

Programmed Award for Village Manager of the Year

Award Description

This Award recognises a Retirement Village or Retirement Community Manager who creates a successful, happy and harmonious village environment through their exceptional leadership and personal commitment to residents. The Village Manager will demonstrate a capability to respond to resident concerns, implement and oversee a village budget and minimise or eliminate cost of living increases for residents.

Entries will be shortlisted to three finalists in each region (NSW/ACT, SA/NT, VIC/TAS, WA and QLD) with the regional winners making up the five national finalists.

Judging Criteria

The judging panel will review the work of the Manager across:

Making positive and innovative contributions to ensure residents' happiness and wellbeing – 25% Weighting (800 words maximum)

- Demonstrate how you have introduced new facilities, programs and services within the village for wide resident usage
- Show how you're able to respond to resident inquiry, including working with residents' committees, to bring their suggestions to life

Demonstrating a commitment to residents that goes 'above and beyond' – 25% Weighting (800 words maximum)

- Demonstrate how you have responded to a village crisis or emergency, such as a health situation or natural disaster (e.g. Weather damage to facilities)
- Ensuring residents can access services and facilities they need at short notice or at unusual times or periods

Ensuring the village is financially sustainable and successful – 25% Weighting (800 words maximum)

- Implementing, overseeing and meeting a village budget, including hiring of staff and contractors and conducting capital improvements on site
- Minimising or eliminating service charge fees for village residents

Implementing initiatives that develop a happy and harmonious village – 25% Weighting (800 words maximum)

- Methods of engaging the wider community with the activities of the village
- Events and activities that bring the village community together to foster a community spirit

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Nomination Form Questions

NOMINATOR / CONTACT PERSON	
Name	
Position	
Company	
Mailing Address	
Contact Number (Day)	
Email	
Mobile	

VILLAGE MANAGER DETAILS (NOMINEE)	
Name	
Position	
Village Name	
Mailing Address	
Contact Number (Day)	
Email	
Mobile	

AWARD CEREMONY DETAILS	
The national award winners will be presented at the National Retirement Living Awards Gala Dinner on Thursday 21 November 2019 on the Gold Coast. Should the nominee be successful in winning this award, but unable to attend the awards gala dinner, who will be receiving the award at the event?	
Name	
Position	
Company	
Mobile	
Email	

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ADDITIONAL INFORMATION

- Describe the nominee's current role – highlighting challenges and accomplishments (150 words maximum)
- Provide the nominee's brief employment history (point form, 250 words maximum)
- Provide evidence from the last 12 months that demonstrates the nominee's outstanding contribution to their village, residents and staff (300 words maximum)
- Provide an overview of the village including the number of residents, average age of residents, age of village, number of units/apartments, types of services/housing available (200 words maximum)
- To help the judges understand the nominee's achievements and why he/she is exceptional, please attach any supporting documents about the village (such as a village fact sheet, media/articles, accolades and brochures)
- Demonstrate why the nominee is suitable to win this award through their positive contribution and outstanding management practice (300 words maximum)
- Attach a letter of endorsement to accompany the nomination. The letter can be from either a resident/resident association and/or an operator
- Date started in current position
- Date started at company
- Length of time worked as a Village Manager
- Does the Village Manager know they are being nominated for the award?
- Has the Owner/Operator been advised of the nomination and given consent to proceed?

MARKETING SYNOPSIS

To assist the organiser in promoting your entry within marketing material, please provide a summary about your entry of no more than 100 words.

ENTRY PHOTOS

Please upload a maximum of 6 images (minimum of 4 images is mandatory). You must include 1-2 images of the nominee in landscape and full colour. Images are to be in a .jpg format and high resolution (300dpi) and a maximum file size of 5MB each.

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Conditions of Entry

- Nominees should be directly managing a village (or more than one village), that is having direct day to day full accountability and responsibility for the village(s). Regional Managers should not apply for this award
- The Property Council of Australia will acknowledge regional winners in NSW/ACT, SA/NT, QLD, VIC/TAS and WA. Regional finalists should be available to attend the respective regional event. From these regional winners, the national winner of the award will be conferred
- The regional winners should be available to attend the National Retirement Living Summit or register for the National Retirement Living Awards Gala Dinner to be held in Gold Coast on Thursday 21 November 2019
- Nominated companies must be a Property Council of Australia member
- We welcome both self-nomination and third-party nominations
- Before you submit your nomination, ensure you have permission from the owner, your client or your contractor to do so
- All entries must be submitted via the online nomination form
- Entries must stick to the word limit on the online nomination form. Nominees are reminded that judges will not consider formatting or presentation of entries
- Nominees must include 4-6 images to support their submission. Other material relevant to support the application may also be uploaded as an Appendix in .pdf format only
- All nominees should be prepared to attend a site inspection with a judge, should it be deemed necessary
- All nominations and contents will remain the property of the Property Council of Australia
- Please note entries are exclusive to the Property Council of Australia National Retirement Living Awards and no details private or professional will be distributed to outside contacts
- The judge's decision is final and no communication will be entered into concerning the final decision
- The Property Council of Australia reserves the right to publish the results and winner details
- The finalists should be available to attend the National Retirement Living Awards Gala Dinner to be held on the Gold Coast on Thursday 21 November 2019
- All entries must be received and paid by 5:00 pm (AEST) on Friday 12 April 2019