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| 2025 Victorian Public Healthcare Awards General Award criteria |
| Category 03 - Excellence in mental health and wellbeing  This award recognises mental health and wellbeing initiatives that advance the Royal Commission's vision of creating a compassionate mental health system based on lived experience leadership, holistic treatment, and support for all Victorians.  **Criteria topics and questions**  Below are the criteria topics and questions we would like you to address in your submission. Pay attention to criteria weighting. Criteria questions that are weighted more heavily (with a higher number) are worth more than others. |
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| Criteria topic | Criteria question | Judging criteria for scoring | Weight |
| Abstract  (not scored) | Provide a clear and brief summary of the organisation and initiative, focusing on its objectives, target population, methods and outcomes. | This section should provide a brief summary of the work being undertaken. The abstract receives no score. | 0 |
| Objectives and planning | Describe the service, system or area that was targeted for improvement. What evidence supported the need for the initiative?  What were your objectives? Describe how they meet the needs of the intended population and support the initiative.  How do the objectives advance the Royal Commission’s vision for Victoria’s future mental health and wellbeing system?  How does the work align with organisational priorities?  How did people with lived experience of mental illness, psychological distress and/or substance use or addiction play a lead role in identifying the objectives of the initiative?  How does the work align with the Royal Commission’s vision for Victoria’s future mental health and wellbeing system, including for integrated care for people with co-occurring mental health and substance use issues?  Was this initiative identified as a priority by consumers?  How were Aboriginal people perspectives included? How were people from diverse communities’ perspectives included (multicultural, LGBTIQA+ and people with a disability)? | * Is the genesis of the initiative well established and is it innovative? * Is the evidence supporting the need for the initiative robust? * Does the work align with organisational priorities? * Are the objectives developed in partnership with people with lived experience of mental illness or AOD use or psychological distress, family, carers and/or the community? * Do the objectives advance the Royal Commission’s vision for Victoria’s future mental health and wellbeing system? * Does the work align with the Royal Commission’s vision for Victoria’s future mental health and wellbeing system (for example responsive, integrated and holistic models of care; service delivery that is close to home and in the community; services designed and delivered in partnership with people with lived experience, etc.)? * Was this initiative identified as a priority by consumers? * To what extent were Aboriginal people and people with diverse backgrounds (multicultural, LGBTIQA+ and people with a disability) included? | 2 |
| Methods and implementation with people with lived experience playing a lead role | Describe the processes used to plan and implement your work.  How were people with lived experience of mental illness, psychological distress and/or substance use or addiction, families, carers and supporters included in the design and delivery of the initiative?  Was the initiative designed and delivered in partnership utilising principles from the Royal Commission into Mental Health System reports and recommendations on engagement and partnership with consumers, carers, families and supporters?  How did Victoria’s Aboriginal people and those from diverse communities including multicultural, LGBTIQA+ and people with a disability play a lead role in implementation?  Include the key tasks, timelines and whether data was used to monitor progress.  How was evaluation embedded in the planning? | * Have measured planning and implementation processes been demonstrated in the entry? * Did people with lived experience of mental illness, psychological distress and/or substance use or addiction, families and carers play a lead role in the design and delivery of the initiative? * Was the initiative designed and delivered in partnership utilising principles from the Royal Commission into Mental Health System reports and recommendations on engagement and partnership with consumers, carers, families and supporters? * Was data used to monitor and support the initiative’s implementation? * Did Victoria’s Aboriginal people and those from diverse communities including multicultural, LGBTIQA+ and people with a disability play a lead role in this initiative, including evaluation? | 2 |
| Results and outcomes | What were the specific results and outcomes from the initiative?  How do the outcomes relate to the objective?  Describe the way the initiative is improving mental health and wellbeing outcomes, including addressing social determinants such as housing, employment, education, social connectedness and substance use or addiction.  Describe the way the initiative is improving consumer and family/carer experience or organisational outcomes for the intended population and the impact this has had on the community and/or organisation.  **Hint:** The judges look for data or service user stories that show how you have achieved your objectives. You are encouraged to supply data (charts and tables, etc.) or qualitative narratives in your support document. Please explain how the data (such as graphs, tables) or stories show improvement/benefit. If relevant include the sample/population size, so the judges know the scale of the work. | * Has the initiative been able to demonstrate improvements to mental health and wellbeing outcomes, including addressing social determinants such as housing, employment, education, social connectedness and substance use or addiction? * Has the entry provided reliable evidence on its results and outcomes? * Does the data substantiate the desired outcomes and benefits for consumers, their families and/or the community? * If additional information is provided, does it illustrate the success of the initiative? * Do outcome measures include consumer and family/carer experience? | 3 |
| Status, sustainability and partnerships | What is the status of the initiative?  What are the plans to ensure this initiative provides ongoing benefits to consumers and their families, carers and supporters and/or the community?  Have you partnered with other organisations and community groups to deliver the initiative?  Have you shared, or are there opportunities to share the initiative with other areas in your organisation or more broadly with the health sector?  Have there been opportunities to share the outcomes of the initiative with the relevant community or community representatives?  How did the initiative support the development of lived experience leadership? | * Has the entry provided adequate information regarding the sustainability of the initiative? * Have there been efforts to partner with other organisations and community groups to ensure the initiative meets community needs? * Have there been efforts to share ideas, tools and techniques and spread the initiative? * Does the program support the development of lived experience leadership (e.g. through participation and capacity building in each stage)? | 2 |
| Budget and resource allocation | 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?  How were resources allocated to ensure that design and delivery was inclusive, accessible and holistic, with lived experience playing a lead role? | * In relation to what was invested, does the approach represent good value? * Were resources allocated to ensure that design and delivery was inclusive, accessible and holistic, with lived experience playing a lead role? | 1 |
| Achieving quality, innovation and excellence in healthcare and respecting human rights | How is this initiative innovative? How does it test and grow the evidence base with new ideas?  How does the initiative represent an innovative, holistic and compassionate model of care and excellence in supporting the workforce, including lived experience workforces?  What challenges or barriers did you overcome?  How have you enhanced quality and safety and reduced the risk(s) to the patient, including through design and delivery that is inclusive, accessible and holistic, with lived experience playing a lead role?  How are consumers’ human rights respected and how are consumers supported to make decisions that affect their own lives?  How are Aboriginal peoples social and emotional wellbeing, and the needs of diverse communities embedded? What impact does this have on the service/program more broadly? | * Is the initiative innovative? * Does the initiative test and grow the evidence base with new ideas? * Does the initiative represent an innovative, holistic and compassionate model of care and excellence in supporting the workforce, including lived experience workforces? * Does the overall initiative represent excellence in person, family or community-centred care? * Has the initiative overcome significant barriers to improve mental health and wellbeing outcomes, including addressing social determinants and/or care in the community? * Has the initiative enhanced quality and safety and reduced the risk(s) to the patient? * Have consumers’ human rights been respected and have consumers been supported to make decisions that affect their own lives? * Has Aboriginal peoples social and emotional wellbeing and the needs of diverse communities been embedded? | 3 |
| Project summary  (not scored) | Here we’re asking for a very short summary of your project, to be used for promotional purposes, should you become a finalist.   * In two sentences, what was the problem your project aimed to solve? * In one sentence, what was your idea to solve this problem? * In one sentence, please describe your methodology and any innovations your project incorporated? * In one sentence, please describe the outcome and impact of your project? | * This will not be assessed or scored as part of your entry. | 0 |

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