

# Judging Criteria

## Attendant Care Industry Awards 2016

Categories	Criteria
1. Rights and responsibilities Award	Demonstrates commitment and innovation in one of more of the following areas: <ul style="list-style-type: none"> <li>• Participants' rights</li> <li>• Values and beliefs</li> <li>• Protection from abuse and neglect</li> <li>• Independence, choice and participation</li> </ul>
2. Governance and operational management Award	Demonstrates commitment and innovation in one of more of the following areas: <ul style="list-style-type: none"> <li>• Operational management</li> <li>• Risk management</li> <li>• Quality management</li> <li>• Managing adverse events and complaints</li> <li>• Human resource management</li> <li>• Responsive services</li> </ul>
3. Service provision Award	Demonstrates innovation and excellence in customer service in one of more of the following areas: <ul style="list-style-type: none"> <li>• Service information</li> <li>• Service access</li> <li>• Evaluation</li> <li>• Supported exit /transfer</li> </ul>
4. Work environment Award	Demonstrates innovation and commitment in one of more of the following areas: <ul style="list-style-type: none"> <li>• Safe work environments –identifying and managing WHS risks and hazards</li> <li>• Safeguarding money and property</li> </ul>
5. Excellence in supporting the needs of Aboriginal people and their communities	Demonstrates commitment, innovation and service excellence in one of more of the following areas: <ul style="list-style-type: none"> <li>• Participants' rights specific to the needs of aboriginal people and their communities</li> <li>• Values and beliefs</li> <li>• Protection from abuse and neglect</li> <li>• Independence, choice and participation</li> <li>• Service information</li> <li>• Service access</li> <li>• Evaluation</li> <li>• Supported exit /transfer</li> </ul>
6. Excellence in supporting the needs of people from a culturally and linguistically diverse backgrounds	Demonstrates commitment, innovation and service excellence in one of more of the following areas: <ul style="list-style-type: none"> <li>• Participants' rights specific to the needs of people from culturally and linguistically diverse backgrounds</li> <li>• Values and beliefs</li> <li>• Protection from abuse and neglect</li> <li>• Independence, choice and participation</li> <li>• Service information</li> <li>• Service access</li> <li>• Evaluation</li> <li>• Supported exit /transfer</li> </ul>