

THE  
PATIENTS AUSTRALIA  
**AWARDS GALA**  
— 2025 —



# Awards Entry Guidelines







# About the Awards Gala

Now in its seventh year, Patients Australia Awards Gala continues to be Australia's premier healthcare recognition program, uniquely celebrating the individuals, organisations, and innovations that put patients first. As the only awards in Australia where patients have the power to vote, we ensure those who make the greatest impact are honoured by the very people whose lives they transform.

The awards highlight excellence across the healthcare sector, from outstanding professionals and clinics to groundbreaking innovations, patient advocacy, and impactful campaigns. Each category celebrates dedication, compassion, and creativity in improving healthcare and patient outcomes.





## Why patients nominate

We believe that no one understands the impact of healthcare more than the patients themselves. By giving patients, the power to vote, the awards remain a true reflection of what excellence in healthcare means. This patient-led approach ensures the winners are recognized not just for their achievements but for their genuine impact on the lives of those they care for.

## Judging process

In addition to patient voting, an independent panel of judges will assess each application based on the specific criteria outlined for each category. These judges are experts across various healthcare sectors, leading a fair and transparent process that ensures that winners are chosen based on both measurable impact and real-world outcomes.



## Join Us

When: July 31<sup>st</sup> 2025

Where: Melbourne, Sofitel on Collins

Book online:

[www.patients.org.au/gala-bookings-2025](http://www.patients.org.au/gala-bookings-2025)

# Categories 2025

## Patient-Focused Services

- Outstanding Hospital
- Outstanding Clinic
- Outstanding Digital Health Service

## Patient-Focused Initiatives

- Outstanding Patient Research
- Outstanding Patient Innovation
- Outstanding Patient Campaign
- Outstanding Patient Education
- Outstanding Patient Engagement

## Patient-Focused Providers

- Outstanding Patient-Focussed Journalism
- Outstanding Specialist
- Outstanding Community Pharmacist
- Outstanding General Practitioner
- Outstanding Nurse
- Outstanding Allied Health Professional

## Consumer Advocates

- Outstanding Patient Advocate
- Outstanding Patient Carer

# How to Enter

AWARDS GALA 2025



Nominating someone for the 2025 Patients Australia Awards Gala is simple - and a meaningful way to shine a light on those making a real difference in the lives of patients.

To get started, choose the award category that best represents the individual, team, or organisation you wish to celebrate. These awards are about recognising those who have gone above and beyond to improve the lives of patients and carers - whether through advocacy, support, innovation, or care.

Once you've selected a category, complete the nomination form online. You'll be asked for a few details about the nominee followed by a written submission of up to 800 words. This is your chance to share their story - describe what they've done, the impact they've had, and why they deserve national recognition.

Nominations close on Sunday 22 June 2025. Once entries close, all nominations will be reviewed through a fair and transparent process. An independent judging panel - made up of experts from across the healthcare sector - will assess each nomination based on the criteria set out for each category. Their evaluations will be combined with input from patients, ensuring that winners are recognised not only for their measurable impact but also for the difference they've made in real people's lives.

Finalists will be notified in early July and invited to attend the Awards Gala on Thursday 31 July 2025, held at the Sofitel Melbourne on Collins.

If you have any questions or need support with your nomination, don't hesitate to reach out at [hello@patients.org.au](mailto:hello@patients.org.au) - we're here to help.

## Outstanding Hospital

This award recognizes a hospital that consistently upholds the highest standards in clinical care, patient safety, and innovation. It celebrates hospitals dedicated to advancing healthcare and delivering exceptional patient outcomes.

In up to 800 words, tell us why your hospital is a leader in healthcare excellence.

The jury will want to hear about your hospital's successes in clinical care, patient safety, and innovation. Provide examples of how your hospital has achieved outstanding patient outcomes, embraced innovative practices, and maintained high levels of care. Additionally, highlight your hospital's leadership and its role in improving community health.

You will be scored according to the following:

- Quality of Care & Patient Outcomes (40%)
- Innovation in Healthcare Delivery (30%)
- Leadership & Community Engagement (30%)

## Outstanding Clinic

This award recognizes a clinic that sets the standard for excellence in healthcare delivery. It celebrates clinics that prioritize patient satisfaction, foster innovation, and make a meaningful impact on the communities they serve.

In no more than 800 words, tell us why your clinic is deserving of this recognition.

The jury will be looking for examples of your clinic's success in enhancing patient satisfaction and improving health outcomes. Highlight any innovative practices or technologies your clinic has implemented to improve care delivery. Additionally, demonstrate how your clinic contributes to the community through outreach, partnerships, or addressing local health challenges.

You will be scored according to the following:

- Patient Satisfaction & Outcomes (45%)
- Innovation in Care Delivery (30%)
- Community Impact (25%)





## Outstanding Digital Health Service

This award honors a digital health service that has revolutionized healthcare delivery, enhancing accessibility, efficiency, and patient outcomes through innovative technology. It celebrates solutions that empower patients and transform the healthcare experience.

Tell us, in no more than 800 words, how your digital health service has transformed healthcare.

The jury will want to hear how your service has used cutting-edge technology to improve healthcare delivery. Provide examples of how your service has enhanced patient engagement and outcomes, supported by user data or testimonials. Additionally, explain how your service is scalable and accessible to diverse populations, including underserved or rural communities.

You will be scored according to the following:

- Innovation in Technology (30%)
- Impact on Patient Engagement & Outcomes (50%)
- Scalability & Accessibility (20%)

## Outstanding Patient Research

This award acknowledges groundbreaking research that has advanced the understanding, treatment, or prevention of health challenges. It honors researchers whose work has delivered tangible benefits for patients and the broader healthcare system.

Please describe, in no more than 800 words, how your research has contributed to improving patient care.

The jury will want to understand how your research has demonstrated scientific rigor and contributed to advancing knowledge in your field. Share how your study has offered innovative approaches to patient-focused healthcare challenges. Also, provide examples of how the research has been translated into tangible benefits for patients, improving care or health system outcomes.

You will be scored according to the following:

- Research Quality & Rigor (30%)
- Innovation & Originality (30%)
- Practical Application & Patient Outcomes (40%)



## Outstanding Patient Innovation

This award recognizes groundbreaking solutions that have significantly improved the lives of patients. It celebrates individuals or organizations whose creativity and innovation address unmet needs, enhance healthcare delivery, or improve the quality of life for patients.

In up to 800 words, tell us how your innovation has revolutionized patient care.

The jury will be looking for how your solution demonstrates originality in addressing significant healthcare challenges. Provide concrete examples of how your innovation has led to measurable improvements in patient outcomes, quality of life, or health system efficiency. Also, describe how the solution is practical and scalable for wider adoption.

You will be scored according to the following:

- Originality & Creativity (30%)
- Impact & Measurable Outcomes (50%)
- Feasibility & Scalability (20%)

## Outstanding Patient Campaign

This award celebrates a campaign that has successfully raised awareness, educated the public, or sparked significant change for patients. It recognises creativity, advocacy, and a strong dedication to improving patient outcomes and awareness around critical patient issues.

In up to 800 words, share the story of how your campaign has made a difference.

The judges will be looking for campaigns that have effectively reached their target audience and influenced behaviours, attitudes, or awareness. Highlight the innovative methods and storytelling approaches used to deliver your message, and provide evidence of measurable outcomes such as increased patient knowledge, policy influence, or behavioural changes.

You will be scored according to the following:

- Campaign Reach & Impact (30%)
- Creativity & Messaging (30%)
- Measurable Outcomes & Change (40%)





## Outstanding Patient Education

This award recognizes excellence in patient education, celebrating initiatives that empower patients with the knowledge they need to make informed decisions, improve health literacy, and achieve better health outcomes. It honors creative and effective approaches to delivering essential health information.

In 800 words or less, describe how your patient education initiative has advanced healthcare delivery.

Highlight how you've utilized innovative teaching methods, including digital tools or interactive strategies, to ensure your education resonates with diverse patient populations. Provide evidence of your program's success, including measurable improvements in health outcomes, feedback, and how you've made the information accessible to different literacy levels and languages.

You will be scored according to the following:

- Effectiveness of Educational Content (30%)
- Accessibility & Reach (30%)
- Measurable Learning Outcomes (40%)

## Outstanding Patient Engagement

This award celebrates innovative approaches to engaging patients in their healthcare journey. It honors initiatives that empower patients to take an active role in their care, leading to improved outcomes and stronger relationships between patients and providers.

Tell us, in 800 words or less, how your initiative has improved patient engagement.

The jury will want to know how your initiative has creatively and effectively involved patients in their healthcare. Share examples of how it has encouraged patient participation in decisions and care management, as well as any measurable improvements in outcomes or satisfaction. Highlight the lasting impact it has made.

You will be scored according to the following:

- Engagement Innovation (30%)
- Impact on Patient Participation (30%)
- Outcomes & Sustained Impact (40%)



# Outstanding Patient-Focussed Journalism

This award celebrates a journalist or media professional whose reporting has illuminated critical patient issues, enhanced public understanding, or contributed to meaningful change. It honours impactful storytelling that places patients at the heart of healthcare conversations.

Tell us, in no more than 800 words, how your work has made a difference. The judges will be looking for journalism that dives deep into patient-related issues, offering thorough research and insightful reporting. Focus on how your work has raised awareness or sparked change, inspiring action toward patient-centric improvements. Provide evidence of how your piece has influenced public opinion, policy, or patient engagement.

You will be scored according to the following:

- Depth of Reporting & Research (30%)
- Advocacy & Impact (30%)
- Measured Outcomes or Influence (40%)

# Outstanding Specialist

This award recognises a specialist whose expertise and dedication have led to exceptional patient care and outcomes. It honours their commitment to advancing their field through innovative practices, research, and advocacy to raise healthcare standards. We want to hear about your impact.

In no more than 800 words, tell us how your work has made a difference in your field and the lives of your patients. Share how you've achieved outstanding clinical results, contributed to research or education, and advocated for the advancement of your specialty. Feel free to include specific examples that demonstrate the tangible improvements you've made.

You will be scored according to the following:

- Clinical Excellence & Patient Outcomes (50%)
- Contribution to Research & Education (30%)
- Advocacy for Specialty Care (20%)



## Outstanding Community Pharmacist

This award recognizes a pharmacy that excels in patient care, innovation, and community impact. It celebrates pharmacies that go beyond dispensing medications to provide comprehensive care and contribute to the health of their community.

In no more than 800 words, tell us why your pharmacy deserves this award. The jury will want to hear about your pharmacy's achievements in patient care, innovation, and community involvement. Provide examples of how you engage with patients, implement innovative solutions, and contribute to community health through programs, screenings, or partnerships.

You will be scored according to the following:

- Community Engagement & Support (30%)
- Innovation in Pharmaceutical Care (25%)
- Patient Outcomes & Impact (45%)

## Outstanding General Practitioner

This award celebrates the outstanding contributions of a general practitioner who goes above and beyond to provide exceptional care. It honours those who build trusting relationships with patients, champion preventative health, and offer compassionate, patient-centred care that enhances well-being and quality of life.

In no more than 800 words, tell us why you or your nominee deserves this award. The jury will want to hear how your care has made a meaningful difference in patients' lives and the broader community. Judges will evaluate clinical results, patient testimonials, and examples that demonstrate your impact on improving health outcomes. Feel free to include success stories, feedback, or data that highlight your dedication to high-quality care.

You will be scored according to the following:

- Patient-Centred Care (30%)
- Preventative Health Leadership (30%)
- Health Outcomes & Community Impact (25%)





## Outstanding Nurse

This award honours a nurse who exemplifies extraordinary care, demonstrating empathy, compassion, and professionalism in every patient interaction. It celebrates their advocacy for patient well-being, commitment to excellence, and dedication to improving the patient journey.

The jury will want to hear how the nurse's actions have gone above and beyond standard care. Judges will look for evidence that their dedication has led to exceptional patient recovery, safety, or satisfaction.

In up to 800 words, share how your dedication to patient care has impacted the lives of those you've served. Highlight how your advocacy, clinical support, and personal connections have contributed to patients' well-being and recovery. Feel free to include stories of mentorship, professional growth, or positive outcomes you've helped achieve.

You will be scored according to the following:

- Patient Care and Advocacy (40%)
- Professional Development and Mentorship (25%)
- Patient Outcomes and Satisfaction (35%)

## Outstanding Allied Health Professional

This award acknowledges an allied health professional, such as a physiotherapist, occupational therapist, speech therapist, or similar, who has provided exceptional care and support, demonstrated innovation in their field, and made a significant impact on their patients' health and well-being.

In no more than 800 words, tell us why you are deserving of this recognition. The jury will be looking for examples of how your work has improved patient outcomes, demonstrated creativity and innovation in your practice, and had a measurable impact on the lives of those you care for. Highlight any success stories, innovative practices, or approaches that have enhanced the quality of care you provide.

You will be scored according to the following:

- Clinical Excellence (40%)
- Patient-Centred Approach (30%)
- Leadership & Advocacy (30%)



## Outstanding Patient Advocate

This award recognises an individual who has been a passionate advocate for patients, focusing on improving healthcare access, promoting patients' rights, and advancing health equity. It honours those whose relentless efforts have led to real change in the healthcare system, improving the lives of patients.

The jury will want to hear how your advocacy has led to real-world impact. Judges will assess specific outcomes such as policy changes, increased patient access, or improvements in community health and equity.

In no more than 800 words, share how your advocacy has driven meaningful progress. We'd love to hear your story. Describe the initiatives you've led, the policies you've influenced, or the direct improvements you've made to patient access and care. Show us how your dedication has led to measurable results and how you've inspired others to join in the cause.

You will be scored according to the following:

- Advocacy Impact (40%)
- Leadership & Dedication (30%)
- Results & Measurable Outcomes (30%)

## Outstanding Patient Carer

This award celebrates a carer who has shown exceptional kindness, dedication, and advocacy in supporting a patient. It honours those whose heartfelt efforts have had a lasting, positive impact on the patient's quality of life, ensuring their needs are met with compassion, dignity, and respect.

The jury will want to hear how your care has directly improved a patient's life. Judges will focus on the real-world impact you've made in supporting their health, dignity, and overall well-being.

In 800 words or less, tell us how your care has made a significant difference in a patient's life. We're looking for stories that showcase your compassion, advocacy, and the real impact you've had on their health and well-being. Let us know how you've supported their needs, upheld their dignity.

You will be scored according to the following:

- Compassion & Empathy (40%)
- Advocacy for Patient Well-being (30%)
- Patient Improvement & Outcomes (30%)



