

Outstanding Auditor Award
Nomination Guide
2025

What is the award about?

Welcome to the Australian Community Industry Alliance's **Outstanding Auditor Award 2025**. This award recognises excellence and professionalism in auditing practices across the community care sector. Auditors play a pivotal role in supporting providers to continuously improve their services in alignment with quality standards.

This award celebrates auditors who not only demonstrate technical expertise but also foster positive relationships with service providers, engage respectfully with participants, and deliver clear, timely, and impactful audit outcomes. The award highlights those who go beyond compliance, auditors who contribute meaningfully to service improvement, organisational learning, and sector-wide quality enhancement.

By honoring these individuals, we affirm the value of a strengths-based, collaborative approach to auditing that supports providers in delivering high-quality care.

What are the key dates?

Thursday 31 July 2025 – Nominations open.

Thursday 30 October 2025 – Nominations close.

Thursday 6 November 2025 – Winner 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?

Outstanding auditors:

- Demonstrate integrity, impartiality, and a strong understanding of sector standards.
- Communicate clearly and respectfully, adapting their approach to diverse providers.
- Deliver audit findings constructively, supporting service improvement without judgment.
- Engage supportively with participants, families, and staff during audits.
- Produce timely, well-written, evidence-based reports.
- Foster provider confidence and learning through a professional, transparent, and respectful auditing process.

Key Attributes of an Outstanding Auditor

- **Integrity and impartiality:** Maintains objectivity while being respectful and constructive.
- **Sector knowledge:** Applies deep understanding of community care and NDIS standards.
- **Interpersonal skills:** Builds rapport with diverse providers and stakeholders.
- **Cultural sensitivity:** Understands and respects cultural, linguistic, and disability contexts.

What are the award criteria and scoring guidelines?

1. Professionalism and Integrity (30%)

- **Description:** Assesses the auditor's impartiality, ethical conduct, and ability to maintain independence while working respectfully with providers.
- **Assessment Questions:**
 - How does the auditor uphold ethical standards while engaging with providers?
 - How do they manage boundaries and maintain objectivity?
- **Scoring Guidelines:**
 - 1-2: Inconsistent demonstration of professional integrity.
 - 3-4: Generally professional with occasional lapses.
 - 5-6: Strong demonstration of integrity and professionalism.
 - 7-8: Exemplary professionalism across diverse settings.
 - 9-10: Sets a sector benchmark for ethical auditing practices.

2. Supportive and Inclusive Engagement (25%)

- **Description:** Evaluates the auditor's interpersonal skills, cultural sensitivity, and ability to engage meaningfully with providers and participants.
- **Assessment Questions:**
 - How does the auditor tailor their communication to provider needs?
 - How do they demonstrate cultural and neurodiversity awareness?
- **Scoring Guidelines:**
 - 1-2: Limited engagement or cultural awareness.
 - 3-4: Some supportive engagement with moderate cultural responsiveness.
 - 5-6: Consistently inclusive and respectful in interactions.
 - 7-8: Builds strong rapport, creating a safe audit environment.
 - 9-10: Exceptionally inclusive and affirming to all stakeholders.

3. Clarity and Constructiveness in Communication (25%)

- **Description:** Measures the auditor's ability to communicate findings clearly and constructively, avoiding personal criticism and supporting learning.
- **Assessment Questions:**
 - Are findings communicated clearly, respectfully, and at an appropriate level?
 - Does the auditor avoid surprises in final reports?
- **Scoring Guidelines:**
 - 1-2: Communication is unclear or poorly timed.
 - 3-4: Mostly clear but lacks consistency or tact.
 - 5-6: Clear and supportive communication.
 - 7-8: Excellent at delivering feedback constructively and respectfully.
 - 9-10: Model communicator whose reports and findings empower provider improvement.

4. Impact and Value Added (20%)

- **Description:** Evaluates how the auditor's work contributes to service improvement and positive provider outcomes.
- **Assessment Questions:**
 - Have providers reported improvements or confidence following the audit?
 - Has the audit process led to sustainable improvements in service delivery or governance?
- **Scoring Guidelines:**
 - 1-2: Minimal or unclear impact.
 - 3-4: Some positive feedback from providers.
 - 5-6: Demonstrable impact on service quality.
 - 7-8: Audit outcomes have led to clear organisational improvements.
 - 9-10: Outstanding influence in supporting providers to raise service standards.

What are the eligibility requirements?

To be eligible for nomination in the Outstanding Auditor Award 2025, nominees must:

- Be currently engaged in auditing for ACIS.
- Demonstrate a track record of professional, ethical, and respectful auditing.
- Not be a current ACIA employee, Board member, or part of the judging panel.

Nominations can be submitted by providers, colleagues, or auditing bodies. Self-nominations are also accepted. 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 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 Outstanding Auditor 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 Outstanding Auditor 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.
4. ACIA reserves the right to contact the Nominee, or any other individual mentioned in the nomination to obtain consent for using any information provided (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, 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, unauthorised 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.