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COMMUNITY  
BROKER  
NETWORK

# 2020 CBN vCONFERENCE

## BROKER AWARDS SUBMISSION BOOKLET

Empowering You

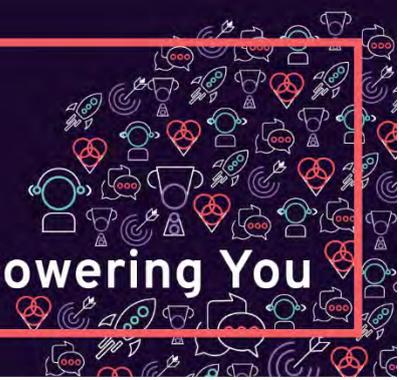
#cbnvconference2020





# 2020 CBN Awards Welcome

Empowering You



Welcome to the 2020 CBN Broker Awards.

Each year we ask our network to reflect on themselves, their business and others, to celebrate the success stories, rewarding the work and commitment they provide to their business, the industry and the Community. This is our 4<sup>th</sup> year of hosting the Awards, but the 1<sup>st</sup> time we embrace the virtual environment in doing so. Our 2020 awards event will be conducted virtually at the conclusion of our vConference on 10 September 2020.

We encourage everyone in our network to read this guide and submit an application to be recognised for your work and important contribution to the industry and the Community.

**Applications are now open and will close Wednesday 12<sup>th</sup> August.** Each submission must address the criteria and will be judged in accordance with the nomination criteria as outlined in this document. You are welcome to nominate for more than one category, however please make sure you complete a separate submission for each category in which you nominate. All submissions will be reviewed and judged by a panel of industry representatives, with **finalists being announced on Monday 24<sup>th</sup> August.**

We look forward to receiving your nominations, seeing you at the 2020 CBN vConference and wish you the very best of luck!

Richard Crawford  
Chief Executive Officer



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# CORPORATE AUTHORISED BROKERAGE OF THE YEAR

**Empowering You**



## PURPOSE

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

This award is open to any Authorised Brokerage who can demonstrate a strong performance and outstanding service for their clients between 1 July 2019 and 30 June 2020.

## CRITERIA

Submissions are to include the following:

### Business Overview

1. Provide an overview and history of your business within the Community Broker Network including;
  - 1.1. Your current organisational structure
  - 1.2. How long your business has been part of the Network
  - 1.3. Your business strategy and future growth plans including financial aspirations
  - 1.4. How your business educates, upskills and manages staff
  - 1.5. How you support your clients to provide quality services, and what measures you have undertaken to assess their satisfaction.

### Business Management

2. 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;
3. Outline how your organisation:
  - 3.1. Retains clients
  - 3.2. Attracts new clients.

### Education & Development

4. Provide an overview of how you plan to grow and develop your staff. This should include:
  - 4.1. Access to insurance qualifications and structured education programs;
  - 4.2. Ongoing learning and development activities;
  - 4.3. Measures of success e.g. staff engagement.
5. Describe how your business contributes to 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 fill in the form located at the back of this booklet referring to the criteria above. Nominations can be supplied by business representatives, individuals or representatives of Community Broker Network.

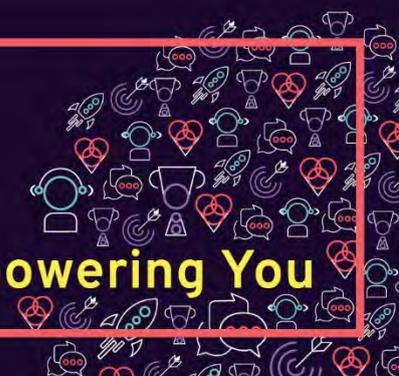
## AWARD

- CBN Trophy
- \$1500 Bursary towards training and development
- 1 registration to the CBN Conference



# AUTHORISED REPRESENTATIVE OF THE YEAR

Empowering You



## 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 and outstanding service for their clients between 1 July 2019 and 30 June 2020.

## CRITERIA

Submissions must address the following:

### Business Overview

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

### Business Management

2. 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.
3. Outline the support you provide your clients to ensure they receive quality services, and what measures you have undertaken to assess their satisfaction e.g. the processes used to retain your clients and attract new ones.

### Education & Development

4. Describe the qualities you bring to your organisation and how this translates to the community.
5. 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 fill in the form located at the back of this booklet referring to the criteria above. Nominations can be supplied by business representatives, individuals or representatives of Community Broker Network.

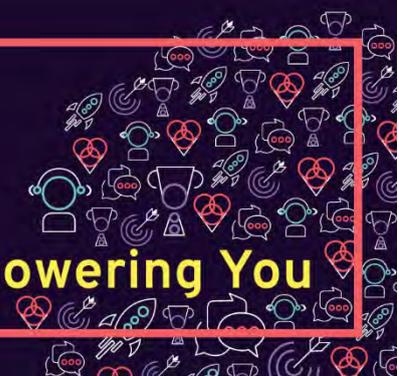
## AWARD

- CBN Trophy
- \$1500 Bursary towards Training and Development
- 1 registration to the CBN Conference



# NETWORK RISING STAR OF THE YEAR

Empowering You



## 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 will be able to demonstrate their commitment to the industry, any achievements, and a passion for the insurance industry between the time period of 1 July 2019 to 30 June 2020.

The nominee must have been with our network for less than 2 years as at 30<sup>th</sup> June 2020, and have more than three years of overall insurance industry experience.

## CRITERIA

Submissions must include the following criteria:

### Career History

1. Provide a brief career synopsis, including when you first joined the insurance industry, what attracted you to it, your passion for it, as well as outlining the roles you have held. Please also include details of any formal study, qualifications and professional development undertaken over the past 3 years.

### Business Management

2. Explain how you plan to support growth within your business including development, retention and marketing.
3. Provide an overview of your top business achievements in 2019/2020 and describing why, including evidence to support this.

### Engagement

4. Provide examples of where and how you contributed to your local community.
5. Explain why winning this award is important to you.

## NOMINATION PROCESS

To nominate for this award please fill in the form located at the back of this booklet referring to the criteria above. Nominations can be supplied by business representatives, individuals or representatives of Community Broker Network.

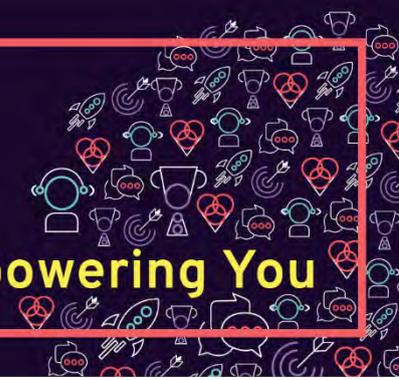
## AWARD

CBN Trophy  
\$1000 Bursary towards Training and Development



# NON-AUTHORISED STAFF MEMBER OF THE YEAR

Empowering You



## 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, and include a brief career synopsis.

### Career History

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

### Business Management

2. Please give details on how the you have provided outstanding service at a consistently high level, demonstrated professionalism and ethical behaviours when working/collaborating with colleagues.
3. Include an example of where you have applied and implemented an outstanding initiative during 2019/2020 and describe the impact it had on the business, the industry and the clients.

### Engagement & Development

4. Demonstrate how you display significant organisational commitment to the business and/or Community.
5. 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 fill in the form located at the back of this booklet referring to the criteria above. Nominations can be supplied by business representatives, individuals or representatives of Community Broker Network.

## AWARD

CBN Trophy  
\$500.00 Visa gift card



# INNOVATOR OF THE YEAR

Empowering You



## PURPOSE

This award recognises our Authorised Brokers who have recognised a gap in our industry, undertaken research, and created an original project/s that aims to enhance insurance broking services and encourages benefits to all stakeholders.

## CRITERIA

Submissions should address the following criteria:

### Background

1. Explain the issue or restriction you have experienced that led you to pursue your innovation?

### Business Management

2. How does your product/process/system/service support you in the management of your business.
3. Explain how your project has improved customer experience and engagement.

### Education & Development

4. During this process what skills have you learnt, and how do you apply them in your business?
5. Explain why innovation is important to you and why you are always looking for better ways to do business.

## NOMINATION PROCESS

To nominate for this award please fill in the form located at the back of this booklet referring to the criteria above. Nominations can be supplied by business representatives, individuals or representatives of Community Broker Network.

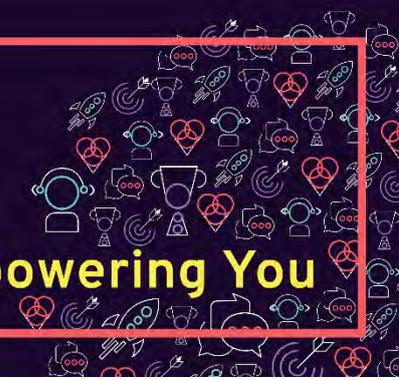
## AWARD

CBN Trophy  
\$1000 Bursary towards Training and Development



# CBN SERVICE AWARD

Empowering You



## PURPOSE

This award recognises any CBN Employee, who has gone above and beyond in their daily role to support and assist our Network in their business.

The nominations for this award come from various sources including:

- Nominations by our brokers,
- Network surveys responses; and
- General feedback.

## CRITERIA

To be eligible for this award a CBN staff Member, must:

1. Consistently go above and beyond to assist our network and partners to assist and solve their issues.
2. Be continually supportive and friendly in their interactions.

## NOMINATION PROCESS

To nominate a CBN Staff Member for this award, please fill in the form located at the back of this booklet referring to the award criteria and any additional nomination requirements. Nominations can be submitted by business representatives, individuals or representatives of Community Broker Network. When completing a submission in this category, please include:

1. A description when and how the CBN Employee exceeded the effort required to support you.
2. An explanation of why the nominee should receive the award.

## AWARD

CBN Trophy  
1 x \$500 Visa Gift Card



# INSURER/UNDERWRITING AGENCY PERSON OF THE YEAR

Empowering You



## PURPOSE

This award recognises an Insurance 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 and one of their clients.

The nominations for this award come from various sources including:

- Nominations by our brokers,
- Network surveys; and
- General feedback.

## CRITERIA

To be eligible for this award the nominee, must:

1. Consistently go above and beyond to assist our network to assist and solve their issues.
2. Be continually supportive and friendly in their interactions.

## NOMINATION PROCESS

To nominate an Insurer/Underwriting Agency employee for this award, please fill in the form located at the back of this booklet referring to the award criteria and any additional nomination requirements.

Nominations can be submitted by business representatives, individuals or representatives of Community Broker Network. When completing a submission in this category, please include:

1. Name of the person being nominated.
2. A description of a recent situation that has occurred, where a member of our network needed the assistance of the nominee and that person provided significant service, going above and beyond to assist.
3. An explanation of why the nominee should receive the award.

## AWARD

CBN Trophy  
1 x \$500 Visa Gift Card



# COMMUNITY SERVICE AWARD

Empowering You



## PURPOSE

This award recognises any CBN Individual or organisation that displays incredible contribution and involvement within their community or chosen charity.

## CRITERIA

Nominees will need to demonstrate the following:

### Background

1. Provide a brief overview of how you became involved, and outline the purpose of your involvement in your chosen community group or charity.

### Business Management

2. 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.
3. Demonstrate how being involved within the community has benefits to both you and your business – please show clear evidence of this benefit.

### Education & Development

4. Explain how your involvement in your chosen community activity or charity has helped you develop as a person.
5. Write a brief response to explain why being involved in this chosen community group or charity is important to you.

## NOMINATION PROCESS

To nominate for this award please fill in the form located at the back of this booklet referring to the criteria above. Nominations can be supplied by business representatives, individuals or representatives of Community Broker Network.

## AWARD

CBN Trophy  
\$500 Visa gift card  
\$1,000 donation to your chosen Charity



# RECOGNITION OF SERVICE TO THE INDUSTRY

Empowering You



## PURPOSE

This award recognises industry representatives who have demonstrated continual service to the insurance industry throughout their career. They are an individual who has inspired and constantly promoted the importance of the Insurance industry. They are considered standout members of the industry in terms of business acumen, community support, leadership and mentoring within their business and of their staff. The nominee also demonstrates support to CBN and the wider insurance community.

Applicants in this category will be sought from any aspect of the insurance industry, and must have over 10 years of experience and be an advocate of the industry.

## CRITERIA

The nominees in this category will be judged according to the following criteria:

### Career History

1. Provide an overview of the nominee's time in the industry, their impact on the industry, how they are recognised and how they have supported CBN and their members.

### Business Management

2. Explain how their skills have contributed to the betterment of the insurance industry.
3. Show how they have demonstrated personal contributions in advancing the practices of the insurance profession, taking into account what they achieved.

### Education & Development

4. Provide examples of how the nominee continually encourages and mentors those around them.
5. Demonstrate how the nominee contributes to the development of the skills and abilities of individual authorised brokers through mentoring, and training.

## NOMINATION PROCESS

To nominate for this award please fill in the form located at the back of this booklet referring to the criteria above. Nominations can be supplied by business representatives, individuals or representatives of Community Broker Network.

## AWARD

CBN Trophy

Submission form <<TO BE CREATED IN ADOBE>>

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COMMUNITY  
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NETWORK

# 2020 CBN vCONFERENCE

## BROKER AWARDS SUBMISSION FORM

Empowering You

#cbnvconference2020



# 2020 CBN Broker Awards

## 10 September 2020

Please complete this form online, digitally sign, and submit before 12 August 2020

# Empowering You

### CONTACT DETAILS OF PERSON COMPLETING THIS FORM

Title <small>(Mr/Mrs/Ms)</small>	First Name	Surname	
<hr/>			
Job Title			
<hr/>			
Organisation			
<hr/>			
Suburb/City	State	Postcode	
<hr/>			
Phone	Mobile		
<hr/>			
Email			

Award categories (please complete one entry per form)	Selection
Corporate Authorised Brokerage of the Year	
Authorised Representative of the Year	
Network Rising Star of the Year	
Staff Member of the Year	
Innovator of the Year	
CBN Service Award	
Insurer/Underwriting Agency Person of the Year	
Community Service Award	
Recognition of Service to the Industry	

### DECLARATION

I declare that I have read the Awards booklet and confirm the details provided in this submission to be a true and correct reflection of the business or person being nominated for an award.

Full Name:	Job Title:
<hr/>	
Company:	
Signature:	Date:
<hr/>	

**To enter, complete this PDF and return to:**  
**Email [hilary.pollock@cbnet.com.au](mailto:hilary.pollock@cbnet.com.au)**



# 2020 CBN Broker Awards

## 10 September 2020

Empowering You

Please complete this form online, digitally sign, and submit before 12 August 2020

### NOMINATION FORM

Title: (Mr/Mrs/Ms)

First Name:

Surname:

Job Title:

Organisation:

Category Name:

When responding to each criteria - please refer to the submission criteria when responding.

Criteria 1

Criteria 2

Criteria 3

Criteria 4

Criteria 5