



CCV AWARDS NIGHT & GALA DINNER

NOMINATION INFORMATION BOOKLET



Community Clubs Victoria
Great Clubs, Connecting Communities
ABN 507 377 493 94



Nomination Invitation

The CCV Awards Night and Gala Dinner is a special event that serves as a platform for clubs to celebrate their commitment to excellence in our industry. This event is supported by the participation of event partners and key stakeholders who come together to recognise and reward outstanding achievements in our sector.

Why Participate?

Acknowledging and rewarding exceptional performance within our industry is pivotal in upholding the morale and motivation of club staff. The recipients of these awards embody an unwavering dedication to their club service, which serves as a foundation for the entire industry.

Numerous clubs commemorate their triumphs through a variety of marketing initiatives. Their primary goal is to leverage their success and achievements to draw in new members, strengthen bonds with the community, and provide exceptional experiences.

Nomination Process

In 2024, Victoria's club sector will come together and be recognised across **18 categories** at the gala dinner, to be held at the RACV City Club on **Saturday 6th of July 2024**.

Nominations are open across award categories with multiple nominations per club encouraged.

Award categories are listed below.

1. Best Sustainability Initiative.
2. Excellence in Innovation.
3. Best Community Club Refurbishment.
4. Best Community Club Redevelopment.
5. Regional Mental & Social Wellbeing.
6. Metro Mental & Social Wellbeing.
7. Regional Best Club Bistro/Restaurant.
8. Metro Best Club Bistro/Restaurant.
9. Sport and Entertainment Award.
10. Best Member Experience.
11. Emerging Young Community Leader Award.
12. Social Impact Award.
13. Community Collaboration Award.
14. Club Person of the Year.
15. Regional Community Club Award.
16. Metro Community Club Award.
17. Club Manager of the Year.
18. Best Hospitality Team.



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Judging Process

The judging is completed by clubs submitting a nomination form via the CCV website.

All award categories will be assessed on all core judging criteria. The individuals or club's performances will be ranked relative to peers in the same category. Importantly, all judging is completed impartially by experienced independent judges.

Judges will assess each submission on a scale of 1-10, considering all evaluations of the nominations they review. This score will be factored into the overall judging process to determine award recipients.

If only one submission is received in total for a category, this category will not receive an award.

Key Dates

- February 2nd Nominations open.
- February 5th Tickets open.
- April 12th Nominations close.
- April 17th Judging process begins.
- April 24th Judging process finishes.
- May 1st Finalists confirmed and notified.
- June 29th Tickets close.
- July 6th Winners announced.



How to Nominate

Nomination Form

Nominations are open to all CCV members who meet the award criteria. Please nominate at ccv.net.au please remember to complete the invoicing details on the form.

Please note that the deadline for all nominations is **April 12th at 5:00 PM**. When submitting your documents and photos, please use 2-5 high-resolution images of the club/event and nominee in JPEG format. These images will be used in the slide pack for the night.

Before You Submit Checklist

When nominating online please ensure you follow the below steps:

- Have you selected which category(s) you would like to enter?
- Have you attached your written submission?
- Have you uploaded photos in high-resolution jpeg?
- Have you uploaded in high-resolution jpeg format of the nominee for individual awards
- Have you completed the online nomination process and provided the correct invoice addressee details?



Written Submission Requirements

Contact Details

- Club name.
- Please provide the name and position of the individual who has prepared the form.
- Club email.
- Club phone number.

The Submission

- Answer all information boxes on the form.
- Stick to the word limit of 500 words.
- Include pictures.
- Use the category-specific criteria as headings that you address throughout the written submission.

What the Judges are Looking For

- Evidenced-based approach.
- Awareness of your marketplace.
- Industry knowledge.
- Measurable goals and outcomes.
- Passion and enthusiasm.
- Well-written and presented submissions.

Overview

Entrants should closely read the guidelines to ensure that all submission information is current and meets the qualifying criteria.

Qualifying Period

1st January 2023 – 2nd April 2024.

Plan Your Time

Please don't leave it until the last minute. Plan your time and resources to write your submissions.

Decide on the submission team:

- Read the nomination booklet thoroughly.
- Who are the knowledge holders?
- Elect a submission "champion"
- Should you prepare in-house or outsource?
- Which categories are you going to enter?



Best Community Club Refurbishment. - \$30 Nomination Fee

(Judging – 50% written and 50% photos).

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: A club that has completed a significant refurbishment (up to \$1 million) in the 2023-2024 calendar year.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- What is it about staying at your club that sets it apart from the rest?
- The level and quality of services provided/available to members/guests.
- The appearance and quality of club reception.
- The programmes in place for your regular guests. For example: rewards, and meal vouchers.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Room décor and comfort, condition of fittings.
- Theme, character, atmosphere, and activities.
- Quality in food and beverage.
- In-house marketing.
- Security and safety.
- Evidence of environmental sustainability best practices throughout the club.

Best Community Club Redevelopment. - \$30 Nomination Fee

(Judging – 50% written and 50% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: For a club that has completed a significant renovation (over \$1 million) in the 2023-2024 calendar year.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- What is it about staying at your club that sets it apart from the rest?
- The level and quality of services provided/available to members/guests.
- The appearance and quality of club reception.
- The programmes in place for your regular guests. For example: rewards, and meal vouchers.
- Friendliness and efficiency of staff, level of service and anticipation of guest needs.
- Room décor and comfort, condition of fittings.
- Theme, character, atmosphere, and activities.
- Quality in food and beverage.
- In-house marketing.
- Security and safety.
- Evidence of environmental sustainability best practices throughout the club.



Best Sustainability Initiative. - \$30 Nomination Fee

(Judging – 80% written and 20% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: showcases a club's dedication towards environmentally sustainable operations and provides specific details on the implementations.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Policies in place at your club that support environmental best practices.
- The use of energy-saving devices or practices concerning water, energy, and waste.
- The quality of your in-house recycling programmes.
- The existence of environment committees or working groups within the hotel/resort to address environmental issues.
- The club understanding on the importance of environmental sustainability.
- Any other initiatives that demonstrate environmental sustainability.

Excellence in Innovation - \$30 Nomination Fee

(Judging – 80% written and 20% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: demonstrates the club's dedication to sustainability as evidenced by the implementation of improvements, projects, or initiatives that demonstrate significant real or potential benefit to the environment.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Description of the initiative and why it was important for the club.
- How the concept was initiated, and the person/team led the project.
- Why the project is considered innovative.
- Did the implementation lead to significant changes in processes or services within the club?
- How was the success of the initiative measured? Is the result a long-term change in the club?
- New service and/or customer experience that is unique to the industry, provides new customer value and/or is a source of competitive advantage.



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Regional Mental & Social Wellbeing. - \$30 Nomination Fee

(Judging – 80% written and 20% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: Recognising innovation approaches that support and improve mental well-being and inclusion by addressing the needs of a diverse community.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Evidence of the club's commitment to addressing the needs of a diverse community and the positive impact it has had on the community.
- Why the project is considered innovative.
- Demonstrate why the club has chosen that cause or program.
- What needs did the club address and why.

Metro Mental & Social Wellbeing. - \$30 Nomination Fee

(Judging – 80% written and 20% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: Recognising innovation approaches that support and improve mental well-being and inclusion by addressing the needs of a diverse community.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Evidence of the club's commitment to addressing the needs of a diverse community and the positive impact it has had on the community.
- Why the project is considered innovative.
- Demonstrate why the club has chosen that cause or program.
- What needs did the club address and why.



Regional Best Club Bistro/Restaurant. - \$30 Nomination Fee

(Judging – 60% written and 40% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: This category is open for club bistro/restaurant in regional Victoria.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Value relative to price and quality.
- Presentation, quality and
- Composition of dish.
- Originality, selection, and variety, including daily specials.
- Accuracy and presentation of menu.
- Presentation of staff and premises.
- Cleanliness of premises.
- Friendly and courteous staff.
- Appropriate and efficient service.
- Product knowledge (food and drink menu).
- Measure of popularity.
- Overall cleanliness and hygiene.
- Characteristics – theme, unique, character, decor, and design.
- Range of skills displayed by staff.
- Success in relative market positioning.
- Exterior of restaurant.
- Condition of furniture, fittings and electrical.
- Ambience, lighting, background music.

Metro Best Club Bistro/Restaurant. - \$30 Nomination Fee

(Judging – 60% written and 40% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: This category is open for club bistro/restaurant in metro Victoria.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Value relative to price and quality.
- Presentation, quality and
- Composition of dish.
- Originality, selection, and variety, including daily specials.
- Accuracy and presentation of menu.
- Presentation of staff and premises.
- Cleanliness of premises.
- Friendly and courteous staff.
- Appropriate and efficient service.
- Product knowledge (food and drink menu).
- Measure of popularity.
- Overall cleanliness and hygiene.
- Characteristics – theme, unique, character, decor, and design.
- Range of skills displayed by staff.
- Success in relative market positioning.
- Exterior of the restaurant.
- Condition of furniture, fittings and electrical.
- Ambience, lighting, background music.



Sport and Entertainment Award. - \$30 Nomination Fee

(Judging – 60% written and 40% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: Open to all sporting codes that provide excellent facilities and continue investing in redeveloping facilities for their chosen sport(s).

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Internal and external approach (signage, car parking, and entry and exit).
- Food and beverage offerings (menu, price, quality, presentation).
- Staffing (acknowledgement of patrons,
- Interaction, customer service, presentation,
- product knowledge).
- General presentation and appearance of the venue.
- Hygiene and cleanliness (all areas including restrooms and outdoor areas).

Best Member Experience. - \$30 Nomination Fee

(Judging – 60% written and 40% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: A new club service or initiative showcasing innovation, resulting in commercial success, customer satisfaction, and loyalty towards the club.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Evidence demonstrating new concepts that have positively impacted the club's membership and financial growth.
- Outstanding customer service.
- Array of club services available for members.
- Quality of club service and cleanliness.
- Quality of club facilities.
- Décor and ambience.
- Presentation of club staff.



Emerging Young Community Leader Award. - \$30 Nomination Fee

(Judging – 80% written and 20% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: Award to club member under 25 by the end of the 2024 calendar year. Who displays professional excellence and promotes determination, innovation, hard work, and self-motivation.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- How the nominee demonstrated excellence in their role, over and above their job description.
- Outstanding achievements in the nominee's field, profession, work and/or community related.
- What training courses the nominee has undertaken or is planning to undertake to further their career in the hospitality industry.
- Demonstration of how the nominee works closely with colleagues to achieve success across different areas of their club.
- Demonstration of how the nominee develops connections with club members and colleagues to ensure customer service standards are

Social Impact Award. - FREE

(Judging – 80% written and 20% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: A club that can demonstrate a program, that encourages participation in sports by people with disabilities or from diverse backgrounds, provide opportunities for women to engage in sports, work with disadvantaged groups, or encourage community involvement.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Active participation and support of community groups and activities.
- Promotion of the club industry to community groups and charitable organisations.
- Demonstrated how the club has encouraged community involvement with their program.



Community Collaboration Award. – Free Nomination Fee

(Judging – 80% written and 20% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: This award recognizes clubs with productive relationships to meet social objectives through interactive work with local communities. Highlighting the significance of long-term commitments to the wider community.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Active participation and support of community groups and activities.
- Promotion of the club industry to community groups.
- The extent to which the club environment reflects community support.
- The extent to which club employees embrace community involvement.
- Support of charitable institutions.
- Profile and public relations achieved through community work.

Club Person of the Year. – Free Nomination Fee

(Judging – 90% written and 10% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: Recognising and celebrating a club employee, club director or club member who best demonstrates going above and beyond an extraordinary contribution to the community.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Outstanding achievements - work or community related.
- How the employee displayed excellence in their role.
- Evidence of individual commitment in leadership and mentoring, commitment outside the industry, communication, motivation, and people skills.
- An example of an instance where the nominee has exhibited service above and beyond all expectations in the club industry.
- Evidence of the nominee's commitment to best practices (ethics, leadership, personal responsibility, and trust) within the club.



Regional Community Club Award. - \$30 Nomination Fee

(Judging – 90% written and 10% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: For a club that can demonstrate benefits to its community through the provision and promotion of services, competitions, or other common interest facilities, assistance to outside organizations and employee skills development program.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Demonstrated achievements in the club sector and/or community.
- Evidence of implementing programs to enhance employee skills and how this has benefited the financial and membership growth.
- In-house promotional material/advertising to support the marketing strategy.
- Support of charitable institutions.
- Active participation and support of community groups and activities.
- Promotion of the club industry to community groups.

Metro Community Club Award. - \$30 Nomination Fee

(Judging – 90% written and 10% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: For a club that can demonstrate benefits to its community through the provision and promotion of services, competitions, or other common interest facilities, assistance to outside organizations and employee skills development program.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Demonstrated achievements in the club sector and/or community.
- Evidence of implementing programs to enhance employee skills and how this has benefited the financial and membership growth.
- In-house promotional material/advertising to support the marketing strategy.
- Support of charitable institutions.
- Active participation and support of community groups and activities.
- Promotion of the club industry to community groups.



Club Manager of the Year. - \$30 Nomination Fee

(Judging – 90% written and 10% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: Actively involved in the club's community initiatives, demonstrating unwavering commitment to its goals and values, and earning the respect and admiration of members and the board while ensuring the club's sustainability through effective management.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Outstanding achievements in the nominee's field, profession, work and/or community related.
- Evidence of the nominee's commitment to best practices (ethics, leadership, personal responsibility, and trust) within the club.
- Demonstration of how the nominee develops connections with members and staff to ensure customer service standards are upheld and smooth operations are in place.

Best Hospitality Team. - \$30 Nomination Fee

(Judging – 90% written and 10% photos)

This category will be judged on a completely written and photo submission of no more than 500 words max.

Award Criteria: The team is committed to promoting innovation, growth, and staff development. They strive to provide excellent service, achieve success, enhance the club's reputation, and ensure compliance with relevant standards.

The entry should address the essential elements in the CCV award category and criteria.

Award Category-Specific Questions:

- Demonstration of how the club hospitality team develops connections with guests and ensures customer service standards are upheld.
- Evidence of the club's commitment to best practices (ethics, leadership, personal responsibility and trust) within the club industry.
- Contribution to raising professionalism in the industry.