR EXCELLENCE IN ENERGY RESOURCE EFFICIENCY IN A RETIREMENT VILLAGE

Category overview: This award will recognise outstanding excellence in energy resource efficiency in a retirement village. Entrants will demonstrate leadership and commitment to the preservation and protection of the environment through efficiencies resulting from the implementation of energy reduction strategies within the village.

AWARD FOR EXCELLENCE IN BEST PRACTICES IN ENVIRONMENTAL SUSTAINABLE MANAGEMENT IN A RETIREMENT VILLAGE

Category Overview: This award will recognise outstanding excellence in environmental sustainability management in a retirement village. Entrants will demonstrate:

1. Leadership and commitment to the preservation and protection of the environment; and
2. Outstanding achievements that minimise the environmental impacts of a retirement village's operations through environmental sustainability management practices in areas such as: energy efficiency, water reduction strategies, recycling projects, waste reduction and reducing greenhouse gas emissions.



2010 RVA Inaugural National Business Excellence Awards Entry Guidelines



BUSINESS PRACTICE AWARDS

The 2010 RVA National Business Excellence Awards reward and promote excellence in business practice.

AWARD FOR EXCELLENCE IN MARKETING AND PROMOTION OF A RETIREMENT VILLAGE(S)

Category Overview: This award will recognise outstanding excellence in marketing and promotion of a retirement village(s). Entrants are required to demonstrate successful outcomes from marketing campaigns or promotional activities.

AWARD FOR EXCELLENCE IN TRAINING AND PROFESSIONAL DEVELOPMENT

Category Overview: This award will recognise outstanding excellence in training and professional development for employees of or within a retirement village(s) or by a group owner operator responsible for multiple RVA member villages. Entrants are required to demonstrate the commitment to training and professional development that improves organisational performance and the skill levels of its employees.

AWARD FOR EXCELLENCE IN BUSINESS BEST PRACTICE WITHIN AN ACCREDITED VILLAGE OR BY A GROUP OWNER OPERATOR RESPONSIBLE FOR MULTIPLE ACCREDITED RVA MEMBER VILLAGES

Category Overview: This award will recognise outstanding excellence in business best practice within an accredited village or by a group owner operator responsible for multiple accredited RVA member villages, including: planning; marketing, people management; financial management and OH&S. Entrants are required to clearly demonstrate and provide examples of proven outcomes.



2010 RVA Inaugural National Business Excellence Awards Entry Guidelines



AWARD FOR EXCELLENCE IN INNOVATION

The 2010 RVA National Business Excellence Awards reward and promote excellence in innovation.

Category Overview: Entrants will demonstrate a proven ability to create, nurture and develop new products, services, processes or modification of an existing product, service or process for use in a new situation. Entrants of this award are required to demonstrate how they have differentiated themselves from others in the retirement village industry. Innovation involves a new idea applied to an existing situation, or an old idea modified for use in a new situation. In each case, the innovation must add value.

AWARD FOR EXCELLENCE IN INNOVATION IN OR FOR A RETIREMENT VILLAGE.

FOR EXAMPLE:

- INTRODUCTION OF A NEW PRODUCT OR SERVICE
- INTRODUCTION OF A NEW PROCESS
- INTRODUCTION OF A NEW MANAGEMENT OR ORGANISATIONAL SYSTEM
- INSTALLATION OF MAJOR NEW CAPITAL EQUIPMENT
- INVESTMENT IN RESEARCH AND DEVELOPMENT
- UPGRADING THE SKILL LEVELS OF YOUR EMPLOYEES
- DEVELOPMENT OF A NEW ENVIRONMENTAL BENCHMARK, TECHNIQUE OR PRACTICE

AWARD FOR EXCELLENCE IN PROVIDING A SERVICE AND/OR PRODUCT

The 2010 RVA National Business Excellence Awards reward and promote excellence in providing a service and/or product to the retirement village industry.

Category Overview: Services and/or products that adds value to a retirement village(s) or the retirement village industry and offers a real point of difference with competitor services or products will be recognised with this award. This is measured across all service/product elements including but not limited to value for money, quality, functionality, features, performance, consistency, levels of service and market position.

AWARD FOR EXCELLENCE IN PROVIDING A SERVICE(S) AND/OR PRODUCT(S) TO THE RETIREMENT VILLAGE INDUSTRY



2010 RVA Inaugural National Business Excellence Awards Entry Guidelines



AWARD FOR EXCELLENCE IN CUSTOMER SERVICE

The 2010 RVA National Business Excellence Awards reward and promote excellence in customer service.

Category Overview: Entrants must provide clear evidence of consistent outstanding customer service and professionalism. Entrants are required to demonstrate how they manage, monitor and measure customer expectations, satisfaction and preservation.

AWARD FOR EXCELLENCE IN CUSTOMER SERVICE

INDIVIDUAL AWARD – OUTSTANDING CONTRIBUTION

THIS AWARD WILL RECOGNISE THE OUTSTANDING CONTRIBUTION BY AN INDIVIDUAL IN RECOGNITION OF THEIR SUPPORT AND/OR PROMOTION OF THE RETIREMENT VILLAGE INDUSTRY.

LONGEVITY IN BUSINESS AWARD

The 2010 RVA National Business Excellence Awards will reward longevity in business.

THIS AWARD WILL RECOGNISE THOSE BUSINESSES CURRENTLY OPERATING THAT HAVE BEEN PROVIDING RETIREMENT VILLAGE SERVICES CONTINUOUSLY FOR TWENTY (20) YEARS OR MORE BY THE SAME OWNER AND/OR BY A MEMBER(S) OF THE SAME FAMILY.