



leading quality in
community services

Frontline Quality Support Award Nomination Guide 2025

“Championing Choice and Control in
Community Support”



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What are the awards about?

Welcome to Australian Community Industry Alliances (ACIA's) **Frontline Quality Support Award 2025**, where we honor outstanding contributions in healthcare and community services. This year, ACIA celebrates the transformative power of client autonomy in community-based care. The **“Championing Choice and Control in Community Support”** themed award recognises individuals, teams, or organisations that place the voice, preferences, and goals of those they support at the centre of care planning and delivery.

Nominees will have demonstrated how respecting and enabling choice and control contributes to improved wellbeing, stronger client engagement, and better outcomes—especially for those navigating complex, traumatic or life-altering experiences. From innovative service models to culturally safe practices and supported decision-making frameworks, the award highlights approach that promotes independence, dignity, and self-determination.

As we honour these achievements, we spotlight the leaders advancing a truly person-led approach in the community sector, where every individual is empowered to shape their own path.

What are the key dates?

Thursday 31 July 2025 - Nominations open.

Thursday 30 October 2025 - Nominations close.

Thursday 6 November 2025 – Winner will be announced.

November 2025 – Date to be confirmed – Award presented at ACIA's AGM.

ACIA may alter the nomination dates at any time, with all updates being posted on the ACIA website.

What does quality look like for the 2025 award?

Nominees will have demonstrated how championing choice and control empowers individuals to lead their own lives, resulting in greater wellbeing, meaningful participation, and stronger engagement, particularly for those experiencing disability, trauma, or complex life transitions. Whether through supported decision-making, co-designed services, or culturally responsive approaches, these nominees exemplify practices that uphold independence, dignity, and self-determination.

As we celebrate these contributions, we recognise the changemakers who are embedding person-led principles across the community care sector ensuring that every individual is heard, respected, and supported to chart their own course.



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What are the award criteria and scoring guidelines?

1. Promotion of Choice and Autonomy (35%)

- Description: Evaluate how the nominee supports individuals to make informed decisions about their care and lives.
- Assessment Questions:
 - How has the nominee supported individuals to exercise choice and control in their care?
 - Are there examples of tailored approaches or tools used to promote informed decision-making?
- Scoring Guidelines:
 - 1-2: Minimal focus on individual choice or control.
 - 3-4: Some support for autonomy with basic practices in place.
 - 5-6: Clear promotion of choice and flexibility in service delivery.
 - 7-8: Strong, client-led approaches embedded across practice.
 - 9-10: Exemplary systems that empower individuals with meaningful, supported autonomy.

2. Impact on Client Experience and Outcomes (30%)

- Description: Assess how the nominee's work has improved quality of life, dignity, and satisfaction for clients.
- Assessment Questions:
 - What measurable or observed outcomes demonstrate improved client experience?
 - How does the nominee respond to client feedback and adapt services?
- Scoring Guidelines:
 - 1-2: Limited impact on client outcomes or satisfaction.
 - 3-4: Some positive outcomes observed.
 - 5-6: Consistent evidence of improved outcomes tied to client-led practices.
 - 7-8: Strong results, including increased engagement and wellbeing.
 - 9-10: Transformative impact on clients' lives, clearly linked to empowerment.

3. Innovative or Culturally Safe Practice (15%)

- Description: Recognise creative, inclusive, or culturally respectful methods that enable individuals to participate in decisions about their lives.
- Assessment Questions:
 - Has the nominee demonstrated innovative or inclusive approaches to support choice?
 - How does the nominee consider cultural or individual needs in their practices?
- Scoring Guidelines:
 - 1-2: Conventional approaches with limited individualisation.
 - 3-4: Some culturally or individually responsive practices.
 - 5-6: Demonstrates inclusive and flexible innovation.
 - 7-8: Actively co-designs or tailors support with clients.
 - 9-10: Exemplary in both cultural responsiveness and innovation.



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4. Collaboration and Co-Design (20%)

- Description: Evaluate how the nominee engages clients, families, and partners to shape services and support.
- Assessment Questions:
 - Has the nominee involved clients in co-design or decision-making?
 - What partnerships or collaboration have supported client-led change?
- Scoring Guidelines:
 - 1–2: Limited client or partner collaboration.
 - 3–4: Occasional collaboration or consultation.
 - 5–6: Strong engagement in co-design or planning.
 - 7–8: Clients play an active role in shaping services.
 - 9–10: Deep, ongoing collaboration with clients and stakeholders.

What are the eligibility requirements?

To be eligible for nomination in the Frontline Quality Support Award 2025, nominees must:

- Be an individual, team, or organisation currently working in the community services industry who is an ACIA member and/or ACIS certified.
- Consistently meet or exceed job performance expectations and not be under investigation by any regulatory body or organisation.
- Not be a current ACIA employee, Board member, or part of the judging panel.

Nominations can be submitted by peers, supervisors, clients, or the nominees themselves. Nominees must consent to their nomination and acknowledge that the information provided in the nomination form (excluding contact details) may be used for publicity and promotional purposes.

Want to know how to submit a nomination?

To submit your nomination, click [here](#), or go to the homepage of [ACIA's website](#) and follow the prompts on the nomination form.

How will the nominations be judged?

A Selection Committee consisting of leaders, peers, and representatives from the community will review the nominations and select a winner. The nominations will be based off the scoring guidelines listed above under “What are the award criteria’s and scoring guidelines?”.

How will the winner be announced?

The winner will be announced on Thursday 6 November 2025 and presented at the Frontline Quality Award 2025 presentation in November 2025, date and location to be confirmed, with a virtual option via Teams as part of ACIA's Annual General Meeting. The winner will be given additional details and receive the following:

- An invitation to speak at the award presentation about their achievement.
- A trophy award detailing their achievement
- A space on ACIA's website for a 1-year period, recognising their achievement.
- A gift voucher valued at \$150.

What are the terms and conditions?

The Frontline Quality Award 2025 is conducted by Australian Community Industry Alliance, ACN 153 423 799, Level 5, Nexus Norwest 4 Columbia Court, Norwest NSW 2153.

1. Nominations will be judged based solely on the information provided within the submission, reflecting the details available to ACIA and the Judges at the time of consideration.
2. Each nomination will be evaluated based on its alignment with the Award category and criteria, as outlined in the nomination guide available on the ACIA website.
3. Nominees can only be nominated once, but multiple nominations from the same organisation are permitted if they pertain to different individuals or teams.
4. ACIA reserves the right to contact the Nominee or any other individual mentioned in the nomination to obtain consent for using any provided information (textual, photographic, or otherwise) for promotional purposes.
5. ACIA accepts no responsibility for nominations that are lost, delayed, or misdirected.
6. Nominations may be withdrawn by the Nominator or at the request of the Nominee prior to the deadline or by contacting the awards administrator after the deadline.
7. Judges must declare any real or perceived conflict of interest and recuse themselves from assessing any nomination where they are associated with the Nominator, Nominee, nominated team, or organisation.
8. The Judges' decisions are final, and no correspondence regarding the outcome will be entertained.
9. ACIA reserves the right to disqualify any individual who tampers with the entry process and may cancel the awarding of the prize in such cases.
10. ACIA reserves the right to cancel the awards in the event of tampering, unauthorized intervention, fraud, or any other causes beyond its control that compromise the administration's security, fairness, integrity, or proper conduct.
11. ACIA is not liable for any loss or damage, including direct or consequential loss, or for any personal injury sustained in connection with any prize, except where liability cannot be excluded by law.