



Awards Criteria

All criteria for awards and all rules and processes for nominations are made at the discretion of the Panel in conjunction with One Community. The procedures for the making of nominations for an award will be included on the nomination forms available 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 the best people, programs, services and organisations in Australia, there are some general criteria that all nominations are required to meet.

To be eligible, a nominee must:

- Be employed (or was employed in 2024) in a position in a private, public, not-for-profit or government organisation, or a registered charity in Australia.
- 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/ACN. Please note not-for-profit and sole traders under the income threshold are exempt.
- We recommend that nominees have worked for a minimum of 12 months in the disability service sector.
- Be available to attend the Awards Ceremony in Sydney on 13 November 2024.
- Individuals or organisations will not be eligible for an award nomination if they are currently subject to: NDIS registration revoke or suspension; a NDIS Commission injunction; or a banning order from the NDIS.
- Nominators must review and agree to the Award Terms & Conditions prior to submitting the nomination.

The detail of each award and its specific criteria is outlined on the following pages.



AWARD SPECIFIC CRITERIA

Award: Best Accommodation Provider

Award Overview: We're looking for the Best Accommodation Provider with an innovative accommodation model promoting a life of independence while also providing a home. Show us how the provider meets the unique needs of every individual in the home.

- Criteria 1:** Clearly outline for us the features of the accommodation model, including its point/s of difference.
- Criteria 2:** Share with us how the model promotes and encourages independence in the home environment.
- Criteria 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?
- Criteria 4:** We'd love to hear a success story from your accommodation model. The inclusion of a Participant testimonial would be advantageous.

Award: Best Assistive Technology Product

Award Overview: For the Best Assistive Technology Product, we want to reward the latest innovation, excellent building quality, reliability and function. This is a category that really has the opportunity to excite!

- Criteria 1:** Tell us about the product and how it makes a difference to a person's life.
- Criteria 2:** What makes the product innovative when compared with products in the same or similar class.
- Criteria 3:** How does the product excel in its performance, including how it is durable and suitable for purpose.
- Criteria 4:** Share with us a success story starring this product. The inclusion of a Participant testimonial would be advantageous.



Award: Best Community Program

Award Overview: The Best Community Program celebrates mainstream community-based organisations whose programs showcase inclusive practices. NDIS Providers or disability organisations are eligible to nominate only if they are supporting the mainstream community organisation to establish their program.

- Criteria 1:** Provide the name of the program, who are the key stakeholders and an outline of the program objectives.
- Criteria 2:** Tell us about program, with a focus on the activity type, the program's frequency and the participation numbers (especially show us the growth of the program).
- Criteria 3:** What are some of the outcomes achieved for individuals who are involved in the program. The inclusion of a Participant testimonial would be advantageous.
- Criteria 4:** What changes have you seen in both the Participants and the organisation's community and what is the impact of this?

Award: Best Early Intervention Program

Award Overview: Our Best Early Intervention Program Award recognises innovative early intervention models which demonstrate positive outcomes resulting in a reduction in the need for ongoing support.

- Criteria 1:** Tell us about your service and what you offer, including your individualised early intervention approach for your target audience.
- Criteria 2:** How does your service build connection, the Participant's strengths and resilience within their support network to enhance the Participant's quality of life?
- Criteria 3:** Tell us about your point of difference in comparison with other early intervention programs providing a similar service, including outcomes being achieved over the past 12 months.
- Criteria 4:** Provide an example of a success story relating to the service or program.



Award: Best Employment Program

Award Overview: Describe the employment program and outline the point of difference in comparison with traditional disability employment programs.

Criteria 1: Describe the employment program, and outline the point of difference in comparison with traditional disability employment programs.

Criteria 2: Describe how Participants are supported and empowered in the workplace to achieve their goals and sustainable employment.

Criteria 3: Describe the benefits to Participants, in terms of skill building, workplace contribution and social outcomes.

Criteria 4: Provide an example of an individual's success story. The inclusion of an employee testimonial would be advantageous.

Award: Best New Business

Award Overview: Our Best New Business Awards will celebrate a new business which demonstrates innovation, creative and strategic thinking. To be eligible, the business must have an ABN and be less than two years old (this includes ALL business activity, including changes to business structures or entities).

Criteria 1: Tell us about the business and the services and/or products you provide. Include if you are a national, state or regional business?

Criteria 2: When was the business established and why – what was the inspiration or market gap that was identified?

Criteria 3: Outline the business' creative and strategic thinking to innovate, compete and stand out in the disability community. Explain the point of difference from other competing organisations.

Criteria 4: Share the business' proudest moment or greatest achievement to date. The inclusion of a Participant testimonial would be advantageous.



Award: Best Regional, Rural or Remote Program/Service

Award Overview: This award is to recognise the best program or service designed to support regional, rural or remote areas of Australia. The service may be face to face, digital or a combination of both.

We'd love to see how the program or service shows innovation and results by contributing to improved health and wellbeing of its Participants and/or community.

- Criteria 1:** Why is the program or service needed and how was that need identified?
- Criteria 2:** Provide specific information about the program or service, including the challenges that location presents and how the challenges are being addressed.
- Criteria 3:** How has the program or service addressed the needs of Participants and provided positive outcomes in health and wellbeing?
- Criteria 4:** Share an outstanding success story about the program or service. Please include a Participant testimonial.

Award: Best Workplace Inclusion Program

Award Overview: The Best Workplace Inclusion Program is for NDIS recognised service providers who implement innovative disability recruitment and retention strategies for systemic change, demonstrating a truly inclusive approach across your entire workplace.

- Criteria 1:** Describe the inclusive workplace practices and disability recruitment and retention strategies that you demonstrate within your organisation. How are they innovative?
- Criteria 2:** How are the inclusive workplace practices and disability recruitment and retention strategies supported and promoted within your organisation? Do they foster systemic change?
- Criteria 3:** Describe the impact and benefits to your organisation's stakeholders (especially your staff and the people you serve) as a result of your inclusive workplace.
- Criteria 4:** Provide an example of how this program is achieving successful outcomes for your organisation.



Award: Most Outstanding Allied Health Organisation

Award Overview: The Most Outstanding Allied Health Organisation Award recognises an organisation that delivers maximum outcomes for Participants and directly contributes to improving their health through allied health services. Nominees may be single or multi-disciplinary organisations.

- Criteria 1:** Describe the organisation, including the services delivered, any speciality areas, an overview of staff qualifications and locations serviced.
- Criteria 2:** How is the organisation creative and innovative when competing to stand out in allied health services?
- Criteria 3:** How does the organisation operate to ensure the highest level of service and maximum outcomes for each Participant and their unique, individual needs?
- Criteria 4:** Provide us with a testimonial or tell us a success story showcasing the impact that your allied health services have had for one of your Participants.

Award: Most Outstanding CEO / Director

Award Overview: One of our most popular categories, the Most Outstanding CEO/Director Award recognises excellence in leadership. We're looking for those leaders who showcase integrity, compassion and determination and also deliver outstanding results. They're a thought-leader within the community or the industry (or both!) and they're held in high esteem by their peers.

- Criteria 1:** Describe the organisation, including its services/programs/products and tell us how the CEO/Director contributes to the success of the organisation.
- Criteria 2:** Explain how the CEO/Director demonstrates excellence in their role? Tell us about their journey and achievements within the organisation.
- Criteria 3:** Describe the CEO/Director's leadership approach and qualities, plus how they impact those around them (internal and external).
- Criteria 4:** List how the CEO/Director keeps the Participant at the forefront of any decision making and results. Inclusion of a Participant testimonial would be advantageous.
- Criteria 5:** This one will require some input from the nominee. Describe any proudest achievements and/or moments as a CEO/Director.



Award: Most Outstanding Plan Management

Award Overview: The Most Outstanding Plan Management Award celebrates an organisation who delivers outstanding customer service and ensures their Participants receive maximum benefit from their funding.

- Criteria 1:** Tell us about the organisation's customer service approach. What is the ideal participant experience with the organisation from onboarding through to the duration of the service agreement. We'd especially love to hear about the touch points with participants.
- Criteria 2:** How does the organisation stay abreast of payment-related NDIS changes and guidelines and how this is communicated with Participants?
- Criteria 3:** What is the organisation's point of difference when compared with other plan management companies?
- Criteria 4:** Provide a testimonial or showcase a Participant success story. How has the organisation improved the Participant's NDIS experience?

Award: Most Outstanding Support Coordinator

Award Overview: This award celebrates the Most Outstanding Support Coordinator who, for their Participants, champion choice and control; actively and continually build capacity; and go above and beyond to connect and build a resilient network of supports to achieve great outcomes for their Participants.

- Criteria 1:** What is the Support Coordinator's planning approach and how does this inform their professional practice and support a Participant to build their capacity to live their best life?
- Criteria 2:** What strategies does the Support Coordinator use to empower a Participant to have choice and control over their supports and services?
- Criteria 3:** How does the Support Coordinator continually build their knowledge, skills and capacity to ensure a professional Support Coordination service is provided?
- Criteria 4:** Tell us about a success story and how a Participant was empowered to build their capacity to achieve great outcomes and live their best life.



Award: Most Outstanding Support Worker

Award Overview: Our Most Outstanding Support Worker Award recognises those whose innovative approach empowers a Participant to have choice and control to live their best life.

- Criteria 1:** How is the Support Worker's approach innovative compared to other Support Workers who provide similar types of support?
- Criteria 2:** What strategies does the Support Worker use to ensure a Participant has choice and control over how their support is provided?
- Criteria 3:** How does the Support Worker empower a Participant in and have a meaningful role in the community?
- Criteria 4:** Tell us about a success story of how the Support Worker has supported and empowered a Participant to achieve great outcomes and live their best life. Please include details of the strategies used and the achieved outcomes.