

# AWARDS CRITERIA

2026 

## MAJOR AWARDS

### CONCRETE POOL OF THE YEAR

Chosen from the gold winner of categories 10-15

### FIBREGLASS POOL OF THE YEAR

Chosen from the gold winner of categories 16-20

### SMALL POOL OF THE YEAR

Chosen from the gold winner of categories 27-29

### FREEFORM POOL OF THE YEAR

Chosen from the gold winner of categories 21-22

### PREFABRICATED POOL OF THE YEAR

Chosen from the gold winner of categories 23-24

### VINYL-LINED POOL OF THE YEAR

Chosen from the gold winner of categories 25-26

### RENOVATION OF THE YEAR

Chosen from the gold winner of categories 33-35

### MASTER POOL BUILDER PROJECT OF THE YEAR

Chosen from the gold winners of category 69 (Presented only at a Australasian Awards)

### BEST SPA RETAILER

### BEST MOBILE SERVICE BUSINESS

### BEST PROFESSIONAL SERVICE BUSINESS

### BEST SUPPLIER

### ENHANCEMENT OF THE YEAR

Chosen from the gold winner of categories 36-39

### PRODUCT OF THE YEAR

Chosen from the winners of categories 7-9

### BUSINESS OF THE YEAR

Chosen from the gold winners of categories 51-58

### PROFESSIONAL OF THE YEAR

Chosen from the gold winners of categories 59-68

### SPA OF THE YEAR

Chosen from the gold winners of categories 30-32

### COMMERCIAL PROJECT OF THE YEAR

Chosen from the gold winners of categories 40-45

### BEST POOL STORE

Chosen from the gold winner of categories 46-50

### BEST CONCRETE POOL BUILDER

### BEST FIBREGLASS POOL BUILDER

### BEST PREFABRICATED POOL BUILDER

### BEST VINYL-LINED POOL BUILDER

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## INDUSTRY & PRODUCT CATEGORIES

### 1. Education & Training Excellence Award

This award recognises an organisation which has achieved excellence by enabling the provision of education and training to its employees and/or industry professionals.

#### CRITERION

**Eligibility** – The program has been available during the 12 months prior to the nomination deadline.

**Description** – Outline the courses offered, eligible employees/industry professionals and how the business facilitates the education outcomes?

**Achievements** – Outline whether any major achievements have resulted from the training & education program?

**Industry impact** – Outline how employees or the industry have benefited from the training & education?

**Testimonials** – Provide any references or testimonials from those who have completed the course or training?

### 2. SPASA Training Excellence Award

This category is awarded by SPASA's Institute of Research and Learning (Registered Training Organisation) to a student who has shown exemplary commitment to furthering their education and personal growth.

Eligible students will have completed an IRL nationally recognised training qualification within 2 years of the nomination deadline.

### 3. Marketing Campaign Award

This award recognises a marketing or promotional campaign for a new project or product that either directly or indirectly positively promotes the benefits of the swimming pool and/or spa industry.

#### CRITERION

**Eligibility** – The campaign must have been released within 12 months of the nomination deadline.

**Campaign description** – Outline how the campaign positively promotes to 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.

**Marketing material** – Are there samples of marketing material from the campaign provided? This can include brochures, press releases, social media posts, videos etc.

### 4. Community Project

This award recognises a construction project, product, service or program, that promotes social responsibility in the industry.

Examples may include: an installation to assist with rehabilitation and enhancing lifestyle, community project to promote 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.

#### CRITERION

**Eligibility** – The project, product, service, or program must have been active within the 12 months prior to the nomination deadline.

**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

Has the entry met the client brief and how?

Is the project fit for purpose and is there ease of use and functionality?

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## 5. Innovative Project

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

## 6. Sustainable Project

This award recognises any pool or spa construction project which incorporates specific features or equipment that achieve improved sustainability through delivering a reduction in energy, chemical and/or water usage.

**THE CRITERIA BELOW IS APPLICABLE TO CATEGORIES 5-6**

### CRITERION

**Eligibility** – The project must have been completed within 3 years of the nomination deadline.

**Innovation/Customer brief** – Outline how the entry has met the client brief and how the innovation helped to achieve that brief?

Did the entrant have to do any problem solving in order to meet the vision of the client?

**Installation** – Were there any difficulties with installation that were overcome by the member?

How were the complexities overcome? This could include difficulty of site access, sloping site, construction in close proximity to other structures etc.

**Quality of workmanship** – Does the entry provide evidence of high quality workmanship with aims to meet best practices within the industry?

**Design** – Is the project fit for purpose and is there ease of use and functionality?

Have there been any complex design elements incorporated into the project?

Does this project have any unique features?

Does this project achieve outstanding aesthetics in terms of appearance and relationship to the project's environment?

**Sustainability** – Outline how the project reduced construction time, energy, chemical or water consumption to deliver a more sustainable outcome than industry standard?

Does this entry describe how the product achieves sustainability as evidenced by data and statistics?

Is the project Climate Care Certified (not mandatory)?

## 7. New Product Award

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. The product must show evidence of meeting local standards or regulations and have been released within 24 months of the nomination deadline.

## 8. Sustainable Product Award

This award recognises any product on the market that offers sustainability outcomes in the form of 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. The product must be compliant with local standards or regulations and released on the market within 24 months of the nomination deadline.

## 9. Innovative Product Award

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.

The product must be compliant with local standards or regulations and released in market within 24 months of the nomination deadline.

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**THE CRITERIA BELOW IS APPLICABLE TO CATEGORIES 7-9**

## CRITERION

**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 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 8 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?

## BUILD & INSTALLATION CATEGORIES

The swimming pool build and installation categories recognise a pool project that shows excellence in design, construction, installation and finishing in a residential location to meet a client's brief for private use only. The project must have been completed within 24 months of the nomination deadline.

## PROJECT PRICE DEFINITION

SPASA defines the project price as the entire cost of the project that will be viewed by 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 preparation of the site ready for building work to commence. It must include things like temporary site fencing, site management costs, along with excavation and retaining walls if they are integral to the pool or spa installation.

For renovation projects, the cost of demolition is not included.

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

## Concrete Pools

The winner of each concrete pool category competes for the 'Concrete Pool of the Year' major award.

**10. Concrete Pool up to \$80,000**

**11. Concrete Pool up to \$160,000**

**12. Concrete Pool up to \$240,000**

**13. Concrete Pool over \$240,000**

Open to any residential pool constructed of concrete; can be 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.

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## 14. Concrete Pool & Spa Combination

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

## 15. Concrete Lap Pool

The pool shall have a minimum length of 9 metres and be designed primarily for exercise swimming. The maximum width to length ratio for pools 9-15 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

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

### 16. Fibreglass Pool up to \$60,000

### 17. Fibreglass Pool up to \$120,000

### 18. Fibreglass Pool over \$120,000

Open to any residential pool constructed of fibreglass; can be 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.

## 19. Fibreglass Pool & Spa Combination

The pool and spa must be built together and can be any depth, width or length. May include an acrylic self-contained spa as the spa component within the overall pool structure.

## 20. Fibreglass Lap Pool

The pool shall have a minimum length of 9 metres and be designed primarily for exercise swimming. The maximum width to length ratio for pools 9-15 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.

## Freeform Pools

The winner of each freeform pool category competes for the 'Freeform Pool of the Year' major award.

### 21. Freeform Pool up to \$120,000

### 22. Freeform Pool over \$120,000

Open to any residential freeform pool. The pool must be constructed predominantly of smooth flowing lines or curves to produce an uneven, natural look. This award is open to any type of construction – concrete, fibreglass, vinyl. 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.

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## Prefabricated Pools

The winner of each prefabricated pool category competes for the 'Prefabricated Pool of the Year' major award.

### 23. Prefabricated Pool up to \$60,000

### 24. Prefabricated Pool over \$60,000

Open to any residential pool that is free standing and pre-fabricated, using materials such as, but not limited to, concrete, shipping containers, fibreglass, etc. 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. Note: Inground fibreglass pools not eligible.

## Vinyl Lined In-ground Pools

The winner of each vinyl-lined pool category competes for the 'Vinyl Lined Pool of the Year' major award.

### 25. Vinyl Lined In-ground Pool

Open to any vinyl lined pool that has been engineered and designed for inground application only. Can be any depth, width or length.

### 26. Vinyl Lined Modular Pool

Open to any vinyl lined pool constructed using a modular system. Can be any depth, width or length, and in-ground, above ground or in-ground.

## Courtyard / Small Pool

The winner of each small pool category competes for the 'Small Pool of the Year' major award.

### 27. Enclosed / Indoor Pool

Open to an indoor pool that is located in an enclosed or partly enclosed area associated with a residential building. The pool may be constructed of any material. Entrants are eligible to enter other pool type categories.

### 28. Courtyard / Small Pool up to \$80,000

### 29. Courtyard / Small Pool over \$80,000

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. The pool may be constructed of any material. Entrants are eligible to enter other pool type categories based on their construction material.

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## Spas

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

### 30. In-ground Spa

This award recognises a spa permanently installed or constructed on site of concrete, fibreglass or vinyl material. The spa may be installed as part of a pool or as a stand alone spa.

### 31. Portable Spa

This award recognises a pre-engineered self-contained spa, that can be installed inground or above ground, in any location where approval may be granted.

### 32. Swim Spa

This award recognises a pre-engineered self-contained swim spa, either dual or single zone, that includes spa seating and has a water capacity of no less than 4,000L, in any location where approval may be granted.

## Renovations

The winner of each renovation category competes for the 'Renovation of the Year' major award.

### 33. Renovation up to \$40,000

### 34. Renovation up to \$80,000

### 35. Renovation over \$80,000

This award recognises the renovation of an existing pool which has undergone significant alterations, including additions or alterations of the structure or the primary shape of the existing pool.

The original installation must be in some existence. The total contract value must be within the specified category dollar values.

#### THE CRITERIA BELOW IS APPLICABLE TO CATEGORIES 10-35

#### CRITERION

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

**Customer brief** – Outline how the project has been designed and installed to meet the customers brief?

Were there any challenges or problems that the builder needed to solve in order to meet the vision of the customer?

**Design** – Is the design fit for purpose and is there ease of use and functionality?

Have there been any complex design elements incorporated into the project?

Does this project have any unique features?

Does this project achieve outstanding aesthetics in terms of appearance and relationship to the project's environment?

**Construction** – Were there any difficulties with construction that were overcome by the builder?

How were the complexities overcome? This could include difficulty of site access, 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 associated trades such as tiling, landscaping, safety barriers, paving or finishes.

**Renovation images** – (Categories 33-35 only)

Provide before and after photos of the project from the same angle

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## ENHANCEMENTS

The winner of each enhancement category competes for the “Enhancement of the Year” major award.

The following categories open to either Residential or Commercial Projects that meet the relevant criteria.

### 36. Residential or Commercial Water Feature

This award recognises the installation of water features that add to the visual appeal or functionality of a swimming pool and can include features such as waterfalls, ponds and fountains, either stand-alone items or 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 outlines the value the water feature brings to the pool or spa overall installation. Entries submitted by the builder must list the name of the trade contractor who completed the installation of the water feature.

### 37. 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 that the lighting installation achieves. The entry should include plans and supporting information that outlines the value of the lighting design for the pool or spa installation.

### 38. Safety Barrier

This award recognises the design and installation of a compliant pool and/or spa safety barrier associated with any type of pool construction.

Eligible entrants – Pool Barrier designers and installers

### 39. Pool Landscape Design

This award recognises the design and installation of landscaping which enhances and compliments the pool and or spa.

Eligible entrants – Landscape designers, landscaping contractors.

**THE CRITERIA BELOW IS APPLICABLE TO 36-39**

#### CRITERION

**Customer brief** – Outline how the project has been designed and installed to meet the customers brief?

Were there any challenges or problems that the designer/installer needed to solve in order to meet the vision of the customer?

**Construction** – Were there any difficulties with installation that were overcome by the installer?

How were the complexities overcome? This could include difficulty of site access, 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 and is there ease of use and functionality?

Does this project achieve outstanding aesthetics in terms of appearance and relationship to the project's environment?

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## COMMERCIAL PROJECTS

These categories recognise excellence in the construction of a purpose-built swimming pool in a commercial setting.

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

### Commercial Pools

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

#### 40. Hotel/Resort Pool up to \$1,000,000

#### 41. Hotel/Resort Pool over \$1,000,000

#### 42. Commercial Pool or Spa (Aquatic) up to \$1,000,000

#### 43. Commercial Pool or Spa (Aquatic) over \$1,000,000

This award recognises any commercial pool or spa located at a commercial premises as defined by the Health Department of the relevant state. The pool and spa can be any type, materials, be portable or permanent with no limitations on price or size.

#### 44. Commercial Renovation

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

Details of the original installation must be provided (before & after plans and images) and details of the retained elements of the original pool installation must be outlined.

#### 45. 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.

**The criteria below is applicable to categories 40-45.**

#### CRITERION

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

Outline how the project has been designed and installed to meet the customers brief and how?

Were there any challenges or problems that the builder needed to solve in order to meet the vision of the customer?

**Construction** - Were there any difficulties with construction that were overcome by the builder?

How were the complexities overcome? This could include difficulty of site access, 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?

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**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 and is there ease of use and functionality?

Have there been any complex design elements incorporated into the project?

Does this project have any unique features?

Does this project achieve outstanding aesthetics in terms of appearance and relationship to the project's environment?

**Renovation images - (Category 44 only)**

Plans and images/photos before and after of the project, preferably from the same angle.

**Commercial Aquatics systems (Category 45 only)**

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

## POOL STORES

The winner of each company/business category competes for the "Pool Store of the Year" major award.

### 46. Display Pool / Centre

This award recognises a pool builder or manufacturer's display area, where the primary purpose of the display centre is for the exhibition of their pool designs and construction to potential customers.

### 47. New Pool Store

This award recognises any new retail/service business that operates from a retail premises and has achieved excellence in customer service, staffing, sales growth, marketing and the like.

The business must have been operating between 1 and 3 years of the nomination deadline.

### 48. Single Location Pool Store

This award recognises any single location retail/service business that operates from a retail premises and has achieved excellence in customer service, staffing, sales growth, marketing and the like.

The business must have been operating for more than 3 years of the nomination deadline.

### 49. Multi-Location Pool Store

This award recognises any multi-location retail/service business that operates from retail premises that has achieved excellence in customer service, staffing, sales growth, marketing and the like.

The business must have been operating for more than 3 years of the nomination deadline.

### 50. Online Pool Store

This award recognises any retail/service business that operates an online store that has achieved excellence in customer service, sales growth, marketing and the like. Entrants can have a retail site that also has an online store.

The business must have been operating for more than 1 year of the nomination deadline.

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**THE CRITERIA BELOW IS APPLICABLE TO CATEGORIES 46-50**

## CRITERION

**Details of store excellence** - Has there been any outstanding achievements for this business? This could be in relation to sales growth, awards received etc.

**Marketing** - Have there been any key marketing strategies implemented to improve market share or sales growth? Are promotional examples provided? What evidence is available on the success of the market strategies?

**Business presentation** - Is the business (store/showroom/vehicles/offices) well-presented?

If applicable, does the business have a display/showroom that shows a range of products/finishes/services?

**Staff presentation** - Are staff well presented?

**Range** - Does the applicant provide descriptions of the range of products and services on offer?

**Service & Support** - Does the entry provide evidence of high-quality customer service and support?

**New technology** - Does the entry describe how the business has adapted to any new technologies implemented?

**Industry knowledge** - Is there evidence of a commitment to education and training within the business?

Do staff members have any qualifications or undertake any training?

Does the entrant keep up with industry trends and industry relevant information?

**Compliance** - Does the business comply with all relevant regulations and meet best practice within the industry?

**Client testimonials** - Have a minimum of 5 customer testimonials been provided with the nomination?

## BEST BUSINESS CATEGORIES

The winner of each best business category competes for the "Business of the Year" major award.

### 51. Best Spa Retailer

This award recognises an individual retail spa outlet that stocks and displays on premise a comprehensive range of spas and associated products. The individual outlet will demonstrate excellence in customer service, sales growth, marketing and the like.

### 52. Best Mobile Service Business

This award recognises any pool or spa service technician that operates a single or multivan service business providing on-site support to customers. The business will demonstrate excellence in customer services, sales growth, marketing and the like.

### 53. Best 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. The business will demonstrate excellence in customer services to the pool and spa industry. NOTE: This does not include retail or service technician businesses.

### 54. Best Supplier

This award recognises any supplier member who provides products and services in the industry. Suppliers may offer pool or spa equipment, materials, additives, software business solutions, and the like. The business will demonstrate excellence in customer services to the pool and spa industry through the provision of quality products or materials, innovation in product development and customer service.

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THE CRITERIA BELOW IS APPLICABLE TO CATEGORIES 51-54

## CRITERION

**Business presentation** - Is this the business (store/showroom/vehicles/offices) well-presented?

If applicable, does the business have a display/showroom that shows a range of products/finishes/services?

**Staff presentation** - Are staff well presented?

**Range** - Does the applicant provide descriptions of the range of products and services on offer?

**Service & Support** - Does the business provide evidence of high quality customer service and support?

**New technology** - Does the business describe how the business has adapted to any new technologies implemented?

**Industry knowledge** - Does the business outline how they maintain industry knowledge and relevance?

Is there evidence of a commitment to education and training within the business?

Do staff members have relevant qualifications or gain support to undertake training?

**Compliance** - Does the business comply with all relevant regulations and meet best practice within the industry?

**Marketing** - Have there been any key marketing strategies implemented to improve market share or sales growth? Are promotional examples provided?

**Details of achievements** - Has there been any outstanding achievements for this business? This could be in relation to sales growth, awards received etc.

**Client testimonials** - Have a minimum of 5 customer testimonials been provided with the nomination?

## 55. Best Concrete Pool Builder

## 56. Best Fibreglass Pool Builder

## 57. Best Prefabricated Pool Builder

## 58. Best Vinyl-Lined Pool Builder

The pool builder categories are open to a pool building or pool installation business that demonstrates excellence in design, workmanship, customer service, installation and professionalism.

Businesses must have been operating for a minimum of 5 years

**THE CRITERIA BELOW IS APPLICABLE TO CATEGORIES 55-58**

## CRITERION

Entrants should provide written submissions that address the following criteria in relation to the business, its operations and its projects. Where relevant, client testimonials, plans, specifications, marketing campaigns and other information should be supplied to support the entry.

**Workmanship (Design & Installation)** – How does the business seek to achieve excellence in workmanship across design and installation?

**Service & Support** – How does the business exemplify excellence in customer service and support?

How long has the business been in operation? How many pools have the business constructed in the last two years?

What approach does the business take to supporting its customer through the purchase and build journey? Is there an embedded customer management framework used?

**New technology** – Does the business seek to adopt new technologies and innovations in pool design and construction?

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**Industry knowledge** – How does the business ensure its staff have relevant education and training for the roles they perform?

Do staff members have relevant qualifications, experience and/or gain support from the business to undertake further training?

How does the business keep up with industry trends and relevant industry regulations and standards?

**Compliance** – Does the business comply with all relevant regulations and meet best practice within the industry?

**Achievements** – Has the business been recognised for outstanding achievements in the last 2 years? This could be in relation to sales growth, awards (SPASA or other), etc.

**Business presentation** – Does the business engage with customers at a business premises? If yes, is the store/showroom/vehicles/offices) well-presented?

If applicable, does the business have a display/showroom that shows a range of products/finishes/services?

**Marketing** – Have there been any key marketing strategies implemented to improve market share or sales growth? Are promotional examples provided?

**Staff and Contractors** – Are staff/contractors respected and recognised for their quality of service and workmanship?

**Reputation & Customer Service** – Have a minimum of 5 customer testimonials been provided with the nomination for projects completed in the last 2 years?

**Projects** – Are the 5 projects included in the entry of a standard that demonstrates excellence in design and workmanship?

## INDIVIDUAL/EMPLOYEE CATEGORIES

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

Entrants in these categories can be nominated by their employer, peers or be self-nominated.

### 59. Pool & Spa Barrier Inspector Award

This award recognises an individual working as a Certifier or Pool & Spa Barrier Inspector who exemplifies all that is best in their technical and service dealings with customers (consumers and industry).

### 60. Retail Service Technician Award

This award recognises an individual working as a service technician who deals with consumers in the retail space (i.e. does not visit customer's premises) who exemplifies all that is best in their technical and service dealings with customers (consumers and industry).

### 61. In-Field Service Technician Award

This award recognises an employee working as a service technician dealing with customers on site who exemplifies all that is best in their technical and service dealings with customers (consumers and industry).

### 62. Pool Sales Representative Award

This award recognises an individual working as a salesperson for a pool builder who exemplifies all that is best in their dealings with customers to sell pools in a showroom or on site.

### 63. Spa Sales Representative Award

This award recognises an individual working as a salesperson for a spa retailer who exemplifies all that is best in their dealings with customers to sell spas in a showroom or onsite.

### 64. Supplier Salesperson Award

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 who exemplifies all that is best in their dealings within the industry.

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## 65. Rising Star Award

This award recognises an employee of a SPASA member who has been employed in the industry for no longer than 3 years from the nomination deadline and exemplifies all that is best in their dealings with customers. The proprietors of the member business must nominate the employee and should provide written examples of the employee's excellence.

## 66. Construction Tradesperson Award

This award recognises an employee or sub-contractor of a SPASA member who has demonstrated a very high level of skill together with exceptional quality control, overall professionalism, and holds a sound knowledge of relevant Australian Standards, Acts, regulations and codes that apply to the work they perform.

## 67. Pool Designer Award

This award recognises an individual working in a role that provides design services to clients for pools and spas and who exemplifies all that is best in their dealings within the customers.

## 68. Operational Excellence Award

This award recognises an individual working for any type of business in the pool and spa industry in an operations/administration role who exemplifies all that is best in their dealings within the industry.

**THE CRITERIA BELOW IS APPLICABLE TO CATEGORIES 59-68**

### CRITERION

**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? This could be in relation to sales growth, awards received, personal growth etc.

**Training or qualifications** – Has this entrant completed any training?

Do they have any qualifications specifically for the role they perform?

Does the individual actively seek relevant training to better improve themselves?

**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?

Is there a specific example used in the entry?

**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 a minimum of 5 customer testimonials been provided with the nomination?

**Management testimonial** – Has the Manager/CEO/Owner of the organisation provided a testimonial?

## 69. 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 the selection of the Master Pool Builder Project of the Year, honouring the pinnacle of pool-building achievement.

### Exclusively Judged by MPB Committee Members

Only existing Master Pool Builder members will have the honour of judging the Master Pool Builder Project of the year.