2027 SPASA AWARDS OF EXCELLENCE

Categories & Criteria

OVERALL MAJOR AWARDS

- Freeform Pools
- Enclosed / Indoor Pool
- Courtyard Pools
- Innovative Project
- Sustainable Project
- Community Project

→ **SPECIALTY PROJECT OF THE YEAR**

- Commercial Pool or Spas
- Commercial Aquatic System
- Commercial Renovation

→ **COMMERCIAL PROJECT OF THE YEAR**

- Residential or Commercial Water Feature
- Residential or Commercial Lighting Feature
- Pool Landscape Design
- Safety Barrier

→ **ENHANCEMENT OF THE YEAR**

- Pool and Spa Barrier Inspector
- Retail Service Technician
- In-Field Service Technician
- Pool Sales Representative
- Spa Sales Representative
- Supplier Salesperson
- Rising Star
- Construction Tradesperson
- Pool Designer
- Operational Excellence

→ **PROFESSIONAL OF THE YEAR**

- Display Pool / Centre
- Single Location Pool Store
- Online Pool Store
- New Pool Store
- Multi-Location Pool Store

→ **POOL STORE BUSINESS OF THE YEAR**

- Spa Retailer Business
- Mobile Service Business
- Professional Service Business
- Pool Builder Business
- Pool Store Business

→ **BUSINESS OF THE YEAR**

- In-ground Spa
- Swim Spa
- Portable Spa

→ **SPA OF THE YEAR**

- Concrete Pools
- Concrete Pool and Spa
- Country Pool Project – Concrete
- Concrete Lap Pool

→ **CONCRETE POOL OF THE YEAR**

- Fibreglass Pools
- Fibreglass Pool and Spa
- Country Pool Project – Fibreglass
- Fibreglass Lap Pool

→ **FIBREGLASS POOL OF THE YEAR**

- Vinyl-Lined In-ground Pool
- Vinyl-Lined Modular Pool

→ **VINYL LINED POOL OF THE YEAR**

- Prefabricated Pools

→ **PREFABRICATED POOL OF THE YEAR**

- Renovation Projects

→ **RENOVATED POOL OF THE YEAR**

- Small Pools

→ **SMALL POOL OF THE YEAR**

POOL OF THE YEAR

INDUSTRY EXCELLENCE CATEGORIES

- Education & Training Excellence
- Marketing Excellence
- Pool Design Excellence
- Regional Supplier of the Year

AUSTRALASIAN AWARDS

These awards are presented only at the Australasian Awards Gala. Entry is directly into the Australasian category.

SPASA TRAINING GRADUATE OF THE YEAR

AUSTRALASIAN SUPPLIER OF THE YEAR

MASTER POOL BUILDER PROJECT

PRODUCT OF THE YEAR

- Innovative Product
- New Product
- Sustainable Product
- Innovative Software Product

INDUSTRY EXCELLENCE

The Industry Excellence categories recognise outstanding achievement, innovation and contribution across key activities of the pool and spa industry.

Designed to acknowledge excellence in specific areas of industry performance, these categories are standalone awards and are not eligible to progress to a major award.

1. Education & Training Excellence

This award recognises an organisation that has achieved excellence by providing education and training to its employees and/or industry professionals. The program must have operated in the nominated region during the 12 months before the nomination deadline.

2. Marketing Excellence

This award recognises a marketing or promotional campaign for a new project, product or business that positively promotes the industry. The campaign must have been released within 12 months of the nomination deadline and be executed within the nominated region.

3. Pool Design Excellence

This award recognises innovation, creativity and excellence in pool and spa design. The design demonstrates aesthetic appeal, functionality, and technical expertise, including innovative design and/or engineering solutions. Entries should show how vision, craftsmanship, and engineering excellence combine to create a distinctive, high-quality aquatic design.

Note: This award does not recognise landscape design within the entry. See category 44

4. Regional Supplier of the Year

This award recognises any manufacturer or supplier member who provides products and/or services in the industry. The business must demonstrate excellence in customer service to the pool and spa industry by providing quality products or materials, and by innovating in product development and customer service.

Supplier entrants may offer pool- and spa-related products, equipment, materials, additives, software business solutions, and the like used in the design, installation, construction, or maintenance of a pool or spa. The business may manufacture the product and distribute it directly, or it may supply products manufactured by others.

Note: Regional entrants must include details on how the supplier directly serves the industry in that region.

National suppliers seeking to enter a regional category must identify the specific location and services offered in that region, and if delivered through a network, the entrant must be the regional entity that offers the supply. This is a regional award only.

The Australasian Supplier of the Year award is a separate category awarded at the Australasian level only. See category 69.

BUILD & INSTALLATION

The swimming pool build and installation categories recognise pool or spa projects that showcase excellence in design, construction, installation, and finishing in a residential location, meeting a client's brief for private use only. The project must have been completed within 36 months of the nomination deadline.

Project price definition

SPASA defines the project price as the total project cost to be shown to the judges.

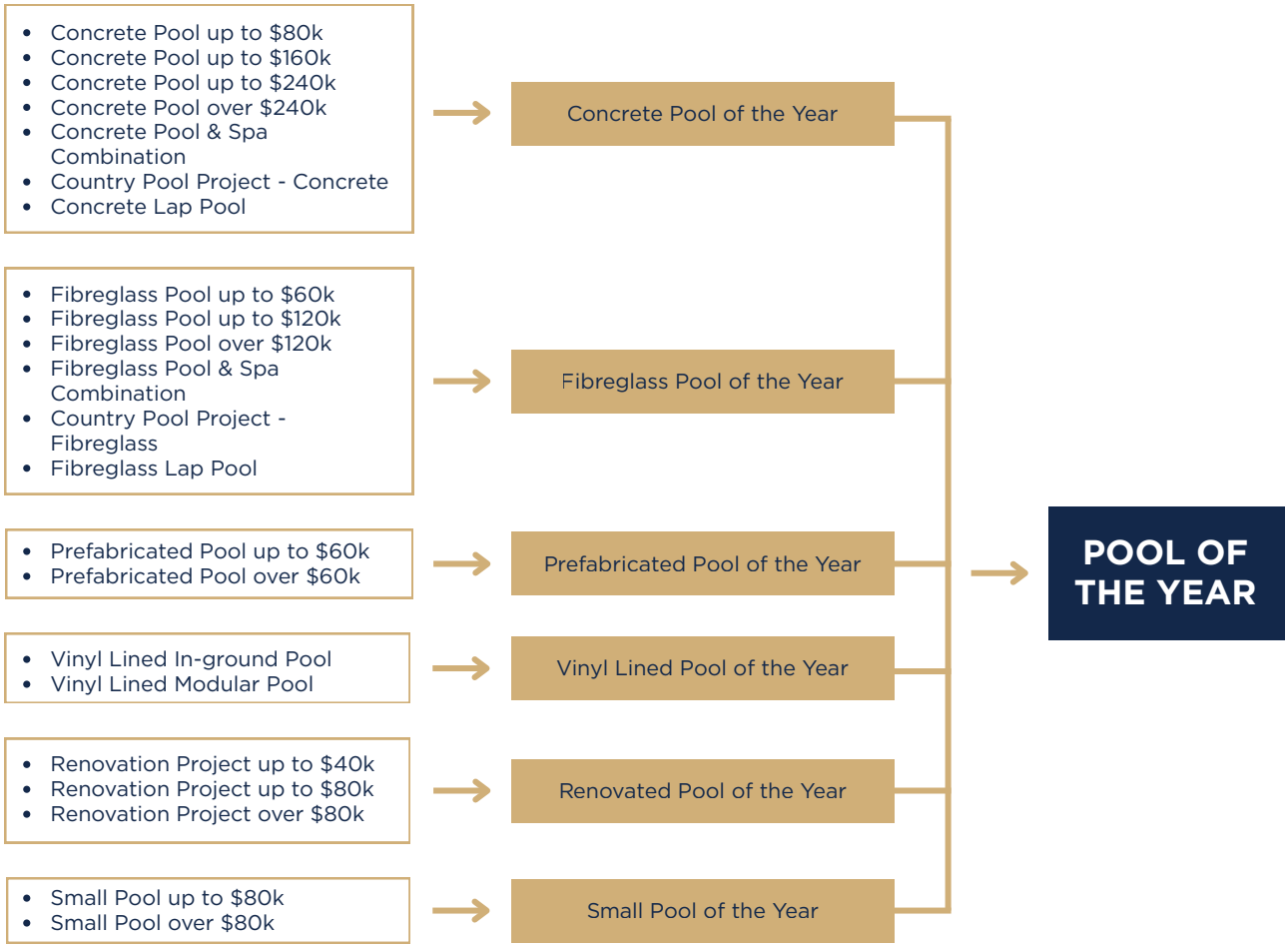
The project price rules are specific to the category entered. This is inclusive of your contract price plus variations plus all works supplied or carried out by others, e.g. landscaping, concreting, paving/tiling, etc.

The project price must include GST, site works, landscaping, safety barriers and enhancements, all trades, all extras, final prime costs and provisional sum adjustments. Site works are defined as preparing the site for building work to commence. This includes temporary site fencing, site management costs, and excavation and retaining walls if they are integral to the pool or spa installation.

For renovation projects, demolition costs are not included.

For projects built for a related person (builder, family, friends, etc.), the project price must include a builder's margin, as it would be offered to a retail customer.

Entries should include a copy of the endorsed building approval plans, the contract (extract) that confirms the customer price and the customer brief.



CONCRETE POOLS

Open to any residential pool constructed of concrete; any depth, width, or length. The total contract value must fall within the specified category dollar values and reflect the completed construction price, per the project price definition.

The winner of each concrete category competes for the 'Concrete Pool of the Year' major award. The winner of the 'Concrete Pool of the Year' will automatically enter into the 'Pool of the Year' award.

5. Concrete Pool up to $80,000

6. Concrete Pool up to $160,000

7. Concrete Pool up to $240,000

8. Concrete Pool over $240,000

9. Concrete Pool & Spa Combination

Open to any concrete pool and spa built as part of the same structure at the same time; any depth, width, or length. May include an acrylic self-contained spa as the spa component, incorporated within the overall concrete structure.

10. Country Pool Project - Concrete

Open to any residential pool constructed of concrete; any depth, width, or length. The pool must be built at least 150 km from the capital city.

11. Concrete Lap Pool

The pool shall have a minimum length of 12 metres and be designed primarily for continuous exercise swimming, with a layout that supports unobstructed lap swimming.

The maximum width-to-length ratio for pools 12-15 metres in length shall be 0.25, and for pools over 15 metres in length shall be 0.20.

The pool may have a limited widened area for use other than exercise swimming, provided such area does not extend for more than 30% of the overall pool area.

FIBREGLASS POOLS

Open to any residential fibreglass pool; any depth, width, or length. The total contract value must be within the specified category dollar values and represent the completed construction price in accordance with the project price definition.

The winner of each fibreglass pool category competes for the 'Fibreglass Pool of the Year' major award. The winner of the 'Fibreglass Pool of the Year' will automatically enter into the 'Pool of the Year' award.

12. Fibreglass Pool up to $60,000
13. Fibreglass Pool up to $120,000
14. Fibreglass Pool over $120,000

15. Fibreglass Pool & Spa Combination

Open to any residential fibreglass pool; any depth, width, or length. The total contract value must be within the specified category dollar values and represent the completed construction price in accordance with the project price definition.

16. Country Pool Project - Fibreglass

Open to any residential fibreglass pool, of any depth, width, or length. The pool must be built at least 150 km from the capital city of the region.

17. Fibreglass Lap Pool

The pool shall have a minimum length of 10 metres and be designed primarily for continuous exercise swimming, with a layout that supports unobstructed lap swimming.

The maximum width-to-length ratio for pools 10-15 metres in length shall be 0.25 and for pools over 15 metres in length shall be 0.20.

The pool may have a limited widened area for use other than exercise swimming, provided such area does not extend for more than 30% of the overall pool area.

RENOVATIONS

This award recognises the renovation of an existing pool that has undergone significant alterations, including additions or changes to the pool's structure or primary shape.

The finished renovation must incorporate the original installation. The total contract value must fall within the specified category dollar values.

All Renovation projects MUST include before-and-after photos to be eligible.

The winner of each renovation category competes for the 'Renovated Pool of the Year' major award. The winner of the 'Renovated Pool of the Year' will automatically enter the running for the 'Pool of the Year' award.

18. Renovation up to $40,000
19. Renovation up to $80,000
20. Renovation over $80,000

SMALL POOLS

This award recognises any residential small pool. The pool must not exceed 16 sqm in surface area. The pool may be constructed of any material. Entrants may also be eligible to enter other pool type categories based on their construction material.

The winner of each small pool category competes for the ‘Small Pool of the Year’ major award. The winner of the ‘Small Pool of the Year’ will automatically enter the running for the ‘Pool of the Year’ award.

21. Small Pool up to $80,000

22. Small Pool over $80,000

PREFABRICATED POOLS

Open to any free-standing, prefabricated residential pool using materials such as, but not limited to, concrete, shipping containers, fibreglass, and the like. The total contract value must fall within the specified category dollar values and reflect the completed construction price, in accordance with the project price definition.

Note: In-ground fibreglass pools are not eligible.

The winner of each prefabricated pool category competes for the ‘Prefabricated Pool of the Year’ major award. The winner of the ‘Prefabricated Pool of the Year’ will automatically enter the running for the ‘Pool of the Year’ award.

23. Prefabricated Pool up to $60,000

24. Prefabricated Pool over $60,000

VINYL LINED POOLS

Open to any residential pool that uses vinyl as the primary pool-lining material, regardless of the pool's underlying structural elements.

The winner of each vinyl-lined pool category competes for the ‘Vinyl Lined Pool of the Year’ major award. The winner of the ‘Vinyl Lined Pool of the Year’ will automatically enter the running for the ‘Pool of the Year’ award.

25. Vinyl-lined In-ground Pool

Open to any vinyl-lined pool engineered and designed for in-ground application only. Any depth, width, or length is acceptable.

26. Vinyl-lined Modular Pool

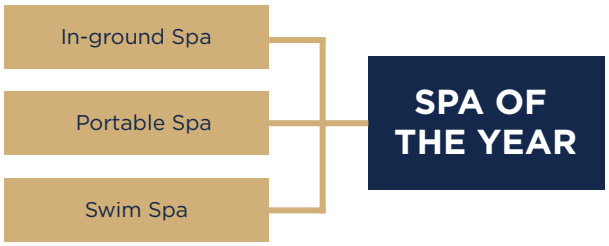
Open to any vinyl-lined pool constructed using a modular system for the pool's structural elements. Any depth, width, or length is acceptable, and the pool may be in-ground or above ground.

SPAS

Open to any residential spa project, of any material and size, that has been installed for a customer and is operating at the entered location, unless otherwise noted.

The winner of each spa category competes for the 'Spa of the Year' major award.

Note: Spas are not eligible to enter the 'Pool of the Year' major award.



27. In-ground Spa

This award recognises a spa permanently installed or constructed in situ from concrete, fibreglass, or vinyl. The spa must have been built or installed as part of a larger pool project, or it may be a standalone spa project, and will be assessed on overall project delivery.

28. Portable Spa

This award recognises excellence in the planning, installation and presentation of a pre-engineered self-contained spa project. Eligible installations may be in-ground or above ground and will be assessed on the overall project outcome, not the spa product itself.

29. Swim Spa

This award recognises a pre-engineered, self-contained swim spa, either single- or dual-zone, installed in-ground or above ground at a specific site. To qualify, the swim spa must have an operating water capacity of at least 4,000L, a dedicated swim or exercise system, and spa seating.

SPECIALTY PROJECTS

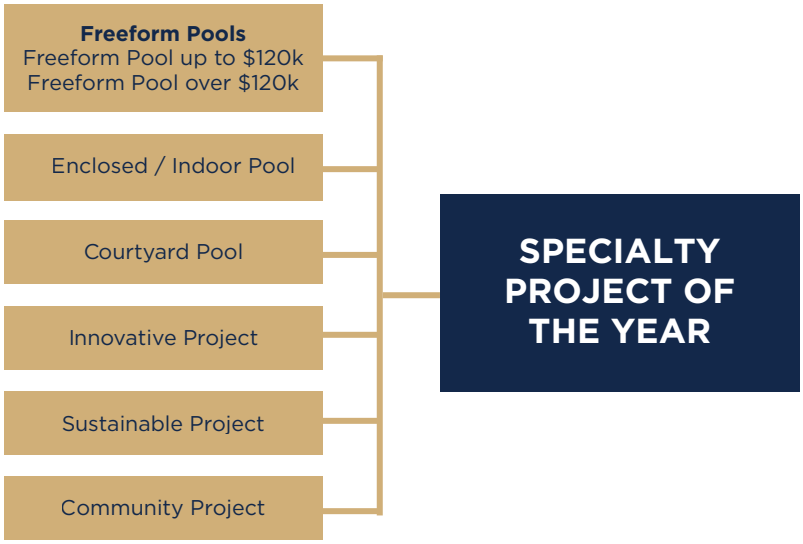
The specialty projects award recognises outstanding pool and spa projects that demonstrate unique solutions and distinctive outcomes that respond to design, engineering, environmental, or site-specific challenges.

The winner of each specialty category competes for the 'Specialty Project of the Year' major award.

Specialty projects are not part of the 'Pool of the Year' award; therefore, entrants are eligible to enter the same project into other build & install categories based on the construction material used.

The total contract value must fall within the specified category dollar values (where applicable) and reflect the completed construction price, in accordance with the project price definition.

The project must have been completed within 24 months of the nomination deadline.



Freeform Pools

Open to any residential freeform pool. The pool must be constructed predominantly with smooth, flowing lines or curves to create an interesting, uneven, or natural look. This award is open to any construction material.

30. Freeform Pool up to $120,000

31. Freeform Pool over $120,000

32. Enclosed / Indoor Pool

Open to an indoor pool that is located in an enclosed or partly enclosed area associated with a residential building. This award is open to any construction material.

33. Courtyard Pool

This award recognises any residential pool in a courtyard or similar setting that complements and enhances that setting. The pool must not exceed 16 sqm in surface area. This award is open to any construction material.

34. Innovative Project

This award recognises an innovative project that displays an original, creative concept in the design or construction of a pool, spa or aquatic project not seen before in the industry.

35. Sustainable Project

This award recognises any pool or spa construction project that incorporates specific features or equipment to improve sustainability by reducing energy, chemical, and/or water usage.

36. Community Project

This award recognises a construction project that promotes social responsibility in the industry or community. Examples include: an installation that supports rehabilitation and enhances lifestyle; a community project that promotes healthy living in remote areas; a community program that raises awareness or funds in support of a foundation; or a project built to support a specific community.

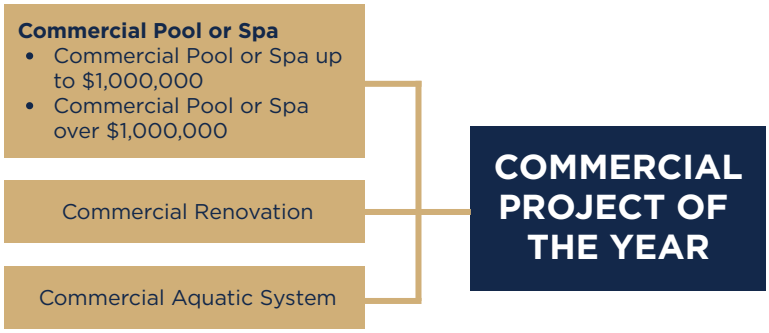
Eligibility - The project must have been completed within 12 months prior to the nomination deadline.

COMMERCIAL PROJECTS

The commercial project categories recognise excellence in constructing a purpose-built swimming pool or spa in a hotel, resort, apartment, public, or commercial setting. The pool and spa can be made of any material.

The project's primary purpose is public or communal use by unrelated persons. The project can be located at a commercial premises as defined by the Health Department of the relevant state and constructed of any material. The total contract value must be within the specified category dollar values and represent the completed construction price, including all enhancements, safety barriers, and landscaping.

The winner of each commercial category competes for the 'Commercial Project of the Year' major award.



37. Commercial Pool or Spa up to $1,000,000

38. Commercial Pool or Spa over $1,000,000

39. Commercial Renovation

This award recognises a project that has undergone significant alterations from the original pool/spa, including additions or alterations to the structure or the shape of the existing pool or spa.

Entries should include plans and before-and-after images/photos of the project, preferably from the same angle.

40. Commercial Aquatic System

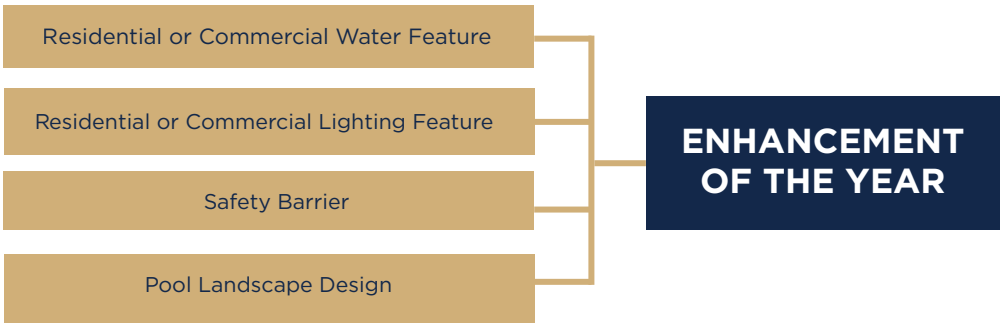
This award recognises the design and installation of a commercial aquatic system connected to a commercial pool, spa or swimming facility. Examples might include water treatment systems, hydraulic/filtration systems and automation.

Design plans and details for the aquatic system, including how the system is unique, innovative, or addresses specific facility needs and challenges compared with common practices.

ENHANCEMENTS

The enhancement categories recognise the supporting elements of a pool or spa project. Water features, lighting, barriers, and landscape design can turn a good project into a great one, and these awards reflect the fine details that make the difference.

Entries should include a copy of the endorsed approval plans and/or completion certification. The winner of each enhancement category competes for the 'Enhancement of the Year' major award.



41. Residential or Commercial Water Feature

This award recognises the installation of water features that enhance the visual appeal or functionality of a swimming pool and may include waterfalls, ponds, and fountains, either as stand-alone features or as part of a pool and/or spa. Entries will be judged based on the visual appeal or functionality of the water feature. The entry should include plans and supporting information that outline the value the water feature brings to the overall pool or spa installation. Builder-submitted entries must list the name of the trade contractor who completed the water feature installation. Entries must have been completed within 36 months of the nomination date.

42. Residential or Commercial Lighting Feature

This award recognises the installation of lighting features that add to the visual appeal or functionality of a swimming pool or spa. Entries will be judged on the visual appeal, functionality, and innovation of the lighting installation. The entry should include plans and supporting information that outlines the value of the lighting design for the pool or spa installation. Builder-submitted entries must list the name of the trade contractor who completed the lighting installation. Entries must have been completed within 36 months of the nomination date.

43. Safety Barrier

This award recognises innovation in the design and installation of a compliant pool and/or spa safety barrier associated with any pool construction. The safety barrier must meet relevant state government standards applicable at the time of installation. Entries submitted by the builder must list the name of the trade contractor who completed the safety barrier installation and be an eligible SPASA member. Entries must have been completed within 12 months of the nomination date.

44. Pool Landscape Design

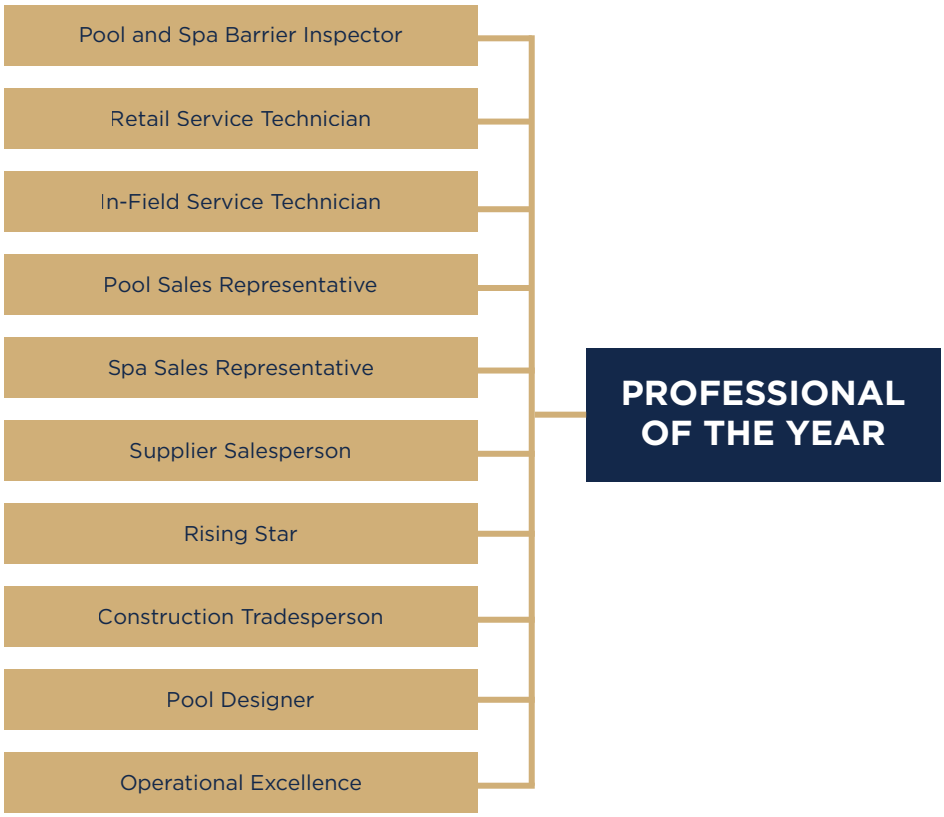
This award recognises excellence in the design and installation of landscaping which enhances and complements the pool and/or spa project. Builder-submitted entries must list the name of the trade contractor who completed the landscaping installation and is an eligible SPASA member. Entries must have been completed within 36 months of the nomination date.

PROFESSIONAL OF THE YEAR

The professional categories recognise individuals working in the pool and spa industry who have demonstrated excellence in their chosen field through their core business role. Entrants must show how they demonstrate excellence in their role and how they develop their skills in their chosen field.

Entrants in these categories can be nominated by their employer or peers, or self-nominate. Entrants are only eligible in one region per category.

The winner of each professional category competes for the 'Professional of the Year' major award.



45. Pool & Spa Barrier Inspector Award

This award recognises an individual working as a licensed or registered certifier or pool & spa barrier inspector in their nominated state.

46. Retail Service Technician

This award recognises an individual working as a service technician who deals with consumers in the retail space (i.e. does not visit customers' premises).

Note: Entrants may also carry out in-field service, but this is not part of the criteria for this category. Entrants are not eligible to win two categories, so they should select the preferred category to enter.

47. In-Field Service Technician

This award recognises an employee working as a service technician dealing with customers on site (consumers and industry)

Note: Entrants may also carry out retail service, but this is not part of the criteria for this category. Entrants are not eligible to win two categories, so should select the preferred category to enter.

48. Pool Sales Representative

This award recognises an individual working as a salesperson for a pool builder dealing with customers to sell pools in a showroom or on site.

49. Spa Sales Representative

This award recognises an individual working as a salesperson for a spa retailer dealing with customers to sell spas in a showroom or on site.

50. Supplier Salesperson

This award recognises an individual working as a salesperson for a business that sells products, equipment and supplies for the construction or maintenance of pools and spas.

51. Rising Star

This award recognises an employee new to the industry (less than 3 years from the nomination deadline) who demonstrates excellence in their chosen field in the pool and spa industry. Entrants may be from any part of the nominating business operations. The business proprietors must nominate the employee and provide written examples of the employee's excellence.

52. Construction Tradesperson

This award recognises an employee or sub-contractor who works on-site to deliver a pool or spa construction or installation project. The entrant must demonstrate a high level of skill, exceptional quality control, and overall professionalism, and hold a sound knowledge of the work they perform.

53. Pool Designer

This award recognises an individual working in a role that provides design services to clients for pools and spas. Design services include architecture, drafting, engineering design, and the like, specifically related to the design of pool and spa projects.

54. Operational Excellence

This award recognises an individual in an operations/administration role at any business in the pool and spa industry, based on their dealings within the industry.

BUSINESS - Pool Stores (Retail)

The pool store categories recognise retail businesses operating in their selected region that provide business-to-consumer sales and services. Entrants must demonstrate how their business meets the eligibility criteria.

The winner of each category competes for the 'Pool Store Business of the Year' major award. The winner of the 'Pool Store Business of the Year' will automatically enter the running for the 'Business of the Year' award.



55. Display Pool / Centre

This award recognises a pool builder or manufacturer's display area, where the primary purpose is to exhibit their products to potential customers. The centre may include display of pool designs, sample products, equipment and finish selection options.

56. New Pool Store

This award recognises any new pool store business that demonstrates excellence in customer service operating from a retail premises. The entrant must have operated the nominated store for less than two years as of the nomination deadline.

Note: Previous gold winners are not eligible to re-enter this category regardless of ownership time.

57. Single Location Pool Store

This award recognises any single-location retail business that demonstrates excellence in customer service from a retail premises. The entrant must have been operating the nominated store for more than 2 years as of the nomination deadline.

58. Multi-Location Pool Store

This award recognises any multi-location retail business that demonstrates excellence in customer service operating from a retail premises. The entrant must have been operating the nominated stores as a group for at least 1 year.

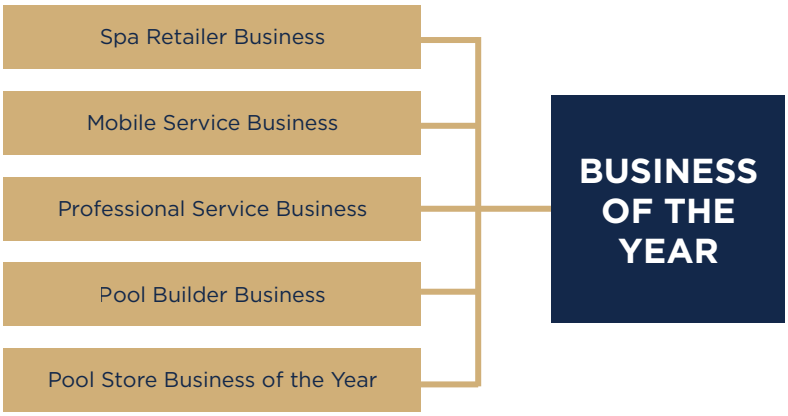
59. Online Pool Store

This award recognises a retail business that operates a dedicated online store to deliver products or services directly to customers. The online store should have been operating for more than 1 year as of the nomination deadline.

BUSINESS

The business categories recognise excellence in overall business management, including customer service, operations, marketing and compliance.

These awards represent the benchmark for professionalism, customer experience, team culture and contribution to the industry over the last 12 months of operation. The winner of each best business category competes for the 'Business of the Year' major award.



60. Spa Retailer Business

This award recognises an individual retail spa outlet that stocks and displays a comprehensive range of spas and associated products on premises. The business may service both business and consumer clients. The business may provide customers with installation services and support, or refer customers to licensed installers.

61. Mobile Service Business

This award recognises any pool or spa service technician business that provides on-site support to customers. The business may be an independent business or part of a franchise arrangement.

62. Professional Service Business

This award recognises any business that provides professional services to the industry, e.g. building certification, pool barrier inspections, engineering design or inspection, financial services, legal services, etc.

Note: This does not include businesses eligible for the retail or service technician businesses.

63. Pool Builder Business

This award recognises a pool builder business specialising in design, construction and installation of swimming pools. The business may offer pools in any form or material and is responsible for managing the on-site delivery of a pool or spa project.

Note: This category is intended for pool builders and installers only and excludes pool shell manufacturers, suppliers and distributors that are not directly responsible for the construction and installation of the pool. Categories 4, 55 and 69 are available for these business types.

AUSTRALASIAN AWARDS

The following categories are only available in the Australasian awards program and therefore are direct entry categories. The results will be announced at the Australasian Awards presentation.

PRODUCTS

The product categories recognise excellence in developing and manufacturing products or equipment associated with swimming pools or spas. These categories offer direct entry to the Australasian Awards event and are not presented at the regional events.

A business may enter more than one product into the same category. The product must have been released to market within 24 months of the nomination deadline.

The winner of each product category competes for the 'Product of the Year' major award.

64. Innovative Product

This award recognises innovation in the design or manufacture of a product that delivers a unique outcome not seen before in the industry. The innovation may use materials or products in unusual ways, use materials not commonly seen in pool construction or operation or demonstrate superior design and workmanship in the use of a specific material.

65. New Product

This award recognises a new product that demonstrates a high degree of innovation, value and originality. The product must offer significantly different benefits from previous models (if applicable) or comparable products in market.

66. Sustainable Product

This award recognises any product on the market that delivers sustainability outcomes through improved water and/or energy use, operational efficiency, and/or cost effectiveness for the customer over time. Products in this category must be supported by measurable data to quantify the product's sustainability benefits.

67. Innovative Software Product

This award recognises outstanding technical innovation in software systems or technology designed for use in the pool and spa industry. Entries should demonstrate how the innovation delivers measurable improvements in performance, efficiency, functionality, connectivity, automation, safety, installation or operational outcomes compared to existing solutions.

68. SPASA Training Graduate of the Year

This award is presented to a student who has shown exemplary commitment to furthering their education and personal growth by completing nationally recognised training through SPASA Training.

SPASA Training (Registered Training Organisation) selects eligible nominees who have completed their qualification within 2 years of the nomination deadline.

69. Australasian Supplier of the Year

This award recognises any manufacturer or supplier member who provides products and/or services in the industry. Supplier entrants may offer pool- or spa-related products, equipment, materials, additives, software business solutions, and the like used in the design, installation or construction of a pool or spa.

The business may manufacture the product and distribute it directly, or it may supply products manufactured by others. The business will demonstrate excellence in customer service to the pool and spa industry by providing quality products or materials and innovating in product development and customer service.

This award is open to manufacturers and suppliers operating nationally. Businesses seeking national recognition can enter the Australasian awards directly.

70. Master Pool Builder Project

This prestigious category is exclusively open to current MPB members and celebrates excellence in pool and spa craftsmanship. Entrants are invited to showcase a project completed within the past three years that exemplifies superior design, construction, and innovation. To qualify, the project must be delivered by a Master Pool Builder member who demonstrates exceptional skill, rigorous quality control, and the highest standards of professionalism.

This award category evaluates the technical intricacies of the scoping, design, and construction phases of a pool or spa project. The journey will culminate in selecting the Master Pool Builder Project of the Year, honouring the pinnacle of pool-building achievement.

Note: Members of the Master Pool Builder committee judge this award.

JUDGING CRITERIA

Unless otherwise noted, each entry should provide judging details addressing the following criteria for the entered category.

1. Education & Training Excellence

- **Description** - Outline the training program offered, eligible employees/industry professionals and how the business facilitated the education outcomes.
- **Achievements** - Outline whether any major achievements have resulted from the training & education program – business or individuals.
- **Industry impact** - Outline how employees or the industry have benefited from the training & education program.
- **Testimonials** - Provide any references or testimonials from those who have completed the course or training.

2. Marketing Excellence

- **Campaign description** - Outline how the campaign positively promotes the project/product/industry. Key elements include: a well-defined strategy, understanding the target market, innovative use of budget and resources, and demonstrated market acceptance and achievement of original marketing objectives, such as increased traffic, sales or brand awareness.
- **Creativity and innovation** - Outline how the campaign created a unique selling proposition or addressed a strategic issue.
- **Measurable results** - Outline the business outcomes and customer engagement results, including engagement data, realised benefits and campaign success in the nominated region.
- **Marketing material** – Provide samples of marketing material from the campaign that support the entry in the nominated region. This may include brochures, press releases, social media posts, videos, etc.

3. Pool Design Excellence

The entry should demonstrate how the pool design achieves the following:

- **Innovation and creativity** – Create an original, imaginative design concept that enhances the overall pool environment.
- **Design excellence**- Showcases outstanding aesthetics, functionality, and integration with the surrounding landscape or built environment.
- **Engineering and technical** - Effectively incorporates innovative engineering solutions, construction techniques, or installed pool/spa products.
- **Experience and functionality** - Creates an engaging, practical, and enjoyable space that meets the intended purpose and client requirements.
- **Overall impact** - Demonstrates a cohesive design outcome that delivers visual appeal, innovation, and lasting value.

4. Regional Supplier of the Year

- **Business presentation** – How does the business (store/showroom/vehicles/offices) present itself to customers?
- **Impression -** What impression does the business give customers when they engage with its services?
- **Display -** If applicable, does the business have a display/showroom that presents a range of products/finishes/services?
- **Staff presentation** – How do staff present themselves to customers to support the brand and service offered?
- **Product range** – How does the business support customer knowledge through descriptions of products and services on offer?
- **Service & support** – How does the business provide evidence of high-quality customer service and support?
- **New technology** – How has the business used new technology in its operations to improve customer service?
- **Industry knowledge** – How does the business show they maintain industry knowledge and relevance? Is there evidence of a commitment to education and training within the business?
- **Qualifications -** Do staff members have relevant qualifications, or do they receive support to undertake training that improves customer service?
- **Compliance** – How does the business comply with relevant operating regulations and achieve best practice in its field of expertise?
- **Marketing** - Have you implemented any key marketing strategies to improve market share or sales growth? Are promotional examples provided?
- **Details of achievements** - Have there been any outstanding achievements for this business? This could relate to sales growth, awards received, etc.
- **Client testimonials** - Have you provided at least 5 customer testimonials with the nomination from the entry region?

Build & Installation (Categories 5 – 29)

Entries should include a copy of the endorsed building approval plans, the contract extract and the customer brief.

- **Customer brief** - How has the project been designed and installed to meet the customer's brief?
- **Challenges -** What challenges or problems did the builder need to solve to meet the customer's vision?
- **Design -** How is the design fit for purpose on the site and for the customer?
- **Design -** How does the design deliver ease of use and functionality for the customer?
- **Complexity -** Were there any complex or unique design elements incorporated or addressed in the project?
- **Aesthetics -** How did the project achieve outstanding aesthetics in terms of appearance and relationship to the project's environment?
- **Construction** Did the builder overcome any construction difficulties?
- This could include difficult site access, a sloping site, construction in close proximity to other structures, and the like.
- **Unique materials** – Were any new or alternate construction techniques or materials used in this project?
- **Quality of workmanship** - Provide evidence of quality workmanship in the construction of the pool and associated elements undertaken by associated trades, such as tiling, landscaping, safety barriers, paving, or finishes.
- **Renovation images** - (Categories 18-20 only) Provide before-and-after photos of the project, preferably from the same angle.

Specialty Projects (Categories 30 – 33)

Entries should include a copy of the endorsed building approval plans, the contract extract and the customer brief.

- **Customer brief** - How has the project been designed and installed to meet the customer's brief?
- **Challenges -** Were there any challenges or problems the builder needed to solve to meet the customer's vision?
- **Design** - Is the design fit for purpose, easy to use, and functional?
- **Complexity** - Did the project incorporate any complex design elements?
- **Uniqueness -** Does the project have any unique features?
- **Aesthetics -** How does the project achieve outstanding aesthetics in terms of appearance and relationship to the project's environment?
- **Construction/Installation** - Were there any construction difficulties that the builder overcame?
- **How were the complexities overcome?** This could include difficult site access, a sloping site, construction in close proximity to other structures, etc.
- **Unique materials** - Were there any new and improved construction techniques used in this project? Are there any unique materials used?
- **Quality of workmanship** - Does the entry provide evidence of quality of workmanship in the construction of the pool and associated elements undertaken by supporting trades such as tiling, landscaping, safety barriers, paving or finishes?

34. Innovative Project & 35. Sustainable Project

- **Customer brief -** How has the project been designed and installed to meet the customer's brief?
- **Challenges -** Were there any challenges, unique elements, or problems the project solved to meet the client's vision?
- **Design -** Is the project fit for purpose, and did it deliver ease of use and functionality?
- **Complexity -** Did the project incorporate any complex design elements?
- **Uniqueness -** Does this project have any unique features?
- **Aesthetics -** Does this project achieve outstanding aesthetics in terms of appearance and relationship to the project's environment?
- **Construction/Installation -** Were there any construction difficulties that were overcome to deliver the project?
- **How were the complexities overcome?** This could include difficult site access, a sloping site, construction in close proximity to other structures, etc.
- **Unique materials -** Were there any new and improved construction techniques used in this project? Are there any unique materials used?
- **Quality of workmanship** - Does the entry provide evidence of quality of workmanship in the construction of the pool and associated elements undertaken by supporting trades such as tiling, landscaping, safety barriers, paving or finishes.

Applicable to category 34

- **Innovation** - Outline how innovation in the project helped achieve the client's brief. What unique elements or problems did the project solve to meet the client's vision?

Applicable to category 35

- **Alternative Products** - Outline how the project delivered a more sustainable outcome through alternative products or during construction, such as reduced construction time, energy, chemical, or water consumption compared with industry standards, or reduced waste.
- **Improved Sustainability** - Outline what evidence is available to show how the project achieved an improved sustainability outcome, such as data and statistics, Climate Care Certification (not mandatory) or third-party recognition.

36. Community Project

- **Description** - Outline the initiative, its purpose, target audience, and how it promotes social responsibility in the industry.
- **Achievements** - Highlight key outcomes such as community benefits, funds raised, awareness created, or partnerships formed.
- **Industry impact** - Explain how the initiative has benefited the industry, workforce, or community, and encouraged positive change.
- **Testimonials** - Provide feedback or testimonials from participants, partners, or beneficiaries demonstrating the initiative's impact.
- **If an installation project** – Describe how the project met the client brief and was fit for purpose.

Commercial Projects (Categories 37 – 40)

- **Client Brief -** Outline how the project has been designed and installed to meet the client brief.
- **Challenges -** Were there any challenges or problems the builder needed to solve to meet the customer's vision?
- **Construction -** Were there any construction difficulties that the builder overcame?
- **Difficulties -** How were the complexities overcome? This could include difficult site access, a sloping site, construction in close proximity to other structures, etc.
- **Unique materials -** Were there any new and improved construction techniques used in this project? Are there any unique materials used?
- **Quality of workmanship** - Does the entry provide evidence of high-quality workmanship by associated trades such as tiling, landscaping, safety barriers, paving or finishes?
- **Design -** Is the project fit for purpose, with ease of use and functionality?
- **Complexity -** Has the project incorporated any complex design elements?
- **Uniqueness -** Does this project have any unique features?
- **Aesthetics -** Does this project achieve outstanding aesthetics in terms of appearance and relationship to the project's environment?

Enhancements (Categories 41 – 44)

- **Customer brief** - Outline how the project has been designed and installed to meet the customer's brief.
- **Construction** - Were there any installation difficulties that the installer overcame?
- How were the complexities overcome? This could include difficult site access, a sloping site, construction in close proximity to other structures, etc.
- **Quality of workmanship** - Does the entry provide evidence of high-quality workmanship by associated trades such as tiling, landscaping, safety barriers, paving or finishes?
- **Design** - Is the project fit for purpose, with ease of use and functionality?
- **Aesthetics -** Does this project achieve outstanding aesthetics in terms of appearance and relationship to the project's environment?

Professional of the Year (Categories 45 – 54)

- **Role and responsibilities -** What role does the entrant perform in the business, and how long have they been in this position?
- **Details of achievements** - Has this entrant made any outstanding achievements or improvements for the business they support? This could relate to sales growth, awards received, personal growth, etc.
- **Training or qualifications** - Has this entrant completed any training? Have they achieved qualifications specifically for the role they perform to support their excellence in the role?
- Does the individual actively seek relevant training to improve their work efforts?
- **Service & support** - Does the entrant provide evidence of excellence in customer service
- **Problem solving** - How does the entrant display problem-solving skills in their role in the business? Does the entry include a specific example?
- **Communication skills** - Does this entrant demonstrate excellent communication skills?
- **Knowledge of industry** - Is there evidence of a sound understanding of products and services offered? Does the entrant keep up with industry trends and up to date with industry-relevant information?
- **Personal presentation** - Is the entrant well presented in the workplace? If applicable, is their vehicle in good condition?
- **Client testimonials -** Have you provided at least 5 customer testimonials with the nomination?
- **Management testimonial** - Has the Manager/CEO/Owner of the organisation provided a testimonial?

Business (Categories 55 – 63)

- **Business presentation –** How does the business (store/showroom/vehicles/offices) present itself to customers?
- **Impressions -** What impression does the business give customers when they engage with its services?
- **Display -** If applicable, does the business have a display/showroom that presents a range of products/finishes/services?
- **Staff presentation** – How are staff presented to customers to support the brand and service offering?
- **Product range** – How does the business support customer knowledge through descriptions of products and services on offer?
- **Service & support** – How does the business provide evidence of high-quality customer service and support?
- **New technology** – How has the business used new technology in its operations to improve customer service?
- **Industry knowledge** – How does the business show they maintain industry knowledge and relevance?
- Is there evidence of a commitment to education and training within the business?
- **Qualifications** - Do staff members have relevant qualifications, or do they receive support to undertake training that improves customer service?
- **Compliance** – How does the business comply with relevant operating regulations and achieve best practice in its field of expertise?
- **Marketing** - Have you implemented any key marketing strategies to improve market share or sales growth?
- Are promotional examples provided?
- **Details of achievements** - Has the business achieved any outstanding achievements? This could relate to sales growth, awards received, etc.
- **Client testimonials** - Have you provided at least 5 customer testimonials with the nomination from the entry region?

Products (Categories 64 – 67)

- **Product description -** Outline specific details of the product and how it meets the criteria for the category entered.
- **Research** - Has there been any research undertaken to identify the market/need/desire for this product? Does the entry achieve the required solution outlined in the research (where applicable)?
- Does the product offer significant benefits to the consumer/industry?
- **Marketing** - Outline how the product was launched into the market and its benefits described. What response has the market given (sales/uptake)? Copies of 'in market' promotional materials should be supplied
- **Reviews** - Are there any external references or reviews of this product?

Sustainable Product (Category 66 only)

- Does the product have clear efficiency benefits — energy or water usage, etc.?
- Does this entry describe how the product achieves sustainability as evidenced by data and statistics?
- Is the product Climate Care Certified or endorsed by other sustainability programs or rating schemes?