

Programmed Award for Village Manager of the Year

Award overview

The Programmed Award for Village Manager of the Year 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. Eligible entries have not previously won the National Award. Previous regional winners are eligible for nomination.

The award is open to members of the Property Council of Australia only. Innovation in your responses should be clearly expressed.

Judging criteria

The Property Council has a Retirement Living Management Capability Framework for the sector. The Framework contains seven domains, six of which apply to retirement village managers:

1. Operations
2. Governance and compliance
3. Self-management
4. Change and innovation
5. Community engagement
6. Population wellness

A seventh domain – Sales Professionalism – applies to sales professionals and retirement village managers who are involved in sales.

The Framework and each domain are explained in [this report](#).

Criteria	Weighting
Operations (200 word maximum) Demonstrate how the nominee has provided exceptional outcomes related to the administration of business practices to create maximum efficiency within your organisation. This would typically include planning, organising and implementing operational tasks as well as effective human resource allocation and team management, and also encompasses day to day proactive dispute and complaint management.	30%
Governance and compliance (200 word maximum)	15%

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Criteria	Weighting
<p>Demonstrate how the nominee has provided exceptional outcomes related the understanding, meeting or exceeding of the rules, industry standards and corporate policies required by legislation, self-regulation, and regulators/government agencies.</p> <p>This would typically include a planned and timely approach to critical and not negotiable outputs, and an understanding of the process of corporate governance.</p>	
<p>Self-management (200 word maximum)</p> <p>Demonstrate the nominee has provided exceptional outcomes related to the ability to regulate emotions, thoughts, and behaviours to deliver organisational outputs effectively in different situations.</p> <p>This would typically include management of complex ambiguous tasks, mastery of emotional intelligence, demonstration of resilience and self-care.</p>	15%
<p>Change and innovation (200 word maximum)</p> <p>Demonstrate how the nominee has provided exceptional outcomes related to the ability to determine different approaches to prepare, support and help individuals, teams, and organisations in making change or thinking of new ways to deliver products, goods and services.</p> <p>This can be through planned innovation and/or incremental continuous improvement and would typically include communicating new directions and bringing staff and residents on the journey to achieve change.</p>	20%
<p>Community engagement (200 word maximum)</p> <p>Demonstrate how the nominee has provided exceptional outcomes related to the process of anticipating and having a plan to manage the likely range of expectations of any person or any formal or informal group of people who may have an interest in the village or will be affected by operating deliverables or outputs.</p> <p>This would typically include the ability to scan the environment, engage and communicate, and resolve disputes with communities inside and outside of the physical village.</p>	15%
<p>Population wellness (200 word maximum)</p> <p>Demonstrate how the nominee has provided exceptional outcomes related to the overall understanding of appropriate health objectives of varying groups or subgroups of residents as they age.</p> <p>This would typically include an understanding of the changing needs of the resident population from demographic and psychographic perspectives, and an understanding of ageing, wellbeing, and subsequent health related impacts.</p>	15%

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Nomination details

The following additional information will need to be supplied with your online nomination. This information is not included in the judging criteria, however, it will assist with assessing your entry.

All entries must be submitted using the online nomination form.

Nominator/entry 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

Additional information

- Date started at company
- Provide the nominee's brief employment history (point form, 150 words maximum)
- 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?
- 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 (150 words maximum)

Entry marketing information

The following information will assist us in promoting your entry in the official awards marketing material. Awards marketing material includes the Awards Commemorative Magazine, Awards showcase videos, social media, email marketing and the official National Retirement Living Awards website. This information is not judged against the criteria, however, will ensure your entry is promoted appropriately, should it be a finalist or winner.

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Marketing synopsis

To assist the organiser in promoting your nomination within Awards marketing material, please provide a summary about your entry and why you feel it is a standout. Synopsis of no more than 80 words to be supplied.

Entry photos

Uploading entry supporting images with your online submission before the nomination deadline, is optional.

All entries announced as a finalist in December 2023 must supply supporting images to the Awards Manager by 31 January 2024, for the entry to progress.

Please upload a maximum of 6 images (minimum of 4 images is mandatory).

You must include 1-2 profile photos of the nominee. Images requirements:

- landscape format
- jpg, png or .eps format
- high resolution (300dpi)
- minimum 1920px
- maximum file size of 5MB each

You may also upload any further supporting information such as video links, village fact sheets, written testimonials etc in addition to the required images.

People's choice Image – This will be used as your hero image for the online People's Choice Voting (Mandatory). To be in the running for People's choice voting, you must upload your hero image and confirm the village name.

Awards ceremony details

The national award winners will be announced at the National Retirement Living Awards Gala Dinner on Thursday 27 June 2024 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 on their behalf, at the event?

- Name
- Position
- Company
- Mobile
- Email

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Conditions of entry

- Entry in the Award for Village Manager of the Year costs \$250 (including GST) per nomination
- 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 finalist of the award will be confirmed
- The regional winners (national finalist) 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, 27 June 2024
- The award is open to members of the Property Council of Australia only.
- 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. 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 an interview 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
- All entries must be received and paid by 5:00 pm (AEST) on Sunday, 29 October 2023