



AWARDS

Celebrating Excellence

Submission Booklet



AWARDS

Celebrating Excellence

Welcome to the 2022 CBN AWARDS, Celebrating Excellence.

Each year we ask our network to pause, reflect, and celebrate their success stories. Now in its fifth year, the CBN Awards recognises members of our network and industry for the hard work and commitment they demonstrate in their business, the wider insurance industry and our community.

Our 2022 CBN Award ceremony will be conducted on Tuesday 13 September at the CBN Gala Dinner – held on the final evening of our conference this year.

Nominations are now open and will close Friday 19 August 2022.

We strongly encourage everyone in our network to read the CBN Awards Guide, and submit an application. This will ensure individuals and businesses receive the recognition they deserve for the important contributions they have made in our industry and the community throughout the last year.

To submit your application via our online portal, please click [here](#).

Nominations will be reviewed and judged by a panel of industry representatives, with **finalists being announced on Friday 26 August, 2022.**

Your submission must address each of the criteria for the award, you are nominating for and will be judged accordingly. Multiple nominations are welcomed however, you must complete a separate submission for each nominated category. Please refer to the submission guidelines for more information.

We look forward to receiving your nomination/s and seeing you at the 2022 CBN Conference in September.

Wishing you the very best of luck!

Richard Crawford
Chief Executive Officer



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CORPORATE AUTHORISED BROKERAGE OF THE YEAR

PURPOSE

This award acknowledges an Authorised Brokerage's achievement and the success of their business in the areas of leadership, growth, and development within the last financial year.

This award is open to any Authorised Brokerage that can demonstrate strong performance and outstanding service for their clients between 1 July 2021 and 30 June 2022.

CRITERIA

Submissions are to include the following:

Business Overview

- Provide an overview and history of your business within the Community Broker Network including:
 - Your current organisational structure
 - How long your business has been part of the Network
 - Your business strategy and future growth plans, including financial aspirations
 - How you support your clients to provide quality services, including measures you have undertaken to assess their satisfaction.

Business Management

- Explain how your organisation differentiates itself from other brokers in our network and the industry, and how it exhibits the values of [Community Broker Network](#);
- Outline how your organisation:
 - Retains clients
 - Attracts new clients
 - Adheres to audit and compliance requirements to ensure Best Practice

Education & Development

- Provide an overview of how your business educates, develops, upskills and manages staff. This should include:
 - Access to insurance qualifications and structured education programs;
 - Ongoing learning and development activities; and
 - Measures of success e.g. staff engagement.
- Describe how your business contributes to enhancing the professionalism of the insurance industry in terms of industry involvement, your clients, and any support for the community.

NOMINATION PROCESS

To nominate for this award, please complete your submission online [here](#). Please ensure you refer to the criteria above in your response.



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Nominations can be supplied by business representatives, individuals, or representatives of Community Broker Network.

AWARD

- CBN Trophy
- \$2,000 Bursary towards professional training and development
- One complimentary delegate registration to the 2023 CBN Conference
- Inaugural Perpetual Trophy



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AUTHORISED REPRESENTATIVE OF THE YEAR

PURPOSE

This award is open to any insurance broking individual who operates as an Authorised Representative of CBN. Nominees in this category must demonstrate strong performance, outstanding service to their clients, and growth and development of both themselves and the brokerage they work for between 1 July 2021 and 30 June 2022.

CRITERIA

Submissions must address the following:

Business Overview

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

Business Management

- Outline how you manage your corporate responsibilities (i.e. compliance, debtor management, business growth etc.), and how you help your business to educate, upskill and manage its staff.
- Outline the support you provide your clients to ensure they receive quality services, and what measures you have undertaken to assess their satisfaction.

Education & Development

- Describe the values you bring to your organisation and how this translates into the community.
- Provide an overview of how you plan to continue to grow and develop yourself and the business. This could include obtaining higher insurance qualifications or other structured education programs, and/or ongoing learning and development activities.

NOMINATION PROCESS

To nominate for this award, please complete your submission online [here](#). Please ensure you refer to the criteria above in your response.

Nominations can be supplied by business representatives, individuals, or representatives of Community Broker Network.

AWARD

- CBN Trophy
- \$2,000 Bursary towards professional training and development
- One complimentary delegate registration to the 2023 CBN Conference



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NON-AUTHORISED STAFF MEMBER OF THE YEAR

PURPOSE

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.

Non-advisory staff members can nominate themselves for this award.

CRITERIA

Submissions for this award should cover each area outlined below.

Career History

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

Business Management

Please give details on how you have:

- 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 you have applied and implemented an outstanding initiative during 2021/2022, and describe the impact it had on the business, industry and clients.

Engagement & Development

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

NOMINATION PROCESS

To nominate for this award, please complete your submission online [here](#). Please ensure you refer to the criteria above in your response.

Nominations can be supplied by business representatives, individuals, or representatives of Community Broker Network.

AWARD

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



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NETWORK RISING STAR OF THE YEAR

PURPOSE

This award recognises the efforts of the newcomers in our network, who are making a difference in their business or the 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 2021 to 30 June 2022.

The nominee must have been with CBN for less than 2 years as of 30th June 2022 and have more than three years of overall insurance industry experience.

CRITERIA

Submissions must include the following criteria:

Career History

- Provide a brief career synopsis, including when you first joined the insurance industry, what attracted you to the industry, why you are passionate about insurance, as well as an outline of the roles you have held.
- Please include details of any formal study, qualifications and professional development undertaken over the past 3 years.

Business Management

- Explain how you plan to support growth within your business including development, retention, and marketing.
- Provide an overview of your top business achievement or initiative in 2021/2022, 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 you contributed to your local community.
- Explain why winning this award is important to you.

NOMINATION PROCESS

To nominate for this award, please complete your submission online [here](#). Please ensure you refer to the criteria above in your response.

Nominations can be supplied by business representatives, individuals, or representatives of Community Broker Network.

AWARD

- CBN Trophy



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



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INNOVATION – PRODUCT/SERVICE OF THE YEAR

PURPOSE

This award aims to inspire CBN Corporate Authorised Brokers to research and invent original projects or ideas that aim 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 or service is a “game changer” for the network, clients or industry. This includes how its implementation can aid in streamlining business processes or affect change for the industry.

CRITERIA

Outline

Your submission should include explanations of:

- The issue or restriction you have experienced that led you to pursue your 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 can support you in the management of 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.
- How your project has streamlined or will streamline operations for you and your clients and the network through the implementation of the innovation.

NOMINATION PROCESS

To nominate for this award, please complete your submission online [here](#). Please ensure you refer to the criteria above in your response.

The winner will be announced at the CBN Award Ceremony.

AWARD

- CBN Trophy
- \$2,000 towards development of a product or service with a CBN Insurance Partner in the appropriate field of expertise.



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INDUSTRY PARTNER OF THE YEAR

PURPOSE

This award recognises CBN Industry Partners who provided continual significant service and support to Community Broker Network from 1st July 2021 to 30th June 2022.

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

Nominees for this award will arise based on results from an Industry Partner Survey included below.

CRITERIA

To nominate in this category, please click [here](#) and respond to a series of questions regarding the support given to you by our Industry Partners regarding the service, product and assistance our Insurance Partners has provided to you.

The survey should take approx. 5 minutes. Your response will provide useful insights to help CBN understand your needs and requirements from our partners, as well as those providing outstanding service.

NOMINATION PROCESS

To nominate for this award, please complete [this survey](#).

All survey responses will be reviewed and assessed accordingly.

Finalists will be invited to attend the CBN Awards ceremony where the winners will be announced.

AWARD

CBN Trophy

Inaugural CBN Perpetual Trophy



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INDUSTRY PARTNER PROFESSIONAL OF THE YEAR

PURPOSE

This award recognises an Industry Professional who has provided significant service by going above and beyond their daily role to assist a Community Broker Network member to provide a solution for one of their clients.

This award category is open to any industry member who works for an insurer, underwriting agency, funder or support organisation.

The nominations for this award will arise from a CBN Industry Partner Survey accessible via the link below.

CRITERIA

To nominate in this category, please click [here](#) and respond to a series of questions regarding the support given by an individual professional who is employed by a CBN Industry Partner.

The survey should take approx. 5 minutes. Your response will provide useful insights to help CBN understand your needs and requirements from our partners, as well as those providing outstanding service.

NOMINATION PROCESS

To nominate for this award, please complete [this survey](#).

All survey responses will be reviewed and assessed accordingly.

Finalists will be invited to attend the CBN Awards ceremony, where the winners will be announced.

AWARD

CBN Trophy
1 x \$500 Gift Card



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COMMUNITY SERVICE AWARD

PURPOSE

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

CRITERIA

Nominees will need to demonstrate the following:

Background

- Provide an overview of how you are engaged in the community. Your 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.

Business Management

- 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.

Personal Development

- Explain how your involvement in your chosen community activity or charity has helped you develop as a person.

NOMINATION PROCESS

To nominate for this award, please complete your submission online [here](#). Please ensure to refer to the criteria above in your response.

Nominations can be supplied by business representatives, individuals, or representatives of Community Broker Network.

AWARD

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



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NOMINATION GUIDELINES

By 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. 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 and 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 criteria for the category being entered.

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.



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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 2022 CBN Awards are for the period of 1 July 2021 – 30 June 2022, (unless otherwise indicated) and they relate to your Australian business operations only. Please ensure that this period is reflected in your responses.

Your submission should be for the selected category only. Do not merge categories in one document. Answer the criteria in the order in which it is presented. When addressing each criterion, include a heading, presenting all responses within a single PDF document.

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

Submit one response per award category.

Submissions must be submitted via our online portal and may not be accepted if any required information is missing or other award categories are included.



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Nominations are to be submitted via the online portal **no later than 7pm AEST Friday 19th August 2022**. 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 26th August, 2022

7. Help and further information

If you need assistance with your nomination, please contact your Regional Business Partner or email CBN Network Engagement Partner, Hilary Pollock
hilary.pollock@cbnet.com.au.