

Programmed Award for Village Manager of the Year

Award overview

The Programmed Award for Village Manager of the Year recognises a Retirement Village or Retirement Community Manager who creates a successful, happy and harmonious village environment through their exceptional leadership and personal commitment to residents. The Village Manager will demonstrate a capability to respond to resident concerns, implement and oversee a village budget and minimise or eliminate cost of living increases for residents.

Entries will be shortlisted to three finalists in each region (NSW/ACT, SA/NT, VIC/TAS, WA and QLD) with the regional winners making up the five national finalists. Eligible entries have not previously won the National Award. Previous regional winners are eligible for nomination.

The award is open to members of the Property Council of Australia only. Innovation in responses should be clearly expressed.

Key dates

- Nominations close: 11 October 2024
- Judging – online reviewing of all entries and shortlist confirmed: 14 October to 1 November 2024
- Judging interviews (shortlisted entries only): 11 to 27 November 2024
- Regional finalists announced: 3 December 2024
- Regional winners announced at Property Council state retirement living events:
 - QLD: Tuesday 18 February 2025, Brisbane
 - NSW/ACT: Thursday 20 February, Sydney
 - VIC/TAS: Tuesday 25 February, Melbourne
 - SA/NT: February 2025 (Date TBC), Adelaide
 - WA: Thursday 13 March 2025, Perth
- Regional winners confirmed as national finalists
- National finalists announced: 13 March 2025
- National winners announced: 19 June 2025, Brisbane

Programmed Award for Village Manager of the Year

Judging criteria

The Property Council has a Retirement Living Management Capability Framework for the sector. The Framework contains seven domains, six of which apply to retirement village managers:

1. Operations
2. Governance and compliance
3. Self-management
4. Change and innovation
5. Community engagement
6. Population wellness

A seventh domain – Sales Professionalism – applies to sales professionals and retirement village managers who are involved in sales.

The Framework and each domain are explained in [this report](#).

Criteria	Weighting
Operations (200 word maximum) Demonstrate how the nominee has provided exceptional outcomes related to the administration of business practices to create maximum efficiency within your organisation. This would typically include planning, organising and implementing operational tasks as well as effective human resource allocation and team management, and also encompasses day to day proactive dispute and complaint management.	25%
Governance and compliance (200 word maximum) Demonstrate how the nominee has provided exceptional outcomes related the understanding, meeting or exceeding of the rules, industry standards and corporate policies required by legislation, self-regulation, and regulators/government agencies. This would typically include a planned and timely approach to critical and not negotiable outputs, and an understanding of the process of corporate governance.	15%
Self-management (200 word maximum) Demonstrate the nominee has provided exceptional outcomes related to the ability to regulate emotions, thoughts, and behaviours to deliver organisational outputs effectively in different situations. This would typically include management of complex ambiguous tasks, mastery of emotional intelligence, demonstration of resilience and self-care.	15%

Programmed Award for Village Manager of the Year

Criteria	Weighting
<p>Change and innovation (200 word maximum)</p> <p>Demonstrate how the nominee has provided exceptional outcomes related to the ability to determine different approaches to prepare, support and help individuals, teams, and organisations in making change or thinking of new ways to deliver products, goods and services.</p> <p>This can be through planned innovation and/or incremental continuous improvement and would typically include communicating new directions and bringing staff and residents on the journey to achieve change.</p>	15%
<p>Community engagement (200 word maximum)</p> <p>Demonstrate how the nominee has provided exceptional outcomes related to the process of anticipating and having a plan to manage the likely range of expectations of any person or any formal or informal group of people who may have an interest in the village or will be affected by operating deliverables or outputs.</p> <p>This would typically include the ability to scan the environment, engage and communicate, and resolve disputes with communities inside and outside of the physical village.</p>	15%
<p>Population wellness (200 word maximum)</p> <p>Demonstrate how the nominee has provided exceptional outcomes related to the overall understanding of appropriate health objectives of varying groups or subgroups of residents as they age.</p> <p>This would typically include an understanding of the changing needs of the resident population from demographic and psychographic perspectives, and an understanding of ageing, wellbeing, and subsequent health related impacts.</p>	15%

Nomination details

The following additional information will need to be supplied with the online nomination. This information is not included in the judging criteria, however, it will assist with assessing your entry.

All entries must be submitted using the online nomination form.

Nominator/entry contact person

- Name
- Position
- Company
- Mailing Address
- Contact Number (Day)
- Email
- Mobile

Programmed Award for Village Manager of the Year

Village Manager details (nominee)

- Name
- Position
- Village Name
- Mailing Address
- Contact Number (Day)
- Email
- Mobile

Additional information

- Date started at company
- Provide the nominee's brief employment history (point form, 150 words maximum)
- Length of time worked as a Village Manager
- Does the Village Manager know they are being nominated for the award?
- Has the Owner/Operator been advised of the nomination and given consent to proceed?
- Provide an overview of the village including the number of residents, average age of residents, age of village, number of units/apartments, types of services/housing available (150 words maximum)

Entry marketing information

The following information will assist in promoting the entry in the official awards marketing material. Awards marketing material includes the Awards Commemorative Magazine, awards showcase videos, social media, email marketing, and the official National Retirement Living Awards website. This information is not judged against the criteria but will ensure the entry is promoted appropriately, should it become a finalist or winner.

Marketing Synopsis

To assist the organiser in promoting the nomination within awards marketing material, a summary about the entry and why it stands out should be provided. The synopsis should be no more than 80 words.

Entry photos

Supporting images assist us in promoting entries. Images are not required to be submitted with the online submission. However, images will be required if the entry is shortlisted. If images are available before the submission deadline, we encourage these to be included with the submission.

In the event that images are required, we require maximum of 6 images (minimum of 4 images is mandatory). Entries must include 1-2 profile photos of the nominee.

Image requirements:

- landscape format
- jpg, png or .eps format
- high resolution (300dpi)
- minimum 1920px
- maximum file size of 5MB each

Programmed Award for Village Manager of the Year

Additional supporting information, such as video links, village fact sheets, written testimonials, etc., may also be uploaded along with the required images.

Hero Image – If there is a preferred image to represent the project throughout the Awards Program, please label this as “Hero Image” before uploading (the Hero Image should be landscape if possible and a min file size of 4MB)

People’s Choice Award

National finalists for this award will be eligible for the **People’s Choice Award for Best Retirement Community** provided the national finalist represents a single community. In the event the Village Manager represents more than one community, they may nominate a single community to be considered for the People’s Choice Award.

Voting is via our online voting poll which opens from **23 April to 21 May 2025**.

If the entry represents a single community and to be considered for the People’s Choice Award, please provide a hero image and confirm the village name as part of the online submission.

Awards ceremony details

The national award winners will be announced at the National Retirement Living Awards Gala Dinner on Thursday 19 June 2025 in Brisbane. Should the nominee be successful in winning this award, but unable to attend the awards gala dinner, who will be receiving the award on their behalf, at the event?

- Name
- Position
- Company
- Mobile
- Email

Programmed Award for Village Manager of the Year

Conditions of entry

- Entry in the Award for Village Manager of the Year costs \$250 (including GST) per nomination.
- Nominees must be directly managing a village (or multiple villages) with full day-to-day accountability and responsibility. Regional Managers are not eligible to apply for this award.
- The Property Council of Australia will acknowledge regional winners in NSW/ACT, SA/NT, QLD, VIC/TAS, and WA. Regional finalists must be available to attend their respective regional event. Winners of the regional award will progress to the national competition as national finalists.
- National finalists must be available to attend the National Retirement Living Summit or register for the National Retirement Living Awards Gala Dinner, which will be held in Brisbane on Thursday, 19 June 2025.
- The award is open exclusively to members of the Property Council of Australia. Both the nominee and nominator must be members.
- Both self-nominations and third-party nominations are welcomed.
- Before submitting a nomination, the nominator must ensure they have obtained permission from the owner, client, or contractor.
- All entries must be submitted via the online nomination form.
- Entries must adhere to the word limit specified in the online nomination form. Judges will not consider the formatting or presentation of entries.
- Nominees must include 4-6 images to support their submission. Additional relevant material may be uploaded as an appendix in .pdf format only.
- Entries will be reviewed online and shortlisted to progress to the interview stage
- Shortlisted entries should be prepared to attend an interview with a judge, if necessary. Interviews will be held from 11 to 27 November 2024
- All nominations and their contents will remain the property of the Property Council of Australia.
- Entries are exclusive to the Property Council of Australia National Retirement Living Awards, and no private or professional details will be shared with external contacts.
- The judge's decision is final, and no communication will be entered into regarding the final decision.
- The Property Council of Australia reserves the right to publish the results and winner details.
- All entries must be received and paid for by 5:00 pm (AEST) on Friday, 11 October 2024.