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| 2025 Victorian Public Healthcare Awards General Award criteria |
| Category 04 - Excellence in public sector residential aged care services  This award celebrates outstanding work in Victoria's Public Sector Residential Aged Care Services that deliver programs and services to meet the needs of the increasing number of older 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 summary of the organisation and initiative, focusing on its objectives, target population, methods and outcomes. | This section should provide a 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?  How does the work align with organisational priorities?  What were your objectives? Describe how they meet the needs of the target population and support the initiative.  How were target cohort, family and/or community involvement and person-centred care built into your work?  How were Aboriginal people and people with diverse backgrounds and perspectives included (multicultural, LGBTIQA+, 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? * Do the objectives clearly address the needs of the targeted population and support the initiative? * Are the objectives supported by individual, family and/or community involvement and person-centred care? * To what extent were Aboriginal people and people with diverse backgrounds and perspectives included (multicultural, LGBTIQA+, people with a disability)? | 2 |
| 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.  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? | * Have measured planning and implementation processes been demonstrated in the entry? * Were the key stakeholders involved in the initiative? * Was data used to monitor and support the initiative’s implementation? * Did Victoria’s Aboriginal people and diverse communities, including LGBTIQA+ people, people from culturally diverse communities 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?  Describe the way the initiative is improving health outcomes, person/individual experience or organisational outcomes for the target population and the impact this has had on the community and/or organisation.  Describe the way the initiative is improving public sector aged care outcomes including optimising health and wellbeing at all life stages, addressing disadvantage and improving social participation, and improving access and / or quality of service provision for our diverse older population.  **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 in health outcomes, individual experience or organisational outcomes? * Has the entry provided reliable evidence on its results and outcomes? * Does the data substantiate the desired outcomes and benefits for individuals, 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 status of the initiative?  What are the plans to ensure this initiative provides ongoing benefits to the individual, their family 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 sector? | * Has the entry provided adequate information regarding the sustainability of the initiative? * Have there been efforts to share ideas, tools and techniques and spread the initiative? | 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? | * 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 consumer? | * Is the initiative innovative? * Does the overall initiative represent excellence in person, family or community-centred care? * Has the initiative overcome significant barriers to improve individual care, outcomes or care in the community? * Has the initiative enhanced quality and safety and reduced the risk(s) to the individual? | 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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