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| General Award criteria |
| Category 4 – Improving workforce wellbeing and safety |
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| Criteria topic | Criteria question | Judging criteria for scoring | Weight |
| Abstract | Provide a clear and brief summary of the organisation and initiative, focusing on its objectives, staff engagement, methods and outcomes. | This section should provide a brief summary of the work being undertaken. | 0 |
| Planning and preparation | What was the genesis of the initiative? Describe the service, system or area that was targeted for improvement. What evidence supported the need for the initiative? How does the work align with organisational priorities? | * Is the genesis of the initiative well established? * Is the evidence supporting the need for the initiative robust? * Does the work align with organisational priorities? | 1 |
| Objectives | Timely adoption of the recently released occupational violence and aggression resources such as minimum standards for organisational responses, Code Grey and training standards, and online training, security guidance and post incident response to better prevent and manage occupational violence and aggression.  The implementation of an organisational response to the outcomes and recommendations of the strategy Pathway to Change: eliminating bullying and harassment in healthcare and findings from tools such as the People Matter Survey, relating to bullying and harassment. | * How effectively have you promoted these standards and responded to your organisation’s survey results? * Have you established who in your organisation will oversee the training of staff? * Are the standards and recommendations supported by your leaders and staff, and are they engaging your patients, their families and the community to implement them successfully? | 1 |
| Methods and implementation | Describe the processes used to plan and implement your work. Who were the key stakeholders and how were they involved? Include the key tasks, timelines and whether data was used to monitor progress. | * Are measured planning and implementation processes demonstrated? * Were key stakeholders involved in the initiative? Who and how? * Was data utilised to monitor and support implementation? | 2 |
| Results and outcomes | What were the specific results and outcomes from the initiative? Describe the way the initiative is improving patient and staff experience, will reduce violence, harassment or bullying in your workplace and impact your community’s perceptions of your organisation.  **Please note:** The judges look for data that shows how you have achieved your objectives. You are encouraged to supply data (charts and tables, etc.) in your support document but explain in this section how the data (such as graphs, tables) shows improvement/benefit. If relevant, include sample/workforce size, so the judges know the scale of the work. | * How will you ensure the introduction of this initiative will assist in reducing levels of occupational violence and aggression or bullying and harassment? * Has the entry provided reliable evidence of results and outcomes? * Does the data substantiate the desired outcomes and benefits for staff, patients, their families and/or the community? * If additional information is provided, does it illustrate the success of the initiative? | 3 |
| Status and sustainability | What is the current status of the initiative? What are the plans to ensure this initiative provides ongoing benefits to your staff, patients, their families and/or the community? Have you shared, or are there opportunities to share the initiative with other areas in your organisation, or more broadly with the health sector? | * Has the initiative provided appropriate information regarding its sustainability? * Have ideas, tools and techniques been shared? | 2 |
| Budget | What was invested in the initiative, including staff time and financial resources? Were external financial or in-kind resources secured? | * In relation to what was invested, does the approach represent good value? | 1 |
| Achieving quality, innovation and excellence in healthcare | How is this initiative innovative? How does the initiative represent an innovative model of care and excellence in supporting the workforce? What challenges or barriers did you overcome? How have you enhanced quality and safety and reduced the risk(s) to the workforce and/or your community? | * Does the overall initiative represent excellence in staff wellbeing, person, family or community-centred care? * Has the initiative overcome significant barriers to improve staff wellbeing and patient care and/or patient outcomes or care in the community? * Has the initiative enhanced quality and safety and reduced the risk(s) to your staff and your patients? | 3 |

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