

CLINIC AWARDS

Welcome to the VetPartners Excellence Awards Program

The VetPartners Excellence Award Program is an opportunity to recognise the exceptional performance and commitment, hard work and dedication of clinics and team members within the VetPartners family.

Recognising Clinics and their Team

GEM AWARDS

Awarded to people who demonstrate they are “going the extra mile” and are willing to make a special effort for their colleagues, patients, and clients. They will demonstrate going above and beyond the call of duty in a particular situation and modelling superior service, internally and externally.

- \$100 voucher
- Awarded monthly.
- Awarded to one team member per region.
- Winners will be selected based on the most outstanding examples of “going the extra mile”.
- Click here to nominate your colleagues (<https://awardnominations.vet.partners>)

CLINIC EXCELLENCE AWARDS

Awarded to clinics who strive towards delivering the highest quality of safety, clinic culture, operational performance, and excellence in service.

Safety – Displays a strong emphasis on Safety Culture. **(Further info provided by Jules)**

People – Fosters a positive culture which supports retention, recruitment and great working relationships. **(Further info provided by Jules)**

Operational – Meets or exceeds clinic revenue and ebitda targets **(Further info provided by Jules)**

Service Excellence – Achieves exceptional results in client service **(Further info provided by Jules)**

Quarterly Clinic Awards

- \$200 towards team building or a clinic lunch
- Awarded quarterly
- Awarded to one clinic per region
- Nominated by Regional Managers
- Winners will be selected based on their outstanding commitment across **all** the categories.

Annual Clinic Awards for Safety, People, Operational, or Service Excellence

- \$1,000 towards CPD or equipment for the clinic
- Awarded annually
- Awarded to one clinic in each category
- Quarterly award winners will become the finalists for the annual clinic awards
- Winners will be selected based on their outstanding commitment to Safety, People, Operational, or Service Excellence

Annual Clinic Awards – General Practice Clinic of the Year and Specialty & Emergency Clinic of the Year

- \$5,000 towards CPD or equipment for the clinic
- Awarded annually.
- One clinic will be awarded the **General Practice Clinic of the Year**
- One clinic will be awarded the **Specialty & Emergency Clinic of the Year**
- All quarterly clinic winners will become the finalists for the **General Practice Clinic of the Year and Specialty & Emergency Clinic of the Year**
- Winners will be selected based on their outstanding performance across all aspects of safety, people, operational and service excellence.

INDIVIDUAL AWARDS

Awarded to individuals dedicated to providing the highest standards of care, delivering excellence in service, continuing their education, and fostering teamwork.

Individuals in the following roles will display exceptional attributes, attitude, initiative, and innovation:

- **Veterinary Nurse (incl Head Nurse)**
- **Support Team Clinic Member (i.e Groomers, Animal Attendants and Receptionists)**
- **Veterinary Surgeon**
- **Clinic Leader (i.e. Practice/Business Manager, Hospital Director and vendors.)**

Annual Individual Regional Awards

- \$800 (\$300 voucher & \$500 towards CPD)
- Awarded annually.
- Awarded to the most outstanding individual in each category per region.
- Click here to nominate your colleagues <https://awardnominations.vet.partners>

The Annual VetPartners Individual Awards

- \$5,000 each towards CPD
- Awarded annually.
- One person will be awarded **Veterinary Nurse of the Year**
- One person will be awarded **Support Team (Clinic) Member of the Year**
- One person will be awarded **Veterinary Surgeon of the Year**
- One person will be awarded **Clinic Leader of the Year**
- Winners for the Annual VetPartners Individual Awards will be selected from the regional award winners.

Annual Dr. Stephen Coles Award for excellence in Dentistry

Dr Stephen Coles was there at the formation of National Veterinary Care and was instrumental in creating the ethos that guides our veterinary community to this day. As NVC's Non-Executive Director and a leading figure in the veterinary industry, his experience, guidance, and generosity in training the next generation of veterinarians and vet nurses will be a legacy that will elevate the sector for decades to come. With 40 years' veterinary experience, Dr Stephen Coles was highly respected as a General Practitioner and Specialist and we were absolutely devastated to lose Dr Coles in 2019, despite the several years of defying medical odds.

- Sponsorship to attend a dental/industry forum.
- Awarded to one **Veterinary Surgeon** and one **Veterinary Nurse**
- Winners will be selected based on criteria that honour Dr Coles' legacy in the areas of clinical and business excellence.
- Individuals can submit their application by clicking here:
<https://awardnominations.vet.partners>

Region Breakdown

- NSW & ACT
- VIC & TAS
- QLD
- SA
- WA (incl Singapore)
- New Zealand North Island and South Island
- Specialty/Emergency

To find out more about the awards and criteria, click here: <https://awardnominations.vet.partners>