



Purpose

This award recognises Living Care employees who demonstrate outstanding performance in their role.

Frequency

The award will be presented once a year at an end of year dinner.

Eligibility

- All employees are eligible except for members of the Senior Management Team and those on the Excellence in Service Award Selection Committee;
- Volunteers are not eligible for this award as they are recognised under a separate process;
- The award can apply to an individual or a team within Living Care.

Criteria

Employees must demonstrate outstanding performance in their role.

Outstanding performance could relate to any of the following categories. Descriptions are provided under each category as a guide only - outstanding performance may be demonstrated in areas other than these.

- **Exemplary Care to Residents or Clients**
 - Demonstrates care to clients or residents at a level of excellence and caring beyond that required by duty,
 - Assists through their actions and compassion in developing communities of fresh hope.
- **A Strong Commitment to Continuous Improvement**
 - Brings about significant positive change within a team or workplace;
 - Eliminates significant obstacles to achieving Living Care's Mission, Vision or Values;
 - Resolves in unique/novel ways, problems that impede progress or have the potential to impede progress within Living Care.
- **Excellence in Team Leadership and Care for Fellow Employees**
 - Uses highly effective ways to inspire and lead others;
 - Proactively identifies and resolves challenges that impact on team/service effectiveness;
 - Encourages a coordinated effort by a work team and assists the team's ability to meet difficult goals.

Nomination

All nominations must be made on the appropriate Living Care Nomination Form. The form is available via SharePoint, the shared drive or by contacting Support Services.

Nominations must be supported by the relevant line manager. If the nomination is for a Service or Facility Manager, the Regional Manager must support the nomination. Nomination should not be supported in isolation of the nominee's overall performance in their role (that is managers should not support a nomination if an employee is exemplary in one part of their role, however undergoing performance counselling in another part).

Completed nomination forms should be forwarded to:

Excellence in Service Awards
Living Care Support Services
PO Box 3571
Rhodes NSW 2138
Fax: (02) 8719 2604

Nomination forms should include a statement outlining the employee's outstanding performance. The statement should not exceed 150 words, as this will be used as the basis of an article in *Living News*.

The nomination form should be received no later than the 16th of October. However nominations received after this dates may be considered for the next round of awards.

Selection

A committee established to consider each nomination will consist of the following persons:

- Executive Director;
- The Southern and Northern Regional Managers;
- One employee representative.

The committee will determine the successful employee(s)/team(s) for the award.

The Executive Assistant to the Executive Director will advise nomination sponsors where a nomination has been unsuccessful.

Award

- The successful employee will receive an Excellence in Service Award certificate. Also other forms of recognition will be provided at the time and at the discretion of the Executive Director;
- There is nothing that precludes more than one employee being recognised at any one time;
- The award will be presented by the Executive Director;
- The award will be presented at an end of year dinner;
- A profile of the successful employee(s) and the reasons for their gaining the award will be presented in *Living News*.

Important Information

It is important to ensure that the nominations for this award remain confidential so as not to disappoint those nominated, should they not receive the award.

The fact that a nomination has been unsuccessful should not infer that an employee or team does not perform well in their role. It simply means that, based on information provided to the selection committee, there was insufficient information to demonstrate 'outstanding performance' as outlined in the criteria.

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