PROFESSIONAL EXCELLENCE IN HOUSING AWARDS

2019 PROGRAM INFORMATION PACK
About AHI Awards

The Australasian Housing Institute Awards provide an opportunity to showcase social housing success stories. The Awards formally recognise and reward excellence in professional practice, from the grassroots to the most senior levels. They promote to our colleagues and the community at large the difference that social housing professionals make to people’s lives.

Awards will go to housing professionals who are judged to have made a significant and lasting difference: to tenants or service users; to their community; to their colleagues; and to their profession. The Awards recognise the contributions and achievements of our colleagues in the many disciplines which make up the housing profession.

History

The Institute has run an awards program since 2004. This program has become increasingly popular with members and other housing professionals.

In 2017 the Institute received the record number of nominations - 142 entries from all over Australia and New Zealand. The full list of finalists and winners can be found at the AHI website.

www.housinginstitute.org/Awards/Past-Award/2015-Awards-Cycle

In 2019 the Awards receptions will be held in all Australian jurisdictions and New Zealand. The Australasian Award Winners will be announced during the AHURI National Housing Conference 2019 in Darwin.

Why Enter the Awards?

The AHI Professional Excellence in Housing Awards provides the social housing sector with a platform to recognise and reward those who dedicate their careers to benefiting their community. Providing recognition for these outstanding achievements helps inspire others in developing a vibrant social housing profession.

The awards are free to enter and provide entrants with the opportunity to:

• Reward great work and achievements by individuals and teams;
• Recognise best practice and high standards of service;
• Promote and celebrate innovation;
• Develop and increase the profile of our profession.
Dates to remember

2019 AHI Awards Schedule

MONDAY, 1 OCTOBER 2018
Nominations open

THURSDAY, 31 JANUARY 2019
Nominations close

APRIL – AUGUST 2019
Awards ceremonies in all Australian jurisdictions and New Zealand

AUGUST 2019
Australasian Awards Gala Dinner, Darwin

NOMINATIONS FOR THE 2019 AHI PROFESSIONAL EXCELLENCE IN HOUSING AWARDS OPEN FROM 1 OCTOBER 2018 TILL 31 JANUARY 2019

Judging panel

One of the strengths of the AHI Awards program is the comprehensive judging process, which relies on the generosity of the panel of judges who are highly experienced and respected social housing professionals from all around Australia and New Zealand. The judging process is transparent, fair and independent. We thank those whose job it is to make the very difficult decisions:

Francis Brazil, Chair, NSW
Chris Ah Honi, NZ
Julie Blake, SA
Andy Denniss, QLD
Eli Giannini, VIC
Nerilie Gilson, TAS

Greg Groufsky, NZ
Meghan Hibbert, QLD
Sean Kelly, WA
Alison Kimber, SA
Carmen Lynskey, NZ
Margaret Maljkovic, NSW
Kathryn Moorey, WA

Mark O’Dwyer, NSW, Tenant Representative
Clare Phythian, QLD
Donald Proctor, NSW
Paul Reardon, SA
Robert Zakharov, VIC
**Eligibility**
Everyone who works in the housing sector, whether in a paid or volunteer role, is eligible for entry. However, the person submitting the nomination must be a member of AHI.

**Nominating**
Entries must be submitted through the online Nomination Form (housinginstitute.org/Awards/). Applications submitted by email, mail or fax will not be accepted. All required sections on the form must be completed for the nomination to be valid. Receipt of entries will be acknowledged by an email confirmation. If you do not receive this email, please contact AHI office. Submissions may be entered for more than one Award category but must be tailored to meet each specific category and submitted on separate nomination forms. Please note, you will not be able to save and return to your online nomination, so we strongly recommend preparing your answers in a word processor (such as Word) and copying them to the online form when submitting.

**Closing Date**
All entries must be submitted by 5pm AEDT on Thursday, 31 January 2019.

**Judging**
Judges will have complete discretion in the assessment of entries, application of the judging criteria, conditions of entry and determination of the awards. The decision of the judges is final and no correspondence will be entered into. The Australasian Housing Institute judging panel reserves the right not to allocate winners in a particular category or to re-assign an entry to another category if it is deemed more appropriate.

**Cost**
There is no cost to enter the AHI Awards, however the Award Receptions are ticketed events.

**Assistance for Nominees**
If you need assistance or have any questions, please do not hesitate to call 02 6494 7566 or e-mail admin@housinginstitute.org. The Institute is unable to assist award recipients meet travel costs to attend a presentation.

**Intellectual Property**
Each entrant guarantees that their entry, including any designs and/or inventions, is the entrant’s original work, that any intellectual property rights arising in connection with that entry vest in the entrant and that the entry does not interfere with any third party rights. By entering the AHI Excellence in Housing Awards each entrant guarantees that all information in its entry is true, accurate and complete.

**Privacy Statement**
Entry into the AHI Professional Excellence in Housing Awards assumes that you are giving permission for the AHI to provide or request abstracts of your submission for use by the AHI and our media partners in media materials, such as websites, publications etc. We collect personal information for the primary purpose of promoting the AHI Awards. This may include verifying nominations, registering attendance at the Awards events, communicating information about the nominees, and publicity. If we are unable to collect personal information we may be unable to contact you or unable to process a nomination or registration for the AHI Awards. Where information is collected from a third party, it is the third party’s responsibility to notify the person about the disclosure of their personal information to us. We may disclose the personal information we collect to judges of the AHI Awards, and third party service providers who assist us in promoting the AHI Awards, including public relations companies and technical service providers. When disclosing your information to third party service providers we will seek to ensure that they comply with the Privacy Act 1988.
AWARD CATEGORIES

INSPIRATIONAL TEAM MEMBER
The winning candidate will be a person who is passionate about their role and understands how it fits into the strategic outcomes of their organisation and the values of social housing. They consistently demonstrate enthusiasm to add value to their role and motivate others within their team and/or organisation by the approach they take to their work.

To qualify for consideration the nomination must demonstrate one or more of the following:
• Achievements within their role that demonstrate their commitment to their tenants, team and/or organisations; as well as evidence of going above and beyond to achieve better outcomes.

As part of your ONLINE entry you’ll be asked to answer three questions:
1. Outline what the nominee does that goes beyond the expectations of their daily role and demonstrate examples of how they inspire others.
2. What recognition has the nominee received in the past indicating their dedication to their role?
3. List an achievement or achievements that demonstrate how the nominee goes above and beyond the day-to-day functions of their role and inspires others.

Each answer must be no more than 250 words. You will also need to provide a 200-250 words executive summary to demonstrate how your entry matches what the judges are looking for.

OUTSTANDING ACHIEVEMENT
The winning candidate will be a housing professional who has significant achievements working in social housing that goes beyond their team and organisation and is likely to have a long-term impact on the housing profession and the industry as a whole.

To qualify for consideration the nomination must demonstrate one or more of the following:
• An achievement that has widespread industry recognition;
• Recognition through an award or other form of acknowledgement from their organisation and/or the industry;
• Evidence of volunteering and sharing their knowledge and expertise with peers through industry organisations such as the AHI.

The judges will be looking for nominations that clearly demonstrate the high regard that the nominee is held in by their tenants, team and/or organisations; as well as evidence of going above and beyond to achieve better outcomes.

As part of your ONLINE entry you’ll be asked to answer four questions:
1. Outline one or more of the following - any achievement and/or volunteering roles that your nominee lays claim to that helps build capacity in the housing industry.
2. Indicate in your application how others in the industry would recognise the nominee and their achievements.
3. Outline in the application how the nominee’s achievements, professionalism or lead has increased the capacity of the housing profession overall.
4. Give details of how the nominee shares their knowledge through volunteering outside of their day-to-day role.

Each answer must be no more than 250 words. You will also need to provide a 200-250 words executive summary to demonstrate how your entry matches what the judges are looking for.
TENANT LED INITIATIVE

Individual or a group of residents/tenants who have undertaken a project or initiative to benefit others in their community.

To qualify for consideration the nomination must demonstrate one or more of the following:

- Enhancing tenant and community wellbeing as a conscious aspiration;
- A holistic and neighbourhood focused approach, with positive outcomes at various levels: individual, residency and the wider community;
- A focus on process and relationships as well as tangible outcomes.

As part of your ONLINE entry you’ll be asked to answer three questions:
1. Please demonstrate how your project has supported communities and delivered additional social value.
2. Please demonstrate evidence of how the nominated project delivered ongoing or long-term benefits to the targeted community.
3. Please demonstrate how the ideas presented in the nominated project can be transferable and adapted for use in other places and settings.

Each answer must be no more than 250 words. You will also need to provide a 200-250 words executive summary to demonstrate how your entry matches what the judges are looking for.

The judges will be looking for nominations that clearly demonstrate both collective impact and demonstrable outcomes for the wider community.

LEADING INNOVATION

Initiatives or projects that have led to significant change in their own organisation or community, with lessons that could be applied more broadly to other housing organisations. This Award recognises new thinking in the housing sector. It will be given for a nomination describing advances, modernisations and improvements which add to the body of social housing knowledge and significantly contributes to the sector.

To qualify for consideration the nomination must demonstrate one or more of the following:

- Introduction of a new technology, updated policy, unique approach
- Stretching of any existing tools;
- Application of an established technique from another discipline to the social housing environment.

The judges will be looking for nominations that clearly demonstrate both the innovative nature of the work and demonstrable outcomes for the wider community.

As part of your ONLINE entry you’ll be asked to answer four questions:
1. Please demonstrate how advances, modernisations and improvements, presented in the nominated project, add to the body of social housing knowledge and significantly contribute to the sector.
2. Please demonstrate evidence of how the nominated project delivers sustainable benefits for the community, the environment or the workplace.
3. Please demonstrate how the ideas presented in the nominated project can be transferable and adapted for use in other places and settings.
4. Please demonstrate how the application of the innovation impact the standards of services and/or improve tenant / customer experience.

Each answer must be no more than 250 words. You will also need to provide a 200-250 words executive summary to demonstrate how your entry matches what the judges are looking for.
LEADING HOUSING DEVELOPMENT PROJECT

Residential development that offers an exemplary model to the sector for its outstanding quality or innovation.

To qualify for consideration the nomination must demonstrate one or more of the following:
- An innovative approach to residential development that offers an important new model for the sector;
- Exceptional quality in architectural design, or the introduction of novel and significant design features;
- Efficient, cost-effective construction, especially where new approaches to construction are modelled;
- Exemplar financing or partnership arrangements.

The judges will be looking for nominations that clearly demonstrate both the outstanding quality or innovation of the development, and its relevance and replicability for the social housing sector.

As part of your ONLINE entry you’ll be asked to answer four questions:
1. Please demonstrate the outstanding quality or innovation of the nominated project.
2. Please demonstrate evidence of how the nominated project delivers sustainability benefits for the tenants, the property owner, the community and the broader environment.
3. Please demonstrate how the concepts and practices presented in the nominated project are transferable and can be adapted for use in other settings and jurisdictions.
4. Please demonstrate how stakeholders – including the local community, support agencies, etc – were engaged and able to collaborate in the development process.

Each answer must be no more than 250 words. You will also need to provide a 200-250 words executive summary to demonstrate how your entry matches what the judges are looking for.

LEADING ASSET MANAGEMENT

Asset management that is consistently rated by tenants and stakeholders as excellent and/or incorporates practices or innovations that result in significantly better maintenance services and asset outcomes.

To qualify for consideration the nomination must demonstrate one or more of the following:
- Improved service responses (eg reduced maintenance waiting times);
- Evidence of high levels of tenant and/or other stakeholder satisfaction;
- Efficiency gains and/or cost savings in the provision of maintenance services and how they were achieved;
- Improved long-term asset outcomes;
- Leadership in the sector that contributes to better asset management across other organisations.

The judges will be looking for nominations that clearly demonstrate new or innovative asset management practices, or significantly improved ways of applying current industry practice.

As part of your ONLINE entry you’ll be asked to answer four questions:
1. Please explain your asset management approach, highlighting any new or innovative ideas or practices that are incorporated, or ways that you have improved current sector practices.
2. What benefits and improved outcomes have been delivered to key stakeholders such as your organisation, your tenants, contractors, the community, the environment or the workplace? State the results and how you have measured them?
3. Summarise the key innovative ideas or elements of your nomination, and how they might be adopted by other organisations, or that have already been shared, to reflect or enhance the standards of best practice in the sector.
4. Demonstrate how you engaged and collaborated with key stakeholders in the development and implementation of your ideas (such as tenants, staff, contractors or others) in order to achieve the best outcomes.

Each answer must be no more than 250 words. You will also need to provide a 200-250 words executive summary to demonstrate how your entry matches what the judges are looking for.
LEADING COMMUNITY ENGAGEMENT PRACTICE

A project or initiative that demonstrates leading practice in encouraging, enabling and supporting tenant and/or community engagement.

To qualify for consideration the nomination must demonstrate one or more of the following:

- Encourages social inclusion by providing new and effective avenues for tenants to engage with each other and with their local community;
- Promotes social housing by providing effective avenues of engagement between the housing organisation and the local neighbourhood or broader community;
- Provides meaningful opportunities for tenant participation in the housing organisation’s decision-making processes.

The judges will be looking for nominations that clearly demonstrate both leading practice in tenant or community practice, and its usefulness as a model for best practice in the social housing sector.

As part of your ONLINE entry you’ll be asked to answer four questions:

1. Please indicate how the project or initiative demonstrates leading practice in encouraging, enabling and supporting tenant and/or community engagement.
2. Please demonstrate evidence of how the nominated project delivers practices or benefits that can be sustained beyond the duration of the project/initiative.
3. Please demonstrate how the ideas presented in the nominated project are transferable and can be adapted for use in other settings and jurisdictions.
4. Please document the contribution of other stakeholders who were not direct beneficiaries of the project.

Each answer must be no more than 250 words. You will also need to provide a 200-250 words executive summary to demonstrate how your entry matches what the judges are looking for.

EXCELLENCE IN SOCIAL HOUSING

An organisation or team/division of an organisation that showcases the outstanding and/or unique way in which it has delivered social housing services.

Demonstrated considerations and highlights of noteworthy mention:

- Provide a brief outline of the main ways the nominated organisation stands out in its delivery of social housing services;
- Highlight the uniqueness or specific processes that help make a difference;
- How do you measure the difference that your approach makes and who benefits;
- Are your processes transferable;
- What are the organisation’s key successes and how did they move to a position of sector leadership?

The judges will be seeking submissions that demonstrate new approaches, innovative processes, strong leadership and notable results. Of particular interest will be an adaptability of use by other housing organisations so that the wider social housing sector can further improve service delivery.

As part of your ONLINE entry you’ll be asked to answer four questions:

1. Detail your outstanding or noteworthy approaches that have made a significant difference to social housing delivery.
2. Can the organisation success story be implemented in a similar social housing organisations?
3. Provide evidence that approaches outlined in the nomination are innovative and unique, and detail how these approaches have transformed the service delivery.
4. Detail the influence the approaches/changes outlined in the nomination form have had on clients/tenants, staff, other stakeholders and the communities in which the organisation operate.

Each answer must be no more than 250 words. You will also need to provide a 200-250 words executive summary to demonstrate how your entry matches what the judges are looking for.
NOMINATE NOW AT
HOUSINGINSTITUTE.ORG/AWARDS

2019 AHI AWARDS PROGRAM
GOLD SPONSOR:
CASTLETON

SILVER SPONSORS:
BloomingHR
compass
bridge housing
HousingFirst