



Hill's AVAPM Practices of Excellence Award

For the past 13 years, the AVAPM Practices of Excellence Award have recognised veterinary practices that provide outstanding service to their clients. The awards acknowledge excellence and encourage veterinary practices Australia wide to improve their overall practice management.

2013 welcomed Hill's Pet Nutrition as partner in the awards, offering each winner more than \$7,000 in CPD and prizes, along with the kudos that comes from taking out Australia's best-known and most prestigious veterinary business award.

All entrants in the Hill's AVAPM Practices of Excellence Awards will now receive a 'free practice health check' to help identify opportunities to grow and expand.

Feedback from previous entrants and finalists has been that entering the awards has helped them focus and plan their businesses.

The new AVAPM Practice Health CHECKLIST takes practices a step further offering all entrants the chance to check their vital signs and get an even better picture of where they stand and will help them to set goals to improve and grow.

Practices will receive advice designed to deliver opportunities to achieve effective competitive advantages in key aspects including customer service, staff management, leadership and marketing.

The winning practice in each category will receive:

- \$2000 worth of AVAPM continuing professional development vouchers (CPD)
- Two registrations to the AVA National Conference 2015 (worth \$2000)
- \$1500 worth of Hill's CPD vouchers or product
- An article featuring their practice in the Australian Veterinary Journal and the AVAPM Leading Edge Newsletter
- A distinctive trophy for public display
- The use of the distinctive Hill's AVAPM Practices of Excellence Logo on their stationery
- A session at the AVA National Conference in the practice management stream to share their story and journey to excellence.

Judging Process

To maintain the high professional standard of the Awards, the selection committee will include an AVA board representative, senior representatives from the AVAPM SIG, as well as two veterinary industry representatives. All judges must sign a confidentiality agreement to ensure that your entry submission and details about you and your business will not be disclosed to anyone outside the judging process. Your entry will be treated with the strictest confidence at all times.

Hill's & AVAPM working together for a better future



Award Categories Practices of Excellence Award

Small Animal Award

This is for practices who mainly generate income from small animals.

Mixed/ Large Animal Award

This is for practices who mainly generate at least 20% of their income from species other than small animals.

The nominated practice MUST:

- Be a veterinary practice in Australia
- Principal owners or veterinary managers of the practice are AVA members
- All finalists must be AVAPM members to be considered for the winner's prize.

The nominated practice MUST NOT:

- Have won an award in the same category in the preceding 3 years

The judging process involves:

1. Assessment of written entry completed over the internet – including the AVAPM Practice Health Check List and the answers to entry questions.
2. Practices will then be short listed. Those not progressing to the next level will receive a feedback report from the AVAPM Practice Health CHECKLIST to assist with further improvement
3. Shortlisted practices will then undergo a process involving mystery shoppers.
4. Finalists will then be determined & notified.
5. Winners announced formally at AVA Annual Conference & awards presented.

Testimonial from 2014 Winner - Pacific Vetcare

Pacific Vetcare would like to thank the AVAPM and Hills Pet Nutrition for creating the opportunity for Veterinary Practices to enter the Excellence in Customer Service Award. We were very impressed with the 3 step application process, as it was a very fair and thorough way of determining how our business conducted its customer service policies and how well our team fulfilled the standards that we have developed. Setting goals, strategizing to achieve the goals, implementing that strategy and then being rewarded by receiving such a prestigious generous award within our industry is something that we are very grateful and proud of.

Since winning, we have been fortunate enough to give a presentation at the AVA Conference in Perth, appear in The AVA Journal, The Vet Practice Magazine, AVAPM newsletter as well as our local television Prime News and a feature in Focus magazine. We have had an amazing response from our clients acknowledging our success which has been a wonderful way to secure that relationship between our Clients and our Practice.

We pride ourselves on the standard & quality of our highly skilled Veterinary and Nursing team along with the culture within our practice. Winning this award has strengthened the bond between our Staff and the Management of our business – an associated benefit that we hadn't considered prior to entering.

We have put the prize money to very good use by sending our 2 new Practice Partners to the AVAPM Annual Conference in Sydney this year, back at home we celebrated by taking all of our staff out to dinner at one of our local restaurants by the Ocean. We are using the AVAPM logo on all of our stationery and have our trophy on display in the Reception area of our main Hospital.

How to enter: Entry is FREE.

To enter simply complete the online nomination form - www.ava.com.au/about-us/awards

Any questions/ trouble please contact AVAPM on 02 9431 5010



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Australian Veterinary Association
Practice Management