

2026



CLUBS SA
CLUBS & COMMUNITY
AWARDS

AWARDS ENTRANT GUIDEBOOK

THE ULTIMATE STEP-BY-STEP GUIDE TO
NAVIGATING THE AWARDS PROCESS



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AWARDS TIMELINE

FRIDAY, 5 JUNE 2026

Nominations open to enter the awards

FRIDAY, 24 JULY 2026

Nominations close to enter the awards

MONDAY, 10 AUGUST 2026

Finalists announced

MONDAY, 10 AUGUST 2026

Tickets on sale for Gala Evening
Limited Early Bird Ticket Prices

MONDAY, 2 NOVEMBER 2026

Last day to purchase tickets

SATURDAY, 14 NOVEMBER 2026

Winners announced at Clubs SA Clubs
and Community Awards 2026 Gala Dinner

AWARDS OVERVIEW & CATEGORIES

Awards Overview & Categories

The Clubs SA Clubs and Community Awards are a powerful vehicle for recognising excellence across South Australia's community club industry. To be recognised through this program is both an honour and a valued acknowledgment of the dedication, innovation and hard work that underpins every club. Behind each nomination is a story of commitment, and we are proud to celebrate not only the winners, but all entrants who take the time to share their achievements.

The awards program is rigorous and thoughtfully delivered, spanning several months from the opening of nominations through to the completion of judging and the Gala Dinner. We take our responsibility seriously. Every submission is carefully reviewed by our judging panel, with a thorough and considered assessment process ensuring fairness, integrity and credibility across all categories.

Nominations open in June each year, inviting clubs from across the state to put forward their best work. The program culminates at the Clubs SA Clubs and Community Awards Gala Dinner on Saturday 14th November 2026 at Adelaide Oval, where the industry comes together to celebrate outstanding achievements and recognise the clubs that continue to lead, inspire and make a difference.

This guide provides an overview of the awards and category structure, supporting you to put forward a strong and considered submission.

CORE PURPOSE CATEGORIES

- Best Licensed RSL and/ Services Club
- Best Bowls Club
- Best Football Club
- Best Surf Life Saving Club
- Best Sports Club
- Best Social or Cultural Club

COMMUNITY CATEGORIES

- Environmental Innovation
- Unity in Community
- Heart of the Community

INDIVIDUAL CATEGORIES

- Club Cook / Apprentice of the Year
- Club Chef of the Year
- Rising Star of the Year
- Club Manager of the Year
- Volunteer of the Year

OPERATIONAL CATEGORIES

- Best Gaming: Small
- Best Gaming: Large
- Best Club Redevelopment: Small (up to \$1m)
- Best Club Redevelopment: Large (\$1m +)
- Outstanding Bar & Entertainment
- Best Function/Event Venue
- Best Dining: Cafe / Bistro

CLUB OF THE YEAR CATEGORIES

- Club of the Year: Small
- Club of the Year: Medium
- Club of the Year: Large

NOMINATION PROCESS

Nomination Process

The nomination process includes registration of your club's intent to enter the Clubs SA Clubs and Community Awards. Your club **MUST** be a member of Clubs SA to enter the awards.

Step 1

Before nominating, please carefully read through our Award Rules of Entry.

Award Rules of Entry

1. For your submission to be valid, your club must be a financial member of Clubs SA.
2. You must be a fully financial member to be eligible.
3. Submissions open **Friday 5th June 2026** and questions for each category will be available for viewing on the Clubs SA website.
4. All category submissions must be submitted via the online submission platform no later than **11:59pm, Friday 24th July 2026**.
5. Clubs can enter any relevant categories and there is no cost to enter.
6. A club that governs only bowls, surf life saving or football as their core purpose sport cannot enter the Best Sports Club category. A club that governs one or more sports can enter into the Best Sports Club category.
7. A club that governs any kind of sport (including but not limited to bowls, golf, and any kind of football), surf life saving or RSL/Services as their core purpose, cannot enter the Best Social or Cultural Club category.
8. A submission in the Club Chef of the Year category must see the nominated chef be an employee of the club. Private caterers may enter as long as they have the permission to enter on behalf of the club and will represent the club during the process. Presentation of kitchen staff and behaviour will be looked at as a reflection of the chef.
9. Clubs SA may use any stories, information, photographs or video footage submitted by entrants to promote the Clubs SA Clubs and Community Awards, other community events or in any way Clubs SA deems suitable. The entrant grants Clubs SA a limited, non-exclusive, non-transferable, royalty free licence to use the entrant's trade marks to promote the Clubs SA Clubs and Community Awards, other events or in any way Clubs SA deems suitable.
10. Submissions are used as the basis for judging each category. Some categories are complemented by one or several anonymous site inspections/visits to your club. Other factors that are taken into consideration will be listed and may include scores from the General Questionnaire or Financials.
11. Clubs SA reserves the right to cancel categories, should there be an insufficient number of entries received in any category, once the submission deadline has passed.
12. The judging panel is made up of independent judges. The judges decision is final and no correspondence will be entered into there after.

NEW to 2026

Hall of Fame

The Clubs SA Hall of Fame recognises clubs that have demonstrated sustained excellence within a category over multiple years.

Any club that wins the same category award for three consecutive years will be inducted into the Hall of Fame in the year following their third consecutive win.

Once inducted, the club will not be eligible to enter that specific category for a period of two years. This allows opportunities for other clubs to be recognised while maintaining the prestige of the award program.

Following the two-year period, the club will again become eligible to enter that category.

Step 2

Once you've chosen your category (or categories), please nominate via our Awards portal

Awards Portal

1. Login in or register an account on our online Awards portal via: <https://clubssa.awardsplatform.com/>
2. Enter your email address and click **Continue**.
3. If you have logged on using this email address before, enter your password. Click **Log In**.
4. If you haven't used the Awards portal before, the system will automatically send you an email with a six digit code as a security verification. Enter the six digit code.
5. Once you have logged in or created an account, you will be taken to a page where you will need to provide your club's details. Here, you will be asked which categories you plan on entering; please ensure you select all the relevant categories your club will enter.
6. Once you have filled out those details. click **Complete Registration**.
7. You will be taken to the Awards portal home page.

NOTE: Please ensure the details you enter when nominating present exactly how you wish to be listed on any screen content, winning trophies and any media promotion.

HOW TO SUBMIT AN ENTRY

How to submit an entry

1. Click the **Start submission** button
2. Choose a category and then choose the sub-category in the second box.

A screenshot of a web form showing a dropdown menu titled "Category". The menu is open, displaying a list of options: "Club of the Year", "Club of the Year", "Community Categories", "Core Purpose Categories", "Individual Categories", and "Operational Categories". The "Community Categories" option is highlighted in blue.

A screenshot of a web form showing a dropdown menu titled "Category". The menu is open, displaying a list of options: "Operational Categories", "Best Club Redevelopment/Refurbishment", "Best Club Redevelopment/Refurbishment", "Best Dining - Cafe / Bistro", "Best Function / Event Centre", "Best Gaming - Small and Large", and "Outstanding Bar & Entertainment". The "Best Dining - Cafe / Bistro" option is highlighted in blue.

3. Enter your club's name; you will not be able to progress to the next step without choosing a category and entering the name of your club.
4. Click **Save + next**
5. To preview how your submission looks, click on the **Preview** button.
6. Once you have filled in all the required fields, click on **Submit entry**. You will receive an email confirming you have entered. You are able to go back and edit your submission until the closing date of 11:59pm on Friday 24 July 2026.
7. If you are entering more than one category, head back to the home page and click on **Start submission** again and follow steps 2 through 8 for each additional category.

BREAKING DOWN THE COMPONENTS OF A SUBMISSION

Written Submissions

In your written responses, evidence that substantiates your answers are a must to include in your submission. Carefully read the questions and make sure to respond to the question that is being asked. Do not upload a full pdf or word document response as the system will not recognise it as answer and your submission will not proceed. The questions must be individually answered via the awards platform.

Images

Some submissions request images relevant to the category or question. Please ensure you are uploading relevant images for the category/question; you will lose marks if the photos are not relevant.

Site Visits

Anonymous site visits are undertaken by an independent judge for those who enter the following categories:

- Club of the Year (small, medium, large)
- Core Purpose (Bowls, Football, RSL/Services, Social, Sports & Surf Life Saving)
- Best Dining - Cafe/Bistro
- Best Gaming (small, large)
- Best Redevelopment
- Best Function / Event Centre

Financials

The club's financials must be submitted for entries into the Club of the Year categories.

CATEGORIES, QUESTIONS & CRITERIA

Core Purpose Categories

Best Licensed RSL and / Services Club

This award recognises a RSL and/or Services Club for the standard of the facilities it provides for members, as well as its outstanding service to returned servicemen, women and the general community.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Welfare & support to returned servicemen	30
2. Participation in memorial services	20
3. Facilities and services	20
TOTAL	100

Question 1: Welfare & support to returned servicemen

What support does the club give to the RSL or Services community to enable them to provide welfare and other support to returned servicemen and women and their families? Please give examples of your initiatives.

Question 2: Participation in memorial services

Detail your club's participation in memorial services both within and external of your local community since 1 June 2025.

Question 3: Facilities and services

List the range of facilities and services your RSL/Services club offers members and guests.

Best Bowls Club

Is your club all about bowling? Do you provide superior bowling and social facilities for your members and guests to enjoy? Do you promote the game of bowls to the community and offer development programs to support this? This category recognises a bowls club that has taken their interest in bowling to the next level.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Grounds & facilities	15
2. Activities organised for members & the community	20
3. Milestones	15
4. Junior Development	15
TOTAL	95

Question 1: Grounds and facilities

List the range of greens and facilities provided by your club for bowls outlining any that have multi-uses.

Question 2: Activities organised for members and the community

List any activities of participation, on a social and professional level, that your club has offered and organised for bowls since 1 June 2025. Detail how you involve your members and the community and promote general sportsmanship. Examples could include how many divisions are offered, competitions run, sporting demonstrations, etc.

Question 3: Milestones

Did any members of your club achieve any major milestones in bowls during the last year, in order of importance.

Question 4: Junior development

Please provide details of any junior development programs your club runs for males, females, schools (primary and/or secondary), inclusive specialty or other programs that you offer for bowls.

Best Football Club

This award recognises a football club that encourages and supports any code of football (e.g. football, soccer, rugby), including junior and senior footballers, with an outstanding standard of sporting and social facilities available to members and guests. Clubs will also need to have a large emphasis on junior development and an active presence in their community.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Grounds & facilities	15
2. Activities organised for members & the community	15
3. Milestones	15
4. Junior Development	15
5. Development of women in sport	15
TOTAL	105

Question 1: Grounds and facilities

List the range of oval/fields and facilities provided by your club for football, outlining any that have multi-uses.

Question 2: Activities organised for members and the community

List any activities of participation, on a social and professional level, that your club has offered and organised for football since 1 June 2025. Detail how you involve your members and the community and promote general sportsmanship. Examples could include how many divisions are offered, competitions run, sporting demonstrations, etc.

Question 3: Milestones

Did any members of your club achieve any major milestones in football during the last year.

Question 4: Junior development

Please provide details of any junior development programs your club runs for males, females, schools (primary and/or secondary), inclusive specialty or other programs that you offer for football.

Question 5: Development of women in sport

Please provide details of any development programs your club runs for females, how many female teams compete in local/state competitions and any other milestones you have achieved in women's football.

Best Surf Life Saving Club

Applicants will be assessed on the range and quality of facilities they provide to their members along with their community participation, junior development programs and their involvement with major milestones.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Grounds & facilities	15
2. Activities organised for members & the community	20
3. Milestones	15
4. Junior Development	20
TOTAL	100

Question 1: Grounds and facilities

List the range of facilities and equipment provided by your club for surf life saving.

Question 2: Activities organised for members and the community

List any activities of participation, on a social and professional level, that your club has offered and organised for surf life saving since 1st June 2025. Detail how you involve your members and the community and promote general sportsmanship. Examples could include how many divisions are offered, competitions run, sporting demonstrations, etc.

Question 3: Milestones

Did any members of your club achieve any major milestones in surf life saving during the last year? If so, please provide details of up to four major milestones your members have achieved in the last year.

Question 4: Junior development

Please provide details of any junior development programs your club runs for males, females, schools (primary and/or secondary), inclusive speciality or other programs that you offer.

Best Sports Club

This award recognises sporting clubs that concentrate their core business activities on one or more sports (other than Bowls, Football and Surf). For example, Golf Clubs, Cricket Clubs, etc. These clubs have a consistently high standard of facilities for those sports.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Grounds & facilities	15
2. Activities organised for members & the community	15
3. Milestones	10
4. Junior Development	15
5. Development of women in sport	15
TOTAL	100

Question 1: Grounds and facilities

List a range of grounds and facilities provided by your club for your identified sport/s outlining any that have multi-uses.

Question 2: Activities organised for members and the community

List any activities of participation, on a social and professional level, that your club has offered and organised for your sport/s since 1st June 2025. Detail how you involve your members and the community and promote general sportsmanship. Examples could include how many divisions are offered, competitions run, sporting demonstrations, etc.

Question 3: Milestones

Did any members of your club achieve any major milestones in your identified sport/s during the last year? If so, please provide details of up to four major milestones your members have achieved in the last year.

Question 4: Junior development

Please provide details of any junior development programs your club runs for males, females, schools (primary and/or secondary), inclusive speciality or other programs that you offer.

Question 5: Development of women in sport

Please provide details of any development programs your club runs for females, how many female teams competing in local/state competitions and any other milestones you have achieved in women's sport/s.

Best Social or Cultural Club

This award recognises social or cultural clubs that concentrate their core business activities on allowing members and guests to mingle, interact and socialize. The winning club will offer outstanding support to its local community and have a strong focus on its own social culture.

Please note, this category is exclusive to social and cultural clubs, do not enter this category if your club's relevant core purpose category is Bowls, Football, Surf Life Saving or Sports.

Criteria	Maximum Score
Site Inspection	40
Questions judged by judging panel	
1. Grounds & facilities	20
2. Support to community groups	20
3. Club Reinvestment	20
TOTAL	100

Question 1: Grounds and facilities

List the range of facilities and social/cultural activities that create connection provided by your club for your members, guests and local community.

Question 2: Support to community groups

Please list any community groups that utilize your facilities and how you support the activities they are involved in.

Question 3: Club Reinvestment

Please outline details as to the club's reinvestment strategy, specific to recent reinvestment plans to develop the club, its facilities, services and other areas that contribute to making the club a better social outlet for its members and guests.

Community Categories

The community categories are an opportunity to share the stories, celebrate them and recognize the outstanding contributions made by clubs in their local communities.

Environmental Innovation

The Environmental Innovation Award celebrates clubs that are stepping up and making a real difference through sustainable and environmentally conscious practices. It recognises clubs that lead by example, inspire others and demonstrate a genuine commitment to creating a greener, cleaner future for their members and wider community.

Environmental initiatives may include solar power installations, recycling and waste reduction programs, water-saving initiatives, energy-efficient lighting and equipment, sustainable building or redevelopment projects, reducing single-use plastics, community gardens, environmentally focused education programs, or partnerships that support local environmental outcomes. Clubs of all sizes are encouraged to showcase the practical and innovative ways they are contributing to a more sustainable future.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Leading by example	20
2. Getting the community involved	15
3. New ideas and creativity	15
4. Making a difference	20
5. Keeping it going	10
TOTAL	110

Question 1: Leading by example

Tell us about the things your club is doing to look after the environment. This could be recycling, saving energy or water, cutting down on plastics, or anything else that helps reduce your impact.

Question 2: Getting the community involved

Share how your club involves members and the community in your green efforts. Maybe you run events, share helpful tips, team up with local groups, or encourage everyone to pitch in.

Question 3: New ideas and creativity

Have you tried something different or creative to help the environment? Tell us about any new projects, partnerships, or ideas that set your club apart.

Question 4: Making a difference

What kind of results have you seen? This might be less waste, lower energy bills, or more people joining in your green initiatives.

Question 5: Keeping it going

What plans do you have to keep your environmental efforts growing? We want to know how your club will keep leading the way into the future.

Unity in Community

The Unity in Community Award celebrates clubs that foster a welcoming, inclusive, and supportive environment for all members and visitors. This award recognises clubs that actively break down barriers, encourage diversity, and create a sense of belonging for people from all backgrounds, abilities, ages, and cultures. It's about championing connection, respect, and equality within the club and the wider community.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Creating an inclusive environment	25
2. Programs and activities that promote belonging	20
3. Leadership and commitment to inclusiveness	15
4. Positive impact and feedback	10
5. Future plans for inclusion	10
TOTAL	110

Question 1. Creating an Inclusive Environment

Tell us how your club makes everyone feel welcome and valued. This could include accessibility initiatives, diversity in membership, inclusive communication, or cultural awareness activities.

Question 2. Programs and Activities that Promote Belonging

Describe the social, cultural, or sporting programs your club offers that encourage participation from diverse groups. How do you involve different ages, abilities, cultures, or backgrounds?

Question 3. Leadership and Commitment to Inclusiveness

Explain how your club's leadership supports and promotes inclusiveness. This could be policies, training, or specific roles focused on inclusion.

Question 4. Positive Impact and Feedback

Share examples or feedback that show how your inclusive efforts have positively affected members and the community.

Question 5. Future Plans for Inclusion

What ideas or commitments do you have to continue growing a welcoming and inclusive culture at your club?

Heart of the Community

The Heart of the Community Award recognises and celebrates the vital role that clubs play in supporting their members and local communities. This award highlights clubs that actively contribute to the wellbeing and growth of their community by providing support to a wide range of groups, including sporting clubs, social and welfare organisations, youth programs, charities, schools, and disadvantaged individuals. Both financial contributions and in-kind support are valued, acknowledging the many ways clubs give back - whether through fundraising, volunteer efforts, facility access, or partnership initiatives. This award honours those clubs that make a real difference, showing leadership and commitment to fostering strong, inclusive, and connected communities.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Community Support and Engagement	30
2. Impact and Outcomes	20
3. Inclusiveness and Reach	15
4. Innovation and Leadership	10
5. Sustainability and Future Plans	15
TOTAL	100

Question 1: Community support & engagement

Describe how your club supports a variety of community groups, including sports clubs, social and welfare organisations, youth programs, charities, schools, and disadvantaged groups. Highlight both financial and in-kind contributions, such as fundraising, donations, volunteering, facility access, or other partnerships.

Question 2: Impact and outcomes

Share examples of the positive effects your club's support has had on the community and its members. How have your contributions improved lives or strengthened local organisations?

Question 3: Inclusiveness and reach

Explain how your club ensures that your support reaches diverse groups within the community, including underrepresented or disadvantaged members.

Question 4: Innovation and leadership

Tell us about any creative or unique initiatives your club has introduced to enhance community support.

Question 5: Sustainability and Future Plans

Outline your club's plans to continue or grow its community support efforts. How do you ensure ongoing benefit for your community?

Individual Categories

Club Cook/Apprentice of the Year

This award recognises the talent, dedication, and creativity of club cooks and apprentices who may not be qualified chefs but consistently deliver outstanding meals that delight patrons and reflect a strong understanding of club dining.

If you have a cook or apprentice who regularly receives positive feedback and is proud of the food they serve, nominate them for this prestigious award today! This year, all your cook/apprentice must do is select an entrée and a main from the club's current menu for judging; entrée and main is Club Cook/Apprentice choice from the Club Menu. Judging will take place in the months of August - September in each Club. Finalists will be notified prior to judging to confirm an appropriate time the cook/apprentice is rostered.

Conditions of entry

1. The club, under the direction of the nominated cook/apprentice, is to put forward two menu items from the club's current menu. Any entree and main can be selected from the Club Menu.
2. Finalists will be notified via email.
3. For finalists, the two dishes must be available on your current club menu in the nominated outlet through August - September for both lunch and dinner, where the announced visit for judging of your menu items will take place.
4. Should the dishes not be available when the judge visits, the nomination will be automatically disqualified.
5. The dishes must be made in-house in their entirety.
6. A kitchen audit will also take place on the same day.

Overview of club

- What is the name of the club where these two recipes will be found on the menu?
- What will be the daily operating hours of this club in August and September 2026?

Please provide details of the entrée and main from your current club menu, along with corresponding recipe information (include quantity of each ingredient). This information will be used to assess the finalists and accuracy of wording on your club menu and items that are served to the judge for those announced as finalists.

Entrée

- Name of dish
- Dish description
- Inspiration behind dish
- Recipe including quantities for each ingredient & methodology

Main

- Name of dish
- Dish description
- Inspiration behind dish
- Recipe including quantity for each ingredient & methodology

Supporting material required:

- Headshot of nominee that can be used for display at Awards evening
- Photo of entree
- Photo of main

Club Chef of the Year

This award is designed to recognize the skills of chefs through their culinary abilities, creativity, and innovation.

If you have an outstanding chef, i.e. someone who continually receives great feedback, is creative, knows your clientele, delivers on budget and more, then please enter them now for this prestigious award.

This year, all your chef must do is select an entrée and a main from the club's current menu for judging; entrée and main is Club Chef choice from the Club Menu. Judging will take place in the months of August and September in each Club. Finalists will be notified to confirm an appropriate time the chef is rostered.

Conditions of entry

1. The club, under the direction of the nominated chef, is to put forward two menu items from the club's current menu. Any entree and main can be selected from the Club Menu.
2. Finalists will be notified via email.
3. For finalists, the two dishes must be available on your club menu in the nominated outlet through August and September 2026 for both lunch and dinner, where the announced visit for judging of your menu items will take place.
4. Should the dishes not be available when the judge visits, the nomination will be automatically disqualified.
5. The dishes must be made in-house in their entirety.
6. A kitchen audit will also take place on the same day.

Overview of club

- What is the name of the club where these two recipes will be found on the menu?
- What will be the daily operating hours of this club in August and September 2026?
- Please provide details of the entrée and main from your current club menu, along with corresponding recipe information (include quantity of each ingredient). This information will be used to assess the finalists and accuracy of wording on your club menu and items that are served to the judge for those announced as finalists.

Entrée

- Name of dish
- Dish description
- Inspiration behind dish
- Recipe including quantities for each ingredient & methodology

Main

- Name of dish
- Dish description
- Inspiration behind dish
- Recipe including quantity for each ingredient & methodology

Supporting material required:

- Headshot of nominee that can be used for display at Awards evening
- Photo of entree
- Photo of main

Rising Star of the Year

To win this award, consideration will be given to all the activities the nominee performs in their role and will include any initiatives they have shown within the club and their community. Judges will also consider any past and current training undertaken and outstanding achievements. The nominee must be dynamic, well rounded, and passionate about their position at your club. Do you have an outstanding candidate that we are looking for?

Conditions of entry

1. Submissions are on an individual basis. If you have more than one Rising Star, please nominate them separately and include a separate submission for each.
2. If the nominee is a General Manager/Venue Manager they must enter the Club Manager of the Year Award.
3. The word "Manager" does not have to be in the title of the person you are nominating e.g. Food and Beverage Supervisor or Event Coordinator are acceptable.
4. Must have worked a minimum of 12 months at the Club.
5. Entry needs to be endorsed by the General Manager or other high level manager role.

Overview of candidate

- Start date of employment with your club
- Overall number of years in the community club industry
- Provide a copy of the nominee's current job description

Criteria	Maximum Score
Phone interview	30
Questions judged by judging panel	
1. Qualifications	5
2. Training	15
3. Progression	15
4. Internal awards and recognition	20
5. Surpassed expectations	10
6. Leadership style	10
7. Customer service	15
8. Closing statement	10
TOTAL	130

Question 1: Qualifications

List any academic/professional qualifications attained by the nominee.

Question 2: Training

List any training or education your club has encouraged and/or facilitated the nominee to complete.

Question 3: Progression

Outline any progression your nominee has had within the club and why this occurred.

Question 4: Internal awards or recognition

Has your nominee won any internal awards e.g. employee of the month etc or been recognized in any way by your club since employment?

Question 5: Surpassed expectations

Outline some ways that your nominee has either: increased profit/surpluses, reduced costs, added value to the team or workplace, gone over and above, surpassed expectations or delivered exceptional results for the club, your member's and/or the community.

Question 6: Leadership Style

Describe the nominees' management style and why staff enjoy working with them?

Question 7: Customer service

Provide details as to how your nominee provides outstanding customer service to both internal and external stakeholders (members/guests/suppliers/sponsors/etc).

Question 8: Closing statement

What makes your nominee stand out? Why do you believe your nominee should receive the Rising Star of the Year Award?

Supporting material required:

- Headshot of nominee that can be used for display at Awards evening

Club Manager of the Year

The winner of this award will go to a senior manager who is responsible for running a successful club. The winner will have a high level of management skill, along with the demonstrated ability to grow a business. The nominee must have worked a minimum of 2 full years at the club. Entrants into this category must be a Club Manager, General Manager, Venue Manager, or Operations Manager.

Overview of nominee

- Overall number of years in the club industry?
- Total employment time at current club as Manager?

Criteria	Maximum Score
Phone interview	30
Questions judged by judging panel	
1. Business growth	10
2. Support growth of industry	10
3. Customer Service	5
4. Professional training / qualifications	15
5. Closing statement	5
TOTAL	75

Question 1: Business growth

Outline how your manager has grown/developed/improved the business since 30 June 2025 as well as any key projects they have initiated or been an active part of.

Question 2: Support growth of industry

Outline any achievements, projects or roles the manager has been a part of since 30th June 2025 that supports the growth and success of the community club industry overall.

Question 3: Customer Service

Highlight how your nominee nurtures, grows, stimulates and delivers outstanding relationships – internally with staff and externally with members and guests.

Question 4: Professional training / qualifications

Detail your manager's professional qualifications and/or business experience, including any training received at the club or externally.

Question 5: Closing statement

What is special about your manager? Why should they win this category?

Supporting material required:

- Headshot of nominee that can be used for display at Awards evening

Volunteer of the Year

The Volunteer of the Year award recognises a dedicated volunteer who has become an invaluable part of your club, making a meaningful and lasting contribution to its success.

Each club may submit **one nomination only**. Nominations must be submitted by a senior staff member or board/committee member. Self-nominations will not be accepted. Finalists will receive a complimentary ticket to the awards.

Supporting material required:

- Headshot of nominee that can be used for display at Awards evening.
- Please ensure this image is good quality

Criteria	Maximum Score
Phone interview	50
Questions judged by judging panel	
1. Contribution summary	10
2. Length of service	5
3. Dedication and commitment	15
4. Impact and outcomes	20
5. Leadership and initiative	15
6. Club values and spirit	10
7. Challenges overcome	10
8. Why this person?	15
TOTAL	150

Question 1: Contribution Summary

Briefly describe the nominee's volunteer work and their role within your club/organisation.

Question 2: Length of Service

How long has the nominee been volunteering with your club/organisation?

Question 3: Dedication and Commitment

How has the nominee demonstrated exceptional dedication and reliability in their volunteer role?

Question 4: Impact and Outcomes

What measurable or noticeable impact has the nominee had on the club, members, or broader community?
Please provide examples.

Question 5: Leadership and Initiative

Has the nominee shown leadership or taken initiative in any projects or situations? If so, please describe.

Question 6: Club Values and Spirit

How does the nominee reflect the values and spirit of your club?

Question 7: Challenges Overcome

Has the nominee gone above and beyond in the face of any particular challenges?

Question 8: Why This Person?

In your own words, why do you believe this person deserves to be recognised as Volunteer of the Year?

Operational Categories

Best Gaming Categories

The proud recipients of this award will be clubs that provides an enjoyable gaming experience for members and guests in an environment that respects members' privacy and provides adequate information to players about games on offer, whilst embracing the South Australian Responsible Gambling Code of Practice.

This category will see two winners based on the number of operating gaming machines the club has on the floor:

Small (0 - 21 EGMs)

Large (22 - 40 EGMs)

The anonymous site inspection of your gaming area for this award will take place between August - September 2026. You will not be notified prior or after this has occurred.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Gaming product mix	10
2. Responsible gaming practices	20
3. General ambience	20
4. Why should your club win	10
TOTAL	90

Question 1: Gaming Product Mix

Please provide information on the product mix of machines at your club.

Question 2: Responsible Gambling Practices

Describe your Club's commitment to Responsible Gambling practices.

Question 3: General Ambience

Describe special features your gaming room offers and provide photos (up to 3) as supporting evidence.

Question 4: Why should your club win?

Describe why your club should win Best Gaming.

Best Club Redevelopment Categories

A club that has been redeveloped (new build or refurbishment) in the past 12 months will be eligible to enter this award. To qualify for this award, the refurbishment must have been completed and in use by 30th June 2026.

Stand alone gaming room refurbishments will NOT be considered under this award, however they will be considered under the “Best Gaming Award.”

Clubs will be assessed on the quality and innovation of the redevelopment, as well as the impact of the redevelopment on staff efficiency and patron satisfaction. The judges will also be looking at the intent of the design.

This category will see two winners based on the cost of the redevelopment:

Small (up to \$1m)

Large (over \$1m)

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Project overview	10
2. Design & intent	10
3. Challenges and sustainability	10
4. Funding	10
5. Improved functionality	15
6. Positive outcomes	15
7. Project management	10
TOTAL	110

Question 1: Project Overview

Provide a brief description of the refurbishment/redevelopment. Highlight the key areas that were upgraded and any special features included. Please attach up to five photos showcasing the transformation.

Question 2: Design & Intent

Explain the purpose and goals of the project. What was the club trying to achieve with the refurbishment, and why?

Question 3: Challenges & Sustainability

Describe any challenges faced during the project and how they were overcome. Highlight any sustainability practices or environmentally friendly features incorporated.

Question 4: Funding

Outline how the redevelopment was funded (e.g., internal funds, community fundraising, grants, partnerships, etc.).

Question 5: Improved Functionality

Explain how the new or updated facilities have improved day-to-day operations, accessibility, or services offered to members and guests.

Question 6: Positive Outcomes

What benefits has the project delivered since completion? Consider member feedback, usage levels, revenue changes, media or community responses.

Question 7: Project Management

Describe how the project was managed - timelines, contractors or consultants involved, and how the club kept things on track and within budget.

Supporting material required:

- Five (5) photos to support Question 1
- Documents to support answers

Outstanding Bar & Entertainment

This award celebrates clubs that go above and beyond in creating a vibrant and welcoming atmosphere through their bar and entertainment offerings. Whether it's live music, trivia nights, raffles, DJs, or simply a great place to enjoy a drink, this award recognises the clubs that bring people together, keep members coming back, and provide memorable experiences for their community.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Bar experience	20
2. Entertainment variety	20
3. Communication connection	10
4. Promotion and engagement	10
5. Positive outcomes	10
6. Innovation or unique features	10
TOTAL	110

Question 1: Bar Experience

Describe your club's bar offering. Include information about drink selections, promotions, service style, and any special features that set your bar apart.

Question 2: Entertainment Variety

Outline the types of entertainment your club offers. This could include soloists, bands, bingo, raffles, DJs, quizzes, poker, etc. Mention how often entertainment is run and how it suits your members.

Question 3: Community Connection

How does your bar and entertainment offering create a space for social connection, inclusivity and community building?

Question 4: Promotion & Engagement

How do you promote your bar and entertainment offerings to your members and community? Share any marketing or engagement initiatives used.

Question 5: Positive Outcomes

What have been the benefits of your bar and entertainment offerings? For example: increased patronage, positive feedback, stronger community ties, or improved financial outcomes.

Question 6: Innovation or Unique Features

Share any new or creative ideas your club has introduced in the bar or entertainment space in the last 12 months.

Best Function / Event Venue

This award recognises clubs that provide outstanding facilities, services, and experiences for functions and events. Whether it's weddings, birthdays, corporate functions, or community celebrations, this award celebrates clubs that deliver memorable, high-quality events while showcasing excellent hospitality, adaptability, and attention to detail. Great function spaces not only support club revenue but help build strong community connections.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Venue description	10
2. Services & offerings	10
3. Types of events	10
4. Customer experience	10
5. Promotion & bookings	10
6. Innovation & improvements	10
TOTAL	90

Question 1. Venue Description

Describe the function/event space(s) offered at your club, including room capacity, flexibility, and atmosphere. Include up to five photos.

Question 2. Services & Offerings

Outline the services provided as part of your event offerings (e.g., catering, AV, event planning support, theming, decor, packages). Include your function package.

Question 3. Types of Events

List the types of events typically hosted at your venue. Include any standout or unique events held since 30 June 2025.

Question 4. Customer Experience

How does your team ensure a positive experience for booking and attending functions? You may include testimonials or feedback.

Question 5. Promotion & Bookings

Explain how your venue is marketed for functions. Do you have packages, website listings, social media promotions, etc.?

Question 6. Innovation & Improvements

Have you introduced any recent improvements, upgrades, or innovations that have enhanced your function offering?

Best Dining – Cafe / Bistro

This award recognises clubs offering an exceptional café or bistro dining experience for their members and guests. It celebrates clubs that deliver high-quality meals, great customer service, a welcoming atmosphere, and value for money. Whether it's a quick coffee and cake or a hearty dinner, this award highlights clubs that create a consistent and enjoyable dining experience.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Venue description	10
2. Menu Offering	10
3. Customer experience	10
4. Quality and value	10
5. Presentation and cleanliness	10
6. Innovation and/ or recent improvements	10
TOTAL	90

Question 1: Venue Description

Describe your café or bistro including its atmosphere, seating capacity, and general vibe. Include up to five photos if possible.

Question 2: Menu Offering

Tell us about your menu. What styles of food do you offer? How often is it updated? Do you cater for dietary needs? Please include your menu.

Question 3: Customer Experience

How do you ensure great service and a positive dining experience? You can include examples of feedback or reviews.

Question 4: Quality and Value

Explain how you maintain quality food at good value for members and guests. Do you offer specials or promotions?

Question 5: Presentation and Cleanliness

Share how your club ensures a clean and well-presented dining space and meals, from plating to table settings.

Question 6: Innovation or Recent Improvements

Have you made any recent changes to improve your dining experience? Think new fit-outs, themed nights, local produce features, etc.

Club of the Year Categories

These prestigious categories recognise outstanding Clubs that deliver excellence across all areas of their operations. From hospitality and customer service to community engagement, governance, and financial management, these awards celebrate the best of the best in South Australian Clubs.

What We're Looking For:

Nominees for Club of the Year demonstrate:

- A strong commitment to their members and local community
- High standards in hospitality services
- Sound governance and compliance practices
- Financial sustainability and strategic development

These awards are your chance to showcase your Club's overall impact, achievements, and vision.

Eligibility Criteria

Clubs are assessed in three turnover-based categories:

- Small Club of the Year - Annual turnover: Less than \$450,000
- Medium Club of the Year - Annual turnover: \$450,000 – \$1,800,000
- Large Club of the Year - Annual turnover: More than \$1,800,000

Turnover is based on your 2024/25 financial statements, which must be included with your submission.

Nomination Requirements

- Small & Medium Clubs: Simply complete the designated submission form to be considered.
- Large Clubs: To be eligible, you must also submit:
 - Entries in at least 2 Operational Categories (e.g. Outstanding Bar & Entertainment, Best Gaming, Best Dining, etc.)
 - One entry in a Community Category (e.g. Heart of the Community, Inclusion, Environmental Innovation, etc.)

Important Notes

- All Clubs must include a copy of their 2024/25 Financial Statements.
- Entries should clearly demonstrate your Club's commitment to excellence and positive impact in your community and industry.
- Site visits may be conducted as part of the judging process.

Club of the Year – Small

The Club of the Year – Small award celebrates excellence in Clubs with an annual turnover of less than \$450,000 (as per the 2024/25 financial year). This award recognises Clubs that consistently deliver quality service and experiences for members, while playing a vital role in their local community. It considers all aspects of Club operations – from hospitality and governance to facilities and community support. This is your opportunity to shine a spotlight on how your small Club makes a big difference.

Note: Your Club’s 2024/25 Financial Statement must be submitted with your nomination to be eligible.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Club Overview	10
2. Services & Amenities	15
3. Community engagement	15
4. Governance & compliance	10
5. Hospitality & member experience	10
6. Financial sustainability	10
7. Club achievements	10
TOTAL	110

Question 1: Club Overview

Provide a brief background of your Club, including your purpose, size, membership, and any unique characteristics.

Question 2: Services & Amenities

Outline the services and facilities your Club provides for members and guests. Include any improvements or initiatives undertaken in the past year.

Question 3: Community Engagement

How does your Club support your local community? Include examples such as partnerships, fundraising, volunteering, support to schools, charities, or sporting groups.

Question 4: Governance & Compliance

Describe your Club’s approach to good governance and compliance with industry regulations. You may include strategic planning, staff training, and risk management practices.

Question 5: Hospitality & Member Experience

Highlight what your Club does to provide a welcoming and enjoyable experience. Consider areas such as customer service, food & beverage, events, and entertainment.

Question 6: Financial Sustainability

Demonstrate how your Club manages its finances responsibly. This may include fundraising efforts, grant success, profit reinvestment, or cost-saving initiatives.

Question 7: Club Achievements

List your Club's key achievements or highlights from the past year. These might be awards, milestones, major events, or successful new programs.

Club of the Year – Medium

The Club of the Year – Medium category is designed to recognise Clubs with an annual turnover between \$450,000 and \$1,800,000 in the 2024/25 financial year. This award acknowledges excellence across all aspects of Club operations – from hospitality and governance, to facilities, member services, and community support.

It celebrates Clubs that successfully balance business operations with community impact, and continue to provide welcoming, vibrant, and valuable spaces for their members and guests.

Note: Your Club's 2024/25 Financial Statement must be submitted with your nomination to be eligible.

Criteria	Maximum Score
Site Inspection	30
Questions judged by judging panel	
1. Club Overview	10
2. Services & Amenities	15
3. Community engagement	15
4. Governance & compliance	10
5. Hospitality & member experience	10
6. Financial sustainability	10
7. Club achievements	10
TOTAL	110

Question 1: Club Overview

Provide a brief background of your Club, including your purpose, size, membership, and any unique characteristics.

Question 2: Services & Amenities

Outline the services and facilities your Club provides for members and guests. Include any improvements or initiatives undertaken in the past year.

Question 3: Community Engagement

How does your Club support your local community? Include examples such as partnerships, fundraising, volunteering, support to schools, charities, or sporting groups.

Question 4: Governance & Compliance

Describe your Club's approach to good governance and compliance with industry regulations. You may include strategic planning, staff training, and risk management practices.

Question 5: Hospitality & Member Experience

Highlight what your Club does to provide a welcoming and enjoyable experience. Consider areas such as customer service, food & beverage, events, and entertainment.

Question 6: Financial Sustainability

Demonstrate how your Club manages its finances responsibly. This may include fundraising efforts, grant success, profit reinvestment, or cost-saving initiatives.

Question 7: Club Achievements

List your Club's key achievements or highlights from the past year. These might be awards, milestones, major events, or successful new programs.

Club of the Year – Large

The Club of the Year - Large category recognises excellence in overall Club operations for Clubs with an annual turnover exceeding \$1.8 million in the 2024/25 financial year. This prestigious award honours Clubs that consistently deliver outstanding service, operate with strong governance and compliance, and demonstrate exceptional engagement with their members and the broader community.

To be eligible, Clubs must enter **at least two (2) Operational award categories** (e.g., Best Dining, Gaming, Bar & Entertainment, etc) and **one (1) Community category** (e.g., Heart of the Community, Environmental Innovation, etc).

The Club of the Year - Large winner will be determined by combined scores received across the nominated categories, ensuring recognition is awarded to those truly excelling in multiple areas.

Note: A copy of your Club's 2024/25 Financial Statement must be submitted as part of this expression of interest.

Description	Area
Based on the average scores achieved across two (or more) Operational categories your Club has entered.	Operational Excellence
Based on the score received in one (or more) Community category entered.	Community Engagement
An on-site assessment of Club facilities, atmosphere, service, compliance, and how well your Club delivers across both hospitality and community aspects.	Site Visit
General review of the Club's 2024/25 financial statement, governance, and long-term sustainability.	Financial & Strategic Overview