



**AWARDS**  
Celebrating Excellence

# CBN Awards Booklet 2023

## Welcome to the 2023 CBN Shine Awards

The CBN Shine Awards recognise those in our network who are committed to raising the bar, forever aspiring and passionate about taking our profession to the next level. The Awards celebrate outstanding individuals, companies and partners in our network who exemplify what it takes to be the best in the business, to stand out and SHINE.

The 2023 CBN Shine Award recipients will be announced throughout the 2023 CBN Conference.

### Who can nominate?

Size doesn't matter! We strongly encourage everyone in our network to submit an application for at least one category in the 2023 CBN Shine Awards. Seize this exciting opportunity to be honoured for your hard work, and dedication to excellence in the company of esteemed industry peers.

### What's new in 2023?

This year nominees for the awards listed below will be carefully selected by CBN Regional Business Partners based on the award criteria.

- Corporate Authorised Brokerage of The Year
- Corporate Authorised Representative of The Year

*Please note, if you or your business are nominated, you may be asked to provide supporting information to substantiate the submission.*

### How long do I have to prepare a nomination?

Nominations are now officially open and **close Wednesday 9<sup>th</sup> August, 2023.**

### Application Process

Before applying, please read this CBN Shine Awards Criteria booklet carefully. The booklet contains submission requirements for each award, as well as other essential information like prizes, and how to nominate.

Multiple award nominations are welcomed, however please prepare one submission for each award, and reference the selected category only. Please answer the requirements in the order they are presented; and upload your submission on the designated Portal as a pdf document before the nominations period ends. Email submissions will not be accepted.

### Judging Process

Each category nomination will be reviewed and judged by a panel of industry representatives. Judges will review each submission in relation to the award criteria outlined in this booklet and supporting data will be applied where necessary.

**Finalists will be announced on Friday 18<sup>th</sup> August 2023.**

We look forward to receiving your submission(s) for the 2023 CBN Shine Awards, and seeing you at the conference!

Wishing you all the very best of luck!

Richard Crawford  
Chief Executive Officer

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## CORPORATE AUTHORISED BROKERAGE OF THE YEAR

*NOMINATIONS FOR THIS AWARD SUBMITTED BY CBN REGIONAL BUSINESS PARTNERS*

### OVERVIEW

This award acknowledges an Authorised Brokerage's business achievement and the success of their company in line with CBN's values between 1 July 2022 and 30 June 2023.

To win this award, the brokerage will align with CBN's values **We Listen, We Achieve, We Are One**, show consistent business growth, work within CBN's best broking practice management, and be highly engaged with the network.

### SUBMISSION PROCESS

This award is **closed** for external submissions.

Nominees will be selected by CBN Regional Business Partners, for Authorised Brokerages that have demonstrated exceptional broking practice and business management as outlined in the criteria below.

To support the information required as part of the nomination process, Regional Business Partners will contact nominees to request a brief executive summary.

### JUDGING

Each nomination will be judged in accordance with the submission requirements for this category.

### AWARD PRIZE

- CBN Trophy
- \$2,000 Bursary towards professional training and development
- One complimentary full delegate registration to the 2024 CBN Conference (excludes travel and accommodation)
- Perpetual Trophy Acknowledgement

### SUBMISSION REQUIREMENTS

Regional Business Partners will address the following areas when nominating a Network Brokerage for this Award:

#### Business Overview & Management

- **Executive Summary\*** | a brief overview of the business and should include the following:
  - Business start date.
  - Number of staff.
  - Length of time in the industry.
  - Why being an Insurance Broker is important to you.
  - What winning this award means.

- **Staff retention (if applicable)** – the business retains or grows their staff in the preceding 12 months.
- **Financial Success** – GWP, Retained and New Business.

*\* CBN RBP's may request a Network Brokerage to complete the above Executive summary to support their nomination.*

### **Best Broking Practice - Compliance**

- **CPD Management** – The brokerage is actively managing CPD points requirements of staff to ensure requirements are met.
- **Debtor Management** – Debtors are managed in accordance with CBN policy, and the Brokerage is not outstanding by more than 90 days.
- **Management & Supervision Register** – The brokerage has not appeared on the Management & Supervision Register in the preceding 12 months.
- **Audit Scores** – If audited, the results are 90%+.
- **PI Claims** – Are kept to a minimum and if a claim has been lodged it was managed correctly.
- **Complaints & Breaches** – No complaints for breaches have been raised on the brokerage.

### **Network Involvement**

- **Continuous Development** - Provide an overview of how the Network Brokerage plan to continue to grow and develop yourself and the business.
- **CBN Learning attendance** – Demonstrates consistent attendance on webinars and at CD Days, including bringing staff.
- **CBN Event engagement/attendance** – Regular attendance at CBN Events, including bringing staff.
- **Surveys** – Responding to surveys with constructive and informative feedback.

## AUTHORISED REPRESENTATIVE OF THE YEAR

*NOMINATIONS FOR THIS AWARD WILL BE SUBMITTED BY CBN REGIONAL BUSINESS PARTNERS*

### OVERVIEW

This award acknowledges any Authorised Representative of CBN who can demonstrate strong performance, outstanding service to their clients, and growth and development of both themselves and the brokerage in which they work, between 1 July 2022 and 30 June 2023.

To win this award, the Authorised Representative will align with CBN's values **We Listen, We Achieve, We Are One**, show consistent growth, work within CBN's best broking practice management, and be highly engaged with the network.

### SUBMISSION PROCESS

This award is **closed** for external submissions.

Nominations will be selected by CBN Regional Business Partners, for Authorised Brokerages that demonstrated exceptional broking practice and business management as outlined in the criteria below.

To support the information required as part of the nomination process, Regional Business Partners will contact nominees to request a brief executive summary.

### JUDGING

Each nomination will be judged in accordance with the submission requirements of this category.

### AWARD PRIZE

- CBN Trophy
- \$2,000 Bursary towards professional training and development
- One complimentary delegate registration to the 2023 CBN Conference (ex. travel and accommodation)
- Perpetual Trophy Acknowledgement

### SUBMISSION REQUIREMENTS

Regional Business Partners will address the following areas when nominating a Network Brokerage for this Award:

#### Personal Overview & Management

- **Executive Summary**  
A brief overview of the business and should include the following:
  - History in the Industry, including length of time.
  - Why being an Insurance Professional is important to you.
  - What winning this award means.

- How do you stay relevant in the industry

*\* CBN RBP's may request the nominee to complete the above Executive summary to support the nomination.*

### **Best Broking Practice**

- **CPD Management** – The brokerage is actively managing the CPD points requirements of the staff to ensure requirements are met.
- **CBN Values** – Describe how the Authorised Representative aligns to CBN's Values (We Listen, We Achieve, We are One) in their organisation and how this translates into their community.

### **Network Involvement**

- **Continuous Development** - Provide an overview of how the Authorised Representative plans to continue to grow and develop themselves and the business.
- **CBN Learning attendance** – Consistent attendance in webinars and at CD Days, including bringing staff.
- **CBN Event engagement/attendance** – Regular attendance at CBN Events, including bringing staff.
- **Surveys** – Responding to surveys with constructive and informative feedback.

## NON-AUTHORISED STAFF MEMBER OF THE YEAR

### OVERVIEW

This award is open to any individual who operates in a non-advisory role and has shown outstanding dedication to their profession whilst demonstrating commitment to the industry.

Nominations for this award are open to anyone in the CBN Network.

### SUBMISSION PROCESS

To nominate for this award, please complete your submission according to the requirements below, and upload as a PDF in the CBN Awards Portal accessible [here](#). Please ensure you refer to the submission requirements below in your response and seek the support from your brokerage Principal.

When completing the submission:

- Reference the selected category only.
- Answer the requirements in the order in which they are presented below.
- Uploaded on the [Portal](#) as a pdf document by the required date.

### JUDGING

Each submission will be judged in line with the submission requirements and will use data from various sources, including attendance both online and at our in-person events (i.e., CD Days, EoFY and EoY events).

### AWARD PRIZE

- CBN Trophy
- \$500 Visa gift card
- \$500 Bursary towards Professional Training and Development

### SUBMISSION REQUIREMENTS

Non-advisory staff members may nominate themselves for this award with the support of their brokerage principal. Submissions must address the following requirements:

#### Career History

- Please provide a brief history of the nominees time in the insurance industry, including the reason why the nominee started in the industry.

#### Business Management

Please give details on how the nominee has:

- Provided outstanding service at a consistently high level; and
- Demonstrated professionalism and ethical behaviours when working/collaborating with colleagues and/or customers.

Please include an example of where the nominee has applied and implemented an outstanding initiative during 2022/2023, and describe the impact it had on the business, industry and clients.



## **Engagement & Development**

- Demonstrate how the nominee has displayed a significant commitment to the business and/or CBN community.
- Provide details of completed or ongoing formal study or qualifications, and describe the overall approach to professional development.

## **Referees/Testimonials**

- To support your nomination, please supply 3 referees/testimonials. These can be supplied by clients, colleagues and representative of the industry

## NETWORK RISING STAR OF THE YEAR

### OVERVIEW

This award recognises the efforts of the newcomers in our network, who are making a difference in their business or community.

Nominees in this category must be able to demonstrate commitment to the industry, any achievements, and a passion for the insurance industry between the period of 1 July 2022 to 30 June 2023.

*Nominations for this award are open any members in the network who have been at CBN for less than 2 years as of 30 June 2023, and have no more than 5 years of overall insurance broking industry experience.*

### SUBMISSION PROCESS

To nominate for this award, please complete your submission according to the requirements below, and upload as a PDF in the CBN Awards Portal accessible [here](#). Please ensure you refer to the submission requirements below in your response and seek the support from your brokerage Principal.

When completing the submission:

- Reference the selected category only.
- Answer the requirements in the order in which they are presented below.
- Uploaded on the [Portal](#) as a pdf document by the required date.

### JUDGING

Each submission will be judged in line with the submission requirements and will use data from various sources, including attendance both online and at CBN in-person events (i.e., CD Days, EoFY and EoY events).

### AWARD PRIZE

- CBN Trophy
- \$1,000 Bursary towards Professional Training and Development
- \$500 gift card

### SUBMISSION REQUIREMENTS

Nominations for this award are open any members in the network who have been at CBN for less than 2 years as of 30 June 2023, and have no more than 5 years of overall insurance broking industry experience.

Submissions must address the following requirements:

#### Career History

- Provide a brief career synopsis, including:
  - When the nominee first joined the insurance industry.
  - When the nominee joined the CBN Network.

- What attracted the nominee to the industry.
- Why the nominee is passionate about insurance.
- Outline of the roles held.
- Please include details of any formal study, qualifications and professional development undertaken over the past 3 years.

### **Business Management**

- Explain how the nominee plans to support growth within your business including development, retention, and marketing.
- Provide an overview of the nominee's top business achievement or initiative in 2022/2023 and include any evidence to support this along with how it was implemented and describe the impact it had on the business, industry, and clients.

### **Engagement**

- Provide examples of where and how the nominee contributed to the CBN community.
- Explain why winning this award is important to the nominee.

## BUSINESS IMPROVEMENT OF THE YEAR

### OVERVIEW

This award replaces the CBN Innovation Award and aims to inspire CBN Corporate Authorised Brokers to research design, develop and implement projects or ideas that aspire to enhance insurance broking services and encourages benefits to all stakeholders.

This award will recognise a CBN Authorised Representative who can show how their innovation, product, process, or service is a “game changer” for the network, clients or industry. This includes how its implementation has aided in streamlining business processes or affect change for the industry.

Nominations for this award is open to anyone in the CBN Network.

### SUBMISSION PROCESS

To nominate for this award, please complete your submission according to the requirements below, and upload as a PDF in the CBN Awards Portal accessible [here](#). Please ensure you refer to the submission requirements below in your response and seek the support from your brokerage Principal.

When completing the submission:

- Reference the selected category only.
- Answer the requirements in the order in which they are presented below.
- Uploaded on the [Portal](#) as a pdf document by the required date.

### JUDGING

Each submission will be judged in line with the submission requirements.

### AWARD PRIZE

- CBN Trophy
- \$2,000 towards development of a product or service.

### SUBMISSION REQUIREMENTS

#### Outline

This submission should include explanations of:

- The issue or restriction experienced that led you to pursue this innovation.
- Why innovation is important to you and why you are always looking for better ways to do business.
- How your product/process/system/service supports your business?
- How your project has improved or will improve customer experience and engagement?
- How your process/system/service can accelerate time and profitably to all stakeholders?
- Who will benefit from the product/process/system/service?
- What was the outcome of the product/process/service and how did it affect the overall operations of your business?
- What did you learn from the process?

## INDUSTRY PARTNER OF THE YEAR

### OVERVIEW

This award recognises CBN Industry Partners who provide continual significant service and support to Community Broker Network from 1<sup>st</sup> July 2022 to 30<sup>th</sup> June 2023.

This award category is open to any industry member (insurer, underwriting agency, funder, or support organisation).

Nominees will be determined by results from an Industry Partner Survey completed by the network.

### NOMINATION PROCESS

#### Network Survey

To identify the finalists for this award category, please click [here](#) and answer a series of questions regarding the support, service, and products provided to you by CBN Industry Partners.

The survey should take no more than 5 minutes.

Your responses will provide useful insights to help CBN understand your needs and requirements from our partners, as well as those providing outstanding service, deserving of recognition.

### JUDGING

All survey responses will be reviewed and assessed accordingly. Event attendance, range of products and overall engagement will be considered in the judging process.

### AWARD PRIZE

CBN Trophy  
CBN Perpetual Trophy

## INDUSTRY PARTNER PROFESSIONAL OF THE YEAR

### OVERVIEW

This award recognises an Industry Professional who has provided significant service by going above and beyond their daily role to assist Community Broker Network members to provide solutions for their client(s), between 1<sup>st</sup> July 2022 to 30<sup>th</sup> June 2023.

This award category is open to any industry member (insurer, underwriting agency, funder, or support organisation).

Nominees for this award will be determined by results from an Industry Partner Survey completed by the network.

### NOMINATION PROCESS

#### Survey

To identify the finalists for this award category, please click [here](#) and answer a series of questions regarding the support, and service, provided to you by CBN Industry Partners.

The survey should take no more than 5 minutes.

Your responses will provide useful insights to help CBN understand your needs and requirements from our partners, as well as those providing outstanding service deserving of recognition.

### JUDGING

All survey responses will be reviewed and assessed accordingly. Event attendance, range of products and overall engagement will be considered in the judging process.

### AWARD PRIZE

CBN Trophy  
1 x \$500 Gift Card

## COMMUNITY SERVICE AWARD

### OVERVIEW

This award recognises any CBN Individual or Organisation that has displayed an incredible contribution and involvement within their community or chosen charity.

Nominations for this award are open to anyone in the CBN Network.

### NOMINATION PROCESS

To nominate for this award, please complete your submission according to the requirements below, and upload as a PDF in the CBN Awards Portal accessible [here](#). Please ensure you refer to the submission requirements below in your response and seek the support from your brokerage Principal.

When completing the submission:

- Reference the selected category only.
- Answer the requirements in the order in which they are presented below.
- Uploaded on the [Portal](#) as a pdf document by the required date.

### JUDGING

Each submission will be judged in line with the submission requirements.

### AWARD PRIZE

- CBN Trophy
- \$1,500 donation to your chosen Charity

### SUBMISSION REQUIREMENTS

Nominees will need to demonstrate the following:

#### Community Involvement

- Provide an overview of how the nominee is engaged in the community. The response should include:
  - The name of the community group or charity.
  - The focus of this group / organisation.
  - When you became involved.
  - Location of the community organisation.
  - Why supporting the community is important to you.
  - How you became involved in the community organisation.
- Identify how your leadership, creative and/or innovative skills have assisted in developing and implementing new ways to accomplish the community organisation or charity's mission.
- Demonstrate how being involved within the community has benefited both you and your business – please show clear evidence of this benefit.
- Explain how your involvement in your chosen community activity or charity has helped you develop as a person.

## NOMINATION GUIDELINES

Entering the CBN Awards it is a great way to showcase your achievements, gain recognition for your successes and promote your business to staff and clients alike.

Remember, the Judges are required to read all nominations. Therefore we encourage your submission to be clear and concise, factual and contain the detail that is relevant to the award you are submitting for. It should also be easy to read and understand.

Each submission is assessed on merit against the judging criteria.

### Key dates:

9<sup>th</sup> August 2023 – Nominations close

18<sup>th</sup> August 2023 – Finalists announced

18/19 September 2023 – Winners announced

### Tips:

The following tips and guidelines provide an insight into the judging process and will assist you in writing an award-winning submission.

#### 1. The Judging Process

The Judges are well-respected, senior insurance professionals selected by the CBN Authorised Broker Council and head office staff. They volunteer their time to participate in the judging process. Judges are bound by confidentiality agreements and recuse themselves when a potential conflict of interest arises. At no time are Judges who have identified a conflict allowed to read or deliberate on a submission.

There are two stages to our judging process:

**Stage 1** – Each Judge independently reads, reviews, and scores every submission across all categories allocated. The Judges then submit their responses to CBN, which are collated and used to establish a benchmark for discussion at the Judging Day.

**Stage 2** – A Judging Day is convened with the Judging Panel coming together to discuss each of the submissions, debating their responses, and scores. The finalists in each category are then reviewed and any adjustments (if deemed necessary) are made. Finalists are announced shortly thereafter.

#### 2. Addressing the criteria

In recent years, some submissions have failed to address all the submission requirements for the category.

The Judges review and assess the nomination based on the criteria, so it is essential you address each category individually and respond to each criterion appropriately. If you do not fully or properly answer a criterion, your submission may receive no marks, reducing the entry's chance of winning.



Judges only base their decisions on the information you provide in your submission, so make sure that you answer each part of each question thoroughly and avoid making vague and unsupported claims.

Submissions failing to address any of the criteria – for instance, by using a previous year's responses or providing information that does not address any of the criteria could be automatically disqualified.

### 3. Writing your submission

The 2023 CBN Awards are for the period of 1 July 2022 – 30 June 2023, (unless otherwise indicated) and they relate to your Australian business operations only. Please ensure that this period is reflected in your responses.

When completing the submission, it should:

- Reference the selected category only.
- Answer the requirements in the order in which it is presented.
- Be uploaded on the [Portal](#) as a pdf document by the required date.

You don't need to spend a lot of money or time on presenting the most creative or visually appealing submission. A well-written, thoughtful response presented in a pdf document will attain a higher score than a submission that is highly creative but doesn't address the criteria.

Before uploading your submission, consider asking an independent person who is not close to the entry to judge it against the criteria to ensure you have not missed anything, and to check spelling, grammar and syntax.

### 4. Right not to award a category

The Community Broker Network Awards celebrates excellence in our network. The Judging Panel have the right not to award a category if no entries are received or if the nominations do not meet the submission standard. In this event, entrants will be notified that the category will not be awarded.

### 5. Submitting your nomination

You may only submit one response per award category.

Applications must be submitted via the [CBN Online Award Portal](#) and may not be accepted if any required information is missing or if the submissions are combined with other award categories.

PDF Nominations are to be submitted via the online portal **no later than 7pm AEST Wednesday 9<sup>th</sup> August 2023**. Please complete all relevant information contained in the online form.

Please ensure all details are correct at time of submission. Please note that if only one submission is received for a category, Judges will make an award in the category based on the merit of the submission received and finalists will not be announced.

**6. Notification of finalists**

Finalists will be Announced to our network on **Friday 19<sup>th</sup> August 2023**.

**7. Help and further information**

If you need assistance with your nomination, please contact your Regional Business Partner or email CBN's Network Engagement Partner, Hilary Pollock [hilary.pollock@cbnet.com.au](mailto:hilary.pollock@cbnet.com.au).