



*Respect Compassion Courage Integrity*

**UNITING SA**

## A WORD FROM OUR CEO



Last year's first UnitingSA Team Excellence Awards was a fantastic success – an inspiring celebration of the incredible work our teams do every day and the milestones of our long-standing employees. It brought to life our shared values of respect, compassion, courage and integrity, and reminded us just how powerful it is to come together in appreciation of one another.

That's why we're excited to bring the event back this October – even bigger and better.

We've listened to your feedback and made improvements to ensure the nomination and voting process is more streamlined and easier to navigate.

You also told us how much you enjoyed the celebration - and that you wanted more time to connect, relax and dance! So this year, we've extended the party and added a dance floor, to keep the celebrations going.

At UnitingSA, our people are our greatest strength. Acknowledging the impact of the work you do - and doing it together - is at the heart of who we are and our commitment to creating great people experiences.

This booklet provides information about the award categories, nominations and winners selection processes, and gives an overview of last year's winners. I hope you enjoy this time to acknowledge and appreciate our wonderful teams.

Jenny Hall, CEO

## ABOUT THE AWARDS

The UnitingSA Team Excellence Awards are a chance to appreciate and celebrate the incredible contribution our teams make - both to creating a great place to work and to the communities we serve.

Winning teams will be those who demonstrate excellence by:

- Living UnitingSA's values
- Contributing to a safe and supportive workplace
- Creating an outstanding client experience

This year, winners will be decided by representatives from each portfolio. This is in response to your feedback to make the process more streamlined and balanced.

Awards will be presented at the Adelaide Entertainment Centre on Thursday, 23 October 2025.

At the event, we also take the opportunity to celebrate the milestones achieved by our long-standing employees.

Everyone is invited! Invitations will be sent to all UnitingSA employees and volunteers in the coming weeks. We look forward to coming together for a night of appreciation, connection and celebration.



# WHY NOMINATE?

Nominating a team is a powerful way to celebrate the great work happening across UnitingSA. It's about:

- Acknowledging and appreciating the everyday impact of our teams
- Showcasing how we live our values and work towards our shared vision
- Sharing stories that inspire and connect us
- Celebrating the diversity of work across the organisation
- Building pride, connection, and collaboration.

It's more than an award—it's a chance to lift each other up and shine a light on what makes UnitingSA a truly great place to work.

## KEY DATES

### **Nominations Open**

9am Monday, 4 August 2025

### **Nominations Close**

5pm Friday, 22 August 2025

### **Nominees Announced - Selection Process Begins**

9am Monday, 1 September 2025

### **Winners Announced at the Team Excellence Awards**

4pm Thursday, 23 October 2025

# ELIGIBILITY

Any UnitingSA employee or volunteer can nominate a team in the organisation that meets the criteria for the relevant award.

This year we have made it easier to choose a team to nominate, by creating a drop-down list of all teams. You will also have the option to nominate a project team or working group by writing the name of the group in the text box provided.

Please note:

- Employees and volunteers cannot nominate their own team
- To help keep the awards equitable, winning teams from 2024 are not eligible to win in the same category in 2025. In recognition of their achievement from the previous year, a member from each winning team will present the award to this year's winning team.
- Highly commended teams from the previous year are eligible to win in the same category.

For the two awards that directly correlate with specific teams, those teams will not be eligible to win the corresponding award but will be involved in the judging process and co-present the award to this year's winning team.

These are:

- **Great Client Experience Award**  
Not eligible for the Great Client Experience Team
- **Safety Award**  
Not eligible for the WHS, Injury Management and Wellbeing Team

# CATEGORIES AND CRITERIA

## The Respect Award

This award acknowledges the outstanding demonstration of the value of **RESPECT** by a team.

Acting with respect means:

- Showing regard for others' abilities and worth
- Valuing others' feelings and views, even if you don't necessarily agree with them
- Accepting others on an equal basis and giving them the same consideration you would expect for yourself.

Going beyond simply being polite, respect means treating all employees, clients, residents, customers and stakeholders with dignity and worth – no matter their background, position, or opinions. It is acknowledging the unique contributions everyone makes towards our vision at UnitingSA.

## 2024 WINNER

### *Payroll Team*

Awarded for their commitment to providing reliable and respectful advice, they are always approachable and open to answering questions.

The Payroll Team are committed to delivering excellent results, even when extra pressure is exerted due to system challenges, public holidays and unforeseen absences.



*Members of the Payroll Team accepting the Respect award at the 2024 ceremony.*



# CATEGORIES AND CRITERIA

## *The Compassion Award*

This award acknowledges the outstanding demonstration of the value of **COMPASSION** by a team.

Acting with compassion means:

- Actively understanding and empathising with the experiences and challenges of others, without judgement or assumptions
- Cultivating a supportive environment which means actively listening, offering support when needed, and celebrating successes together.

Prioritising compassion fosters a sense of belonging and connection, leading to improved wellbeing and happiness in our UnitingSA communities.

## **2024 WINNER**

### *Residential Aged Care Lifestyle Team*

Awarded for going above and beyond to bring a smile to the faces of those in our aged care facilities. They continually show compassion for our residents, who are often living away from family, friends and their local community.

The Residential Aged Care Lifestyle Team ensures our residents enjoy special outings and activities, including cultural events (e.g. Chinese New Year), SALA Exhibition and school performances.



*Members of the Residential Aged Care Lifestyle Team accepting the Compassion Award at the 2024 awards ceremony.*

# CATEGORIES AND CRITERIA

## The Courage Award

This award acknowledges the outstanding demonstration of the value of **COURAGE** by a team.

Acting with courage means:

- Standing up for what is right despite personal fears or risk of negative outcomes
- Being willing to make difficult decisions or have difficult conversations to ensure achievement of goals is inclusive and equitable
- Supporting clients or colleagues who might be facing challenges or injustices.

Being courageous enables any of us to respond to the unknown, face uncertainty, or to take risks despite the discomfort.

### 2024 WINNER

#### *Mental Health Team*

Awarded for their dedication to providing a safe, compliant and client-focused framework during the implementation of SA Health's new mental health programs.

Each member of the Mental Health Team worked together and displayed excellent stewardship to champion a new way of working. There has been an incredible shift in the way we report, review and improve outcomes for those experiencing a mental illness or mental health concern.



*Member of the Mental Health Team accepting the Courage Award at the 2024 awards ceremony.*

# CATEGORIES AND CRITERIA

## The Integrity Award

This award acknowledges the outstanding demonstration of the value of **INTEGRITY** by a team:

Acting with integrity means:

- Acting ethically and transparently in all work-related matters, prioritising doing the right thing over personal gain
- Being accountable and following through with decisions made, even if no one is around to see it.

Acting with integrity at all times safeguards and upholds the reputation of UnitingSA, the care of our clients and our ability to deliver on our purpose.

## 2024 WINNER

### Payroll Team

Awarded for their ability to maintain professionalism, especially during busy periods.

The Payroll Team deals with a wide range of complexities – always acting with integrity and holding themselves accountable.



Members of the Payroll Team accepting the Integrity award at the 2024 ceremony.



# CATEGORIES AND CRITERIA

## The Great Client Experience Award

This award acknowledges a team's outstanding contribution to delivering great client experience.

Delivering a great client experience means:

- Delivering care and services to our clients and residents that demonstrates understanding of their individual needs
- Going above and beyond to ensure that our clients and residents stay connected to family, friends, community, lifestyle activities and support services
- Achieving quality care outcomes for our clients and residents that improves their safety and wellbeing
- Continuously improving the effectiveness of the care and services we offer to meet the needs of our clients and residents.

## 2024 WINNERS

### *Child, Youth and Family Services Reception Team*

Awarded for their commitment to providing exceptional service to those needing our help. The people who walk through our doors have varying needs and communication abilities. The Child, Youth and Family Services Reception Team always display kindness and compassion, going out of their way to find a solution to any problem.

### *Hawksbury Gardens Residential Aged Care Facility Team*

Awarded for their exemplary care and dedication to the residents and stakeholders of Hawksbury Gardens Residential Aged Care. Every member of the team works to create a welcoming environment, where residents feel valued and respected. They understand the importance of open communication, maintaining high standards of care and implementing new systems to enhance team efficiency and the overall experience for our residents.



*Members of the Child, Youth and Family Services Team accepting the Great Client Experience Award at the 2024 ceremony.*



*Members of the Hawksbury Gardens Residential Aged Care Facility Team accepting the Great Client Experience Award at the 2024 ceremony.*

## 2024 HIGHLY COMMENDED TEAMS

- The Property and Facilities Team
- The Residential Aged Care Lifestyle Team
- The Westminster Village Residential Aged Care Facility Reception Team.



## CATEGORIES AND CRITERIA

### *The Safety Award*

This award acknowledges a team's outstanding contribution to fostering a safe workplace.

Contributions to safety may include, but are not limited to:

- Promotion of safety messaging
- Fostering a culture of safety
- Identification of risks and improvement strategies
- Education initiatives
- Demonstration of commitment to and continual improvement of safety practices
- Initiating the reduction of hazards in the workplace.

### **2024 WINNER**

#### *WHS, Injury Management and Wellbeing Team*

Awarded for ensuring safety is front of mind for everyone at UnitingSA. The WHS, Injury Management and Wellbeing Team provides essential training and support to everyone in the organisation.

Their education initiatives around risk assessment, new policies for contractor management, and development of new resources and focus on employee wellbeing will help us all stay safe and well at work.



*Members of the WHS, Injury Management and Wellbeing Team accepting the Safety Award at the 2024 ceremony.*

## CATEGORIES AND CRITERIA

### *The Leading with Purpose Award*

This award acknowledges a team who meets all the criteria listed in the previous six awards categories.

They exemplify what it means to be a team here at UnitingSA – a team who works together to achieve our vision and purpose.

**This award is chosen by the CEO and does not require nominations.**

### **2024 WINNER**

#### *Home and Financial Stability Team*

Awarded for their dedication to providing exceptional support to some of the most vulnerable in our community.

With the current housing and cost of living crisis, demand has drastically increased for our homelessness, financial and mental health services.

Through the empathy and compassion of the Home and Financial Stability Team, we're able to provide real solutions to those experiencing hardship.



*Members of the Home and Financial Stability Team accepting the Leading with Purpose Award at the 2024 ceremony.*

# NOMINATION PROCESS

To nominate a team in any category, you will need to complete an online nomination form.



Scan the QR code or visit [unitingsa.com.au/nomination](https://unitingsa.com.au/nomination)

## Questions?

View the FAQs at [unitingsa.com.au/awards/faqs](https://unitingsa.com.au/awards/faqs)



# NOMINATION DETAILS

You will be asked for the following information:

## 1 Your details as the nominator

- Name
- Role
- E-mail
- Mobile

## 2 About the team

- Select the team you are nominating from the drop-down box, or
- Enter a project team or working group in the free-text box provided, and
- Select the category in which you are nominating the team.

## 3 Address the criteria

In 100 words, tell us about the team you are nominating and how they have met the criteria for this award category.

Tips:

- Provide specific examples of what they do that makes them stand out in this category – this will help others to get a good understanding of the team and why they should win the award.
- Assume that those who read your nomination know nothing about the team you are nominating – it is important that you provide enough information to showcase the wonderful efforts of the nominated team.





## EVENT DETAILS

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The red carpet will be rolled out, and enjoy a drink on arrival as you enter the event of the year!

Join us at 4pm as we begin the formalities and cheer on our incredible teams – followed shortly after with drinks and canapes.

Don't forget to bring your dancing shoes and to practice your poses for the photo booth.

### DATE

Thursday, 23 October 2025

### TIME

4pm to 8pm

### LOCATION

Adelaide Entertainment Centre

More details on the event and a link to register your attendance will be emailed to you on **Monday 15 September**.





**UNITING**  
**SA** *Together we can*

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UnitingSA acknowledges the Traditional Owners of country throughout South Australia, their spiritual heritage, living culture and our walk together towards reconciliation.