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| 2024 Victorian Public Healthcare Awards General Award criteriaCategory 11 - Excellence in multicultural community health |
| This award focuses on health services and health professionals who successfully deliver culturally responsive services that meet the needs of culturally and linguistically diverse Victorians – including refugees, people seeking asylum and other at-risk temporary migrants.**Summary** When making your entry in Award Force you will be asked to provide a brief (max. 100 words) summary of your project outlining: * the initiative and its objectives
* the positive impact or outcomes it has achieved for Victorians.

The summary should be suitable for the general public and written from a third-person perspective. Should you be a finalist, this summary will be used in our communications. **Note.** This will not be assessed or scored as part of your entry. |
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| Criteria topic  | Criteria question  | Judging criteria for scoring  | Weight |
| Abstract  | Provide a clear and brief summary of the organisation and initiative, focusing on its objectives, target population, methods and outcomes.  | N/A  | 0 |
| Planning and preparation  | What was the rationale for the initiative? Is the initiative a new idea with an innovative approach for the community?Describe the service, system or area that was targeted for improvement. Why was this targeted? What evidence supported the need for the initiative? How were perspectives of culturally and linguistically diverse people included in the planning and design?  | * Is the rationale well established and is it innovative?
* Is the evidence supporting the need for the initiative robust?
* Does the work align with organisational priorities?
* To what extent were people with culturally and linguistically diverse backgrounds and perspectives included in the design of the initiative?
 | 1 |
| Objectives  | What were your objectives? Describe how they meet the diverse needs of multicultural communities in Victoria.  | * Do the objectives clearly address the needs of the multicultural communities and support the initiative?
* Are a diverse range of perspectives included within the objectives?
 | 1 |
| Methods and implementation  | Describe the processes used to plan and implement your work. Who were the key stakeholders and how were they involved? Include the key tasks, timelines and whether data was used to monitor progress.  What role did Victoria’s less visible multicultural communities play in design and implementation of the initiative? These might include minority ethic groups, members of the LGBTIQA+ community, women, people with disability and newly arrived refugees and people seeking asylum.  | * Has a planning and implementation process been demonstrated in the entry?
* How well were a diverse range of needs and perspectives across the multicultural community considered? Were minority groups, people with disability, newly arrived refugees, women and members of the LGBTQI community considered?
* Was data used to monitor and support the initiative’s implementation?
 | 2 |
| Results and outcomes  | What were the specific results and outcomes from the initiative? Describe the way the initiative is improving culturally responsive health outcomes, patient experience or organisational outcomes for culturally and linguistically diverse Victorians, and the impact this has had on the community and/or organisation.  **Hint:** The judges look for data or service user stories that show how you have achieved your objectives. You are encouraged to supply data (charts and tables, etc.) or qualitative narratives in your support document. Please explain how the data (such as graphs, tables) or stories show improvement/benefit. If relevant include the sample/population size, so the judges know the scale of the work.   | * Has the initiative been able to demonstrate improvements in culturally responsive health outcomes, patient experience or organisational outcomes?
* Has the initiative provided reliable evidence on its results and outcomes?
* Does the data substantiate the desired outcomes and benefits for patients, their families and/or the community?
* If additional information is provided, does it illustrate the success of the initiative?
 | 3 |
| Status and sustainability  | What is the current status of the initiative? Are there plans to continue or scale up this initiative? Have you shared, or are there opportunities to share the initiative across the sector and community?  | * Is this initiative still running and delivering results for multicultural patients, families and/or the community?
* Has this initiative delivered a sustainable solution that can be scaled up?
* Has the entry provided adequate information regarding the sustainability of the initiative?
* Have there been efforts to share ideas, tools and techniques and spread the initiative?
 | 2 |
| Budget  | What was invested in the initiative, including staff time and financial resources? Were external financial or in-kind resources secured? What were the unplanned or unbudgeted benefits of the initiative?  | * What were the unplanned/unbudgeted benefits of this investment?
* Does the approach represent good value for money?
 | 1 |
| Achieving quality, innovation and excellence in healthcare  | How is this initiative innovative for multicultural communities? How have you enhanced quality and safety and reduced the risk(s) to the patient?  | * Is the initiative innovative in its contributions to the health outcomes of culturally and linguistically diverse Victorians?
* Does the overall initiative represent excellence in person, family or community-centred care?
* Has the initiative overcome significant barriers to improve patient care, patient outcomes or care in the community?
* Has the initiative enhanced quality and safety and reduced the risk(s) to the patient?
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