



## Terms of Reference Attachment A

### AWARDS CRITERIA

All criteria for awards, all rules and process for nominations are made at the discretion of the Panel in conjunction with One Community. The award nomination process will be included on the One Community website. One Community can provide guidance upon request to those who wish to make nominations.

### GENERAL CRITERIA

In order to recognise Australia's best people, programs, services and organisations, all nominations are required to meet the following general criteria:

- Be employed at the time of nomination in a private, public, not-for-profit or government organisation, or a registered charity in Australia. There must be intent to remain employed in the same position with the same employer in November 2025.
- Be a permanent resident of Australia.
- Be a provider of disability services or provide services to people with disability.
- Work for an organisation that has an ABN. Please note not-for-profit and sole traders under the income threshold are exempt.
- Be **available to attend** the Australian Disability Service Awards Ceremony in Melbourne on Thursday, 13 November 2025.

If self-nominating for an award, and you have previously nominated in the same category, please demonstrate in your nomination where improvements or developments have been made when compared to the previous nomination.

Individuals or organisations will not be eligible as award nominees if they are currently subject to: NDIS registration revoke or suspension; a NDIS Commission injunction; or a banning order from the NDIS. This ineligibility extends to any and all organisation or entity in which the people in management or in control of, are associated with.

The detail of each award and its specific criteria is outlined below.

## AWARD SPECIFIC CRITERIA

### Most Innovative Home & Living Solutions

**Overview:** This award is focused on the innovation in care provision in supported independent living for people with disability. We're looking for an accommodation provider who promotes a life of independence while also providing a home. Show us how the provider meets the unique needs of every individual in the home, ensures outcomes are achieved and delivers innovative support to participants.

**Eligibility:** This category is open to the following accommodation models: SIL; Host Family; Key Ring; Specialist Models. Please note that SDA only providers are not eligible to nominate.

**Nomination:** Information required as part of the nomination:

1. What type/s of supported living do you provide?
2. In which state/s do you operate?
3. How many properties do you operate?
4. How many Participants do you service?
5. How long have you been providing accommodation options?

#### Nomination Questions

1. Clearly outline for us the features of the supported living which makes this an outstanding option for Participants.
2. Share with us how the model promotes and encourages individualised support in the home environment to align with Participant needs
3. What approaches are taken to turn the accommodation into a 'home' and how are the unique needs of every individual in the home met?
4. We'd love to hear a success story! Share with us a story of a Participant and how the nominee has had a profound impact on their life. The inclusion of a Participant testimonial would be advantageous.

## Most Impactful Assistive Technology Solution

**Overview:** We want to reward an Assistive Technology Solution that is not only innovative, but has an emphasis on real-world outcomes or life-changing potential.

**Eligibility:** Previous nominees are eligible for nomination however there must be a clear demonstration of any upgrades, updates etc have been implemented and what the key differences are when comparing this nomination to the previous.

**Nomination:** Information required as part of the nomination:

1. What is the name of the product or solution?
2. When was this product or solution first released to the public?

### Nomination Questions

1. Tell us about the product or solution and how it provides a real-world outcome or has life-changing potential for a Participant.
2. Outline the point of difference when comparing to products or solutions in a similar class. Or, if the product or solution is genuinely unique, what is the problem or challenge that it solved?
3. Let's talk numbers. What is the current reach of this product or solution? How many people are using it? What's the customer satisfaction rate of this product or solution?
4. We'd love to hear a success story! Share with us a story of a Participant and how the product or solution has had a profound impact on their life. The inclusion of a Participant testimonial would be advantageous.

## Most Effective Community Inclusion Program

**Overview:** This award is to celebrate community programs that break down barriers and provide inclusive opportunities to participate in the community. These programs can be held in collaboration with mainstream activities, with the objective of increasing inclusion of people with disability or, they can be traditional, community activities offered for people with disability. Key to the program's objective should be inclusion, collaboration and community.

**Eligibility:** Previous nominees are eligible for nomination however there must be a clear demonstration of how the program has grown and what the key differences are when comparing this nomination to the previous.

**Nomination:** Information required as part of the nomination:

1. What is the name of the program?
2. Is this program run in collaboration with other organisations? If so, is this a joint nomination?
3. When did this program launch and has it been running continuously since?
4. In which state/s do you operate?

### Nomination Questions

1. Who are the key stakeholders of the program and what are the program's objectives? If collaborating with others, how does this work in practice – what does each party bring to the program?
2. Tell us about program, with a focus on the activity type, the program's frequency and the participation numbers. Please show us the growth and/or sustainability of the program. How has it achieved community participation for the individuals.
3. What are some of the outcomes achieved by Participants in the program? What changes have you seen in both the Participants and the organisation's community and what is the impact?
4. We'd love to hear a success story! Share with us a story of a Participant and how the program has had a profound impact on their life. The inclusion of a Participant testimonial would be advantageous.

## Best Employment Pathway Program

**Overview:** We want to find the Best Employment Pathway Program that utilises people's unique skills, builds new skills and/or career pathways, to support the achievement of meaningful employment outcomes with award wages. This could include pathway programs where a partnership with an employer has been formed to deliver a number of open employment outcomes.

### Nomination Questions

1. Describe the employment pathway program model (include where you operate, maximum number of participants, date the program started, program streams, employer partnerships) and outline the point of difference in comparison with other disability employment programs.

No. of PwD in Program	No. of placements in open employment in last 12 months (award wage roles) &/or no. jobs created through provider/employer partnership	No. of maintained roles for longer than 6 months	No. of maintained roles for longer than 12 months

\*PwD = People with Disability

2. Demonstrate how Participants are supported and empowered to achieve their employment goals, including how the organisation ensures employment placements are sustainable and a success for the Participant and employer.
3. Describe how the program engages with employers to deliver sustainable open employment outcomes.
4. Describe the benefits to Participants, in terms of skill building, workplace contribution and social outcomes.
5. Provide an example of a recent Participant's success story, including the impact on the employer, and of the partnership if relevant. The inclusion of an employee and employer testimonial would be advantageous.

## Rising Changemaker - New Business Innovation

**Overview:** The Rising Changemaker – New Business Innovation Award celebrates emerging businesses under two years old that demonstrate bold innovation, values-driven leadership, and a commitment to disrupting traditional service delivery in the disability sector. We're looking for new businesses that are shaking up the status quo, bringing fresh perspectives, strategic thinking, and a genuine impact in the lives of people with disability.

**Eligibility:** All business activity, including ABN status active date, changes to business structures and/or social media presence, must be less than two years old (therefore, after 19 June 2023).

**Nomination:** Information required as part of the:

1. Does the business have any employees or contractors? If so, how many?
2. What has been the staff retention rate since inception?
3. How many Participants does the business work with, or support directly?
4. What has been the growth in Participant numbers over the past 12 months?

### Nomination Questions

1. Tell us about the business and the services and/or products provided. Is it a national, state or regional business? When was the business established and why – what was the inspiration or market gap that was identified?
2. Values in practice: How are human rights, social justice, equity and inclusion embedded in the operations? How success measured in non-financial terms?
3. Strategic growth direction: Where is the business heading in the next 12–24 months? What had been tried and learned? What has the organisation been pleased with, or concerned about?
4. How does the business' innovation promote long-term sustainability by supporting people to build agency, form meaningful relationships, and take on valued roles, reducing reliance on formal services through strengthened community and informal networks?
5. We'd love to hear a success story! Share the business' proudest moment or greatest achievement to date. Does the business have a profound impact on Participant's lives? Explain how and if possible, the inclusion of a Participant testimonial would be advantageous.

## Excellence in Place-Based Impact for Regional & Remote Communities

**Overview:** This award is to recognise service delivery supporting regional and remote communities. The service delivery method may be face to face, digital or a combination of both. We'd love to see how the service shows innovation and results by contributing to improved health and wellbeing of its Participants and/or community.

**Eligibility:** We recognise the varied delivery methods that can be used to reach the corners of Australia. For those who aren't located full-time in a regional or remote community, we want to see how providers collaborate and engage with the local community to increase sustainability.

**Nomination:** Additional information required as part of the nomination:

1. Where is the organisation located?
2. What regional/remote locations are serviced?
3. What is the method of service delivery offered to regional and remote communities?
  - a. Face to face
  - b. Digital / technology
  - c. Fly in fly out
  - d. Hub and spoke
  - e. Combination of the above
  - f. Other
4. Has the nominee developed the local workforce and if so, what does this look like?
5. How many Participants does the organisation work with, or support directly?

### Nomination Questions

1. Why is the service needed and how was that need identified? What has been done to address these challenges and barriers for the community? Please include any statistical information to demonstrate this.
2. Describe the specific challenges faced by the community at this location and outline the actions you have taken to reduce or remove these barriers or challenges. How is the organisation impacting the community?
3. How has the service addressed the needs of Participants and provided positive outcomes in health and wellbeing? How is ongoing support provided, ensuring sustainable accessibility to the service? How does the organisation engage the community to deliver services?
4. We'd love to hear a success story! Share with us a story of a Participant and how the service has had a profound impact on their life. The inclusion of a Participant testimonial would be advantageous.

## Best Inclusive Workplace

**Overview:** The Best Inclusive Workplace is for NDIS recognised service providers who are an exemplar organisation incorporating talented people with disability throughout their organisation structure. The organisation supports employment of people with disability across the organisation and implements innovative disability recruitment and retention strategies for systemic change, demonstrating a truly inclusive approach across your entire workplace.

### Nomination Questions

1. Outline and demonstrate how the organisation incorporates talented people with disability throughout the organisation's structure, illustrating an inclusive workplace (completion of the table below to demonstrate breadth of roles is optional).

No. of Employees	No. of PwD in Entry Level Roles	No. of PwD in Team Leader Roles	No. of PwD in Executive Roles	No. of PwD on the Board

\*PwD = People with Disability

2. Describe the inclusive workplace practices and disability recruitment and retention strategies that are demonstrated within the organisation to employ, support and retain talented people with disability. How are they innovative and how are they promoted?
3. Describe the impact and benefits to the organisation and its stakeholders (especially the people they serve) of having a workforce representative of talented people with disability- an inclusive workplace.
4. Outline how they're sharing their inclusive workplace practices with the sector to influence other providers to adopt the same principles.
5. Provide an example to demonstrate how their approach and inclusive practices are achieving successful outcomes for their organisation and the people with disability they support.



## Allied Health Excellence in Practice Award

**Overview:** The Allied Health Excellence in Practice Award recognises an organisation that works collaboratively with a Participant's support network to deliver maximum outcomes, whilst also supporting the industry. Nominees may be single or multi-disciplinary organisations.

**Nomination:** Additional information required as part of the nomination:

1. How many allied health staff (excluding contractors) does your organisation engage?
2. What has been your staff retention rate since inception?
3. How are allied health practitioners supported in your organisation to be passionate about great care?
4. How many Participants do you work with, or support directly?
5. How do you measure outcomes for your participants?

### Nomination Questions

1. Describe the organisation, including the services delivered, any speciality areas, an overview of staff qualifications and locations serviced. Include any practices that support the broader industry.
2. How is the organisation creative and innovative when competing to stand out in allied health services? What are the therapy outcomes? How does the organisation operate to ensure the highest levels of service are achieved?
3. How do practitioners work collaboratively with a Participant's support network (e.g. informal supports, funded service providers, community supports, mainstream services etc.) to ensure aligned supports are provided to empower a participant to pursue their life goals?
4. We'd love to hear a success story! Share with us a story of a Participant and how their allied health services have had a profound impact on their life. The inclusion of Participant testimonials or outcome measures would be advantageous.

## Most Visionary Leader (CEO/Director)

**Overview:** The Most Visionary Leader Award recognises a transformational leader who is at the forefront of change. Leading a disability related organisation, they demonstrate courage, strategic insight, and a values-driven approach to achieving real-world impact. This individual leads with integrity, cultivates inclusive culture, and places people and communities at the heart of everything they do. They are a changemaker shaping the future of the sector through innovation, advocacy, outcomes, and unwavering commitment to human rights and social justice.

**Eligibility:** Board members, board chairs, divisional directors etc are not eligible for nomination. The intent of this award is to recognise the leader of the organisation's structure. If the organisation has a co-CEO structure, both co-CEOs should be submitted as a joint nomination.

**Nomination:** Additional information required as part of the nomination:

1. How long has the CEO/Director been in the role?
2. How many employees and contractors does the organisation have?
3. What has been the staff retention rate during the CEO's tenure?
4. How many Participants does the organisation work with, or support directly?

### Nomination Questions

1. Describe the organisation, including its services/programs/products and tell us how the CEO/Director contributes to the success of the organisation.
2. How does the CEO/Director demonstrate not only excellence in their role, but is seen as a visionary, a thought leader and an inspiration to others. Tell us about how they have driven systemic or cultural change within the organisation.
3. Looking at the big picture, how has this visionary leader influenced and impacted others outside the organisation and what results have been achieved?

The following questions will require input from the nominee.

4. What is the nominee's vision for the future of the disability sector, and how do they see their leadership contributing to structural change, inclusion, and active citizenship for people with disability?
5. How does the nominee's leadership embed co-design and lived experience at governance or decision-making levels?
6. How has the nominee challenged systemic norms (e.g. risk-averse policies) to create more liberating, citizen-led outcomes.
7. We'd love to hear a success story. Please tell us about their proudest moment as a visionary leader.

## Person-Led Practice in Action Support Worker

**Overview:** Our Person-Led Practice in Action Support Worker Award recognises those whose approach focuses on practice that responds to the Participant's needs, goals and choices, thus empowering Participant's choice and control to live their best life.

**Eligibility:** Only one nomination per organisation will be accepted. If multiple nominations are received from one organisation, all nominations will be returned to the organisation contact (copied to each nominator) to decide which entry should be re-submitted. The intent of this Award is to recognise front-line workers, rather than team leaders or coordinators. Nominations should reflect individuals working within the scope of their role.

**Nomination:** Additional information required as part of the nomination:

1. How long has the nominee been a Support Worker?
2. How long has the nominee been in a Support Worker role with your organisation?
3. Please confirm that the nominee is not a team-leader.
4. How many Participants does the nominee support?
5. What extra training or professional development has the Support Worker engaged in?

### Nomination Questions

1. How is the Support Worker's approach different when compared to Support Workers who provide similar types of support? What is it that makes them outstanding?
2. What strategies does the Support Worker use to ensure their practice is person-led, and that the Participant has choice and control over how their support is provided?
3. How does the Support Worker empower a Participant to have a meaningful role and connection to the community?
4. We'd love to hear a success story! Share with us a story of a Participant and how the Support Worker has had a profound impact on their life. Please include details of the strategies used and the achieved outcomes. The inclusion of a Participant testimonial would be advantageous.

## Best Program for Young Voices & Futures

**Overview:** The Best Program for Young Voices & Futures Award recognises an innovative and inclusive program that focuses on the voices of children and young people with disability, and supports them to thrive, socially, emotionally, academically, culturally, and developmentally. We're seeking programs that walk alongside young people, foster belonging, and build foundations for meaningful futures.

**Eligibility:** Programs must be for Participants aged 25 and under.

**Nomination:** Additional information required as part of the nomination:

1. What is the name of the program?
2. Is this program run in collaboration with other organisations? If so, is this a joint nomination?
3. What age group is this program targeting?
4. Does this program include Participants who are aged over 25?
5. When did this program launch and has it been running continuously since?
6. In which state/s do you operate?
7. How many Participants are involved in the program?
8. Has the program demonstrated sustainable growth and impact over time?

### Nomination Questions

1. Tell us about the program, what is offered, how it supports the individualised needs of the target audience, and how young people contribute to, shape, or lead its codesign, delivery, or evaluation.
2. How does the program empower young people's voices, agency and potential? How does it build connection, the Participant's strengths and resilience to enhance their quality of life?
3. How are young people involved in program co-design, governance, or feedback loops? Are there partnerships with families, schools, community, or cultural organisations that enhance natural support networks?
4. What do you believe are the nominee's key points of difference in the marketplace? What outcomes has that lead to in the past 12 months? How does this program promote citizenship outcomes, such as helping young people form friendships, take on valued roles, or develop agency beyond service usage?
5. We'd love to hear a success story! Share with us a story of a Participant and how the program has had a profound impact on their life. The inclusion of a Participant testimonial would be advantageous.

## Best Sector Impact

**Overview:** The Best Sector Impact Award recognises an individual whose contributions have created lasting, positive change in the disability ecosystem. This changemaker consistently centres people with disability in their work, disrupts systemic barriers, and drives bold improvements in practice, policy, inclusion, or lived experience outcomes. Their influence is felt across teams, communities, and often the broader sector, lifting others as they lead.

This award is for individuals (not programs or organisations) whose work has a measurable and meaningful ripple effect beyond their immediate role.

**Eligibility:** Nominations that meet the criteria and eligibility in another category will be moved to that category and will be void from the Best Sector Impact category. Only one nomination per organisation. If multiple nominations are received from one organisation, all nominations will be returned to the organisation contact (copied to each nominator) to decide which entry should be re-submitted.

**Nomination:** Additional information required as part of the:

1. How long has the nominee been in the industry and in what capacity?
2. Please give us a brief summary of the nominee's career journey in the disability service sector?

### Nomination Questions

1. Tell us about the nominee: who they are and what is their role? How has the nominee's work created systemic change or scalable impact?
2. How has the nominee created measurable, lasting or transformative change in the disability service sector? What has been the impact of this on the industry and more importantly, people with disability? How do they embed lived experience and/or values-based leadership in their approach?
3. Has the nominee demonstrated courage in challenging unjust norms, policies, or systems? How have they inspired others to act or rethink practice?
4. We'd love to hear a success story! Share with us a story how the nominee has had a profound impact on the industry. The inclusion of a Participant testimonial would be advantageous.

## Outstanding Support Coordination Provider

**Overview:** This award celebrates the Outstanding Support Coordination Provider who, for their Participants, actively build capacity; champion choice and control; and continually strive to connect and build a resilient network of supports to achieve great outcomes for their Participants. The intent of this award is to recognise support coordination which is clear, measurable and grounded in what matters to the Participant – not just compliance.

**Eligibility:** This award is for support coordination providers, not individual support coordinators. Nominee can be an organisation or a sole trader. Individuals may nominate if they operate as sole traders. Psychosocial Recovery Coaching providers are eligible to nominate.

**Nomination:** Additional information required as part of the nomination:

1. How long has the provider been offering support coordination services (as this entity)?
2. In which state/s do they operate?
3. How many Participants does this provider service?
4. What's the average length of service for their staff?
5. Please share the providers philosophy or mission (if applicable).

### Nomination Questions

1. What processes are in place to ensure a consistent person-centred and professional approach to service delivery for Participants they support?
2. How does the provider build capacity of Participants to understand and navigate NDIS processes to achieve their best outcomes?
3. What processes and/or systems are used to enhance efficiency in managing and utilising limited NDIS funding available to achieve the best outcomes for Participants?
4. How does the provider support their staff to access professional development opportunities to ensure ongoing skill development and knowledge to manage a continuously changing NDIS environment?
5. How does the provider support staff to. Maintain strong connections across the sector and broader community, ensuring they stay well-informed about available services, products and non-NDIS supports?
6. We'd love to hear success stories! Share with us how the Support Coordination provider has had a profound impact on the lives of their Participants. Please include details of the strategies used and the achieved outcomes. The inclusion of a Participant testimonial would be advantageous.