

Leading Age Services Australia

Retirement Village Manager of the Year

2019



**LASA RETIREMENT VILLAGE
MANAGER OF THE YEAR
2019**



These awards are proudly
sponsored by:



OVERVIEW

Leading Age Services Australia (LASA) is the national peak body representing providers of age services across residential care, home care and retirement living. Our vision is to enable a high performing, respected, sustainable age services industry delivering affordable, accessible, quality care and services for older Australians.

The LASA Retirement Village Manager of the Year Award aims to promote and recognise excellence across the diverse and dynamic fields of endeavour in the retirement living industry.

This award celebrates the passion and achievements of those individuals who continually maintain high standards in customer service, sales and marketing, complaints and dispute resolution and robust operational management processes across their retirement community. The award will also highlight the important role that retirement communities play in providing affordable, age appropriate housing and vibrant social and community services for senior Australians.

Awards will be judged nationally and finalists advised by 19 July 2019. National finalists and the Retirement Village Manager of the Year will be announced at the National Integrated Seniors Housing conference dinner at the Marriott, Gold Coast on 1 August 2019.

AWARD CRITERIA

Retirement Village Manager of the Year

This award recognises an individual and their team who strive for operational excellence across all facets of their village ensuring a happy, harmonious and successful retirement community.

Nominees must provide the judging panel with insight to their village operations and management while referencing the following three areas:

- **Customer service and resident satisfaction:**
This may include new and innovative processes, technology, communication, or examples where you set new benchmarks in resident service(s). Provide examples of where you go 'above and beyond' in achieving a happy and harmonious community.
- **Complaint management and resolution:**
Outline your operational process and procedures for managing resident complaints and achieving resolution. You may wish to provide an example.
- **Village life and environment:**
Provide an insight into the way of life for residents living in your community; you may reference activities, outings, amenities, social and community benefits. How does your leadership impact the village culture?

NOTE: Your submission addressing the above criteria should not exceed 1000 words in total. To support your entry, please submit up to 10 high resolution photographs or a 60 second video providing a snapshot of 'village-life' to be shown at the awards dinner. Simple i-phone video (.mov) is acceptable.

ELIGIBILITY

- Only full financial Members of LASA are eligible for nomination.
- Nominated individuals must currently be working in the Retirement Living industry in Australia.
- Nominees may self-nominate, however self-nominations must be supported by the employing organisation.

IMPORTANT DATES

Nominations open on Monday 27 May 2019.

Nominations must be received by 4.00pm Monday 8 July 2019.

Finalists will be notified by Friday 19 July 2019.

Awards presentation at NISH Conference Dinner on Thursday 1 August 2019.

[Click here](#) to nominate for the awards.

PRESENTATION OF AWARDS

National finalists will be profiled and the winner of the Retirement Village Manager of the Year announced at the National Integrated Seniors Housing conference Gala Dinner on 1 August 2019 at the Surfers Paradise Marriott Resort and Spa, Gold Coast.

All finalists will be offered two complimentary tickets to attend the Gala Dinner and Awards presentation ceremony at the conference.

NOMINATION PROCESS

- All nominations must be made via the official nomination form or online application process on the LASA website.
- Nomination forms may be submitted to LASA by emailing events@lasa.asn.au and attaching the completed nomination form. (No hand written applications will be accepted)
- Each entry requires an individual nomination to be completed.
- All nominations will be confidential.
- All nominations will be acknowledged with a receipt of confirmation. If you do not receive a confirmation email within 24 hours of submitting your application, contact LASA Events on (07) 3725 5588 or via events@lasa.asn.au.

In addition to your nomination, you are required to provide the following information:

- A brief bio of the nominee; (maximum 150 words).
- A headshot photograph of the nominee in high resolution for print purposes (300dpi) – as an attachment (jpeg).
- Up to 10 photographs or a 60 second (approx) video profiling 'village life' to support your nomination to be shown at the awards dinner.
- No other supporting attachments outside of the requested materials will be considered during the judging process.

AWARD PRIZES

- All nominations will receive a certificate of acknowledgement.
- All finalists and the winner will have access to use the LASA Retirement Village Manager of the Year 2019 seal logo, branded with the award (Finalist or National Winner) and year of achievement.
- The Winner will receive a LASA Retirement Village Manager of the Year 2019 trophy engraved with the individuals and organisation's name

ASSESSMENT OF NOMINATIONS

- Leading Age Services Australia (LASA) has established a Judging Panel of independent industry experts.
- All attempts will be made to ensure there is no conflict of interest between members of the Judging Panel and those submitting nominations.
- The Judging Panel will have complete discretion when considering nominations. Their decisions in respect of the awards are final.
- Nominations are judged according to how well they have met the criteria and presented their application. Judges may call for additional information or clarification on individual nominations/applications.
- No correspondence will be entered into in respect of the Judging Panel's decision. The Judging Panel's decision cannot be appealed.



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These awards are proudly sponsored by Mullins Lawyers

The Retirement Villages & Aged Care team at Mullins understand the incredibly important role retirement village owners and operators have in providing appropriate accommodation for an ageing population. We help our retirement village clients identify accommodation solutions that not only help them achieve further success for their village, but also provide benefits and meet the needs of their residents.

Led by Partner Stuart Lowe, our team has both the expertise and the experience to help retirement village owners and operators navigate this complex and highly regulated area; responding to changes and ensuring compliance with relevant laws. We act for both private

companies and not-for-profit providers, operating at each end of the scale, from single-site to large, multi-site operators.

Our team advises on:

- Acquisition and disposal of facilities
- Business structuring and operational advice
- Compliance reviews and issues resolution
- Intellectual property
- Joint ventures
- New facilities agreements, planning and registrations
- Policies and procedures
- Residential disputes, tribunal and court proceedings
- Workplace issues

About Stuart Lowe

Our Retirement Villages & Aged Care team is led by Stuart Lowe. Stuart is an experienced property lawyer with specialist expertise in retirement villages. He has a detailed knowledge of the law relating to this highly regulated industry in Queensland, particularly the *Retirement Villages Act 1999*. This includes establishing and reviewing operators' template disclosure and contractual documents, advising operators on their rights and obligations under the legislation and the sale and acquisition of retirement villages and aged care facilities.





LASA

**LEADING AGE SERVICES
AUSTRALIA**

The voice of aged care

CONTACT US

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