

## **MEDIA FOR IMMEDIATE RELEASE**

**14 November, 2014**

### **GOLD AGAIN! SUMMITCARE SETS NEW EXCELLENCE** **BENCHMARK FOR AGED CARE INDUSTRY**

Major Australian aged care provider SummitCare last night set a record for Australian aged care and was recognised for its outstanding performance, taking out Gold at the 2014 Australian Organisational Excellence Awards.

This is the third time SummitCare has won an Excellence Award, and follows the Gold Award it achieved in 2012 and the Silver it won in 2009.

The award was presented at the Australian Organisational Excellence Foundation's Awards Presentation Dinner at Melbourne's Etihad Stadium on Thursday, November 13. Managed by the Australian Organisational Excellence Foundation, the awards recognise organisations committed to utilising business excellence principles.

No other Australian aged care provider has achieved three awards at this level, and SummitCare CEO Cynthia Payne said she could not be prouder of her team members.

"This is not an award that comes easily," she said.

"It has required SummitCare to successfully apply the Australian Business Excellence Framework (ABEF) and commit itself to daily excellence throughout our business and management systems. Not only have we achieved this, but we have sustained our excellence strategies during a time of unprecedented government reform in Australian aged care."

She said in the past year SummitCare had also undergone significant change, repositioning its branding and launching a major new in-home care service, SummitCare HomeCare. Each of SummitCare's 1000-plus team members had embraced the opportunity to continuously improve the organisation, ensuring support for its customers and their families was always at the top of the agenda, Payne said.

"The fact that we have received such an accolade during such a time of change demonstrates SummitCare's strengths: that our team is highly skilled, capable and able to quickly adapt as required."

Achieving the Excellence Award saw SummitCare's residential centres, business processes and organisational approach thoroughly scrutinised by assessors.

“We would not have met the high standards they expected had it not been for the professionalism we have in all parts of our organisation, driven by our values of warmth, worth and wellbeing,” Payne said.

The ABEF forms part of a global community of 80 excellence awards programs, including the Baldrige Criteria for Performance Excellence in the US, the EFQM Excellence Model in Europe and the Singapore Quality Award. SummitCare also remains one of the first aged care providers in the world to achieve recognition at this level.

“Our award achievements put us in the company of some very prominent international organisations across many sectors,” Payne said.

“We are proud to help put Australian aged care on the global stage. Our sector is set to be one of the most important in coming years, and SummitCare is well positioned to continue its leadership role.”

***For more information on the Australian Organisational Excellence Foundation, see [www.aofef.org.au](http://www.aofef.org.au)***

## ***About SummitCare***

***SummitCare has provided quality residential aged care in New South Wales for almost 50 years. With a focus on warmth, worth and wellbeing, we have built a reputation for providing the highest standards of in-home support, respite care and residential aged care. SummitCare was awarded for this outstanding performance with a Silver Award at the 2009 Australian Organisational Excellence Awards, and a Gold Award in 2012 and 2014. See [www.summitcare.com.au](http://www.summitcare.com.au)***

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Image attached for media use. Caption: SummitCare CEO Cynthia Payne receives the Gold Award at the 2014 Australian Organisational Excellence Awards. The Award was presented by former Telstra CEO Ziggy Switkowski and Harry Xydas, chair of the Australian Organisational Excellence Foundation.