







Celebrating businesses that innovated, survived or thrived in 2020







Congratulations on your nomination! We encourage you to take the next step in the process by turning your nomination into an application.

#### **NEW LOOK BUSINESS EXCELLENCE AWARDS FOR 2021**

2020 was certainly a year we could not have predicted, our community continues to navigate through a global pandemic and the challenges it presents for business, thus it's only natural the 2021 awards will also look a little different.

The resilience and ingenuity of our local businesses has been inspiring. There were businesses able to adapt and thrive, and businesses that worked tirelessly to ensure they simply survived. Both of which, we believe should be celebrated.

That is the aim of the 2021 Federation Business School Commerce Ballarat Business Excellence Awards – to showcase, celebrate and support our local businesses in all they have achieved in 2020, from growth to creativity to survival.

#### **Application Booklet**

The application process provides a unique opportunity to revisit and review, celebrate your successes and achievements and research and plan new endeavours.

Your commitment to the application process will bring immediate rewards by providing a fresh perspective and offering greater insight into your present operations and the strategies that will further support your business.

Additionally, the recognition and status received from entering and becoming a finalist and, for an exceptional few, winning these highly respected awards, will enhance your business prospects and opportunities.

Applications close 5pm Tuesday 1 June 2021 www.commerceballarat.com.au

#### **Special 'Early Bird' Competition!**

Submit your application by **5pm Tuesday 25 May 2021** for your chance to win a \$1000 print advertising package donated by The Ballarat Times News Group.

Commerce Ballarat is partnering with Fifteen Trees and **planting one tree** for each business that completes an application.

# 1 A little something more for our finalists.

The Federation Business School provides finalists of the Federation Business School Commerce Ballarat Business Excellence Awards with an unprecedented opportunity to take part in a business success seminar.

Delivered by academic specialists with industry experience, the seminar will look to further enhance your business so you gain maximum traction in your respective

industries. It will also provide an opportunity to network with fellow attendees whilst hearing from academics with expertise in business, commerce, human resources and management.

This workshop will be FREE to all finalists, so be sure to get your application in so you are in the running to take advantage of this amazing opportunity.

#### **Business Awards.**



**Federation Business School**Professor Christina Lee, Dean



Federation Business School is delighted to be the naming rights sponsor for the 2021 Federation Business School Commerce Ballarat Business Excellence Awards. Our sponsorship of this award demonstrates our school's commitment to supporting the business community in the development of business leaders.

After having missed the 2020 awards, we are thrilled with the 2021 awards with its celebratory theme around survival, resilience and innovation. The awards with its inclusion of Ready, Set, Grow program resonate with Federation University's focus on lifelong learning and the school's mission to make a positive difference to the communities in the regions we serve through high-quality and relevant education and research.

These awards are an important part of nurturing talent and capacity-building to meet the needs of a thriving business community. They are a valuable tool to promote business success and publicly recognise exceptional achievement and resilience in 2020.

Federation Business School offers higher education programs through its Mt Helen, Berwick, Brisbane and Gippsland campuses as well as via online. We also have a wide network of partners who deliver our programs in Australia and overseas. The school offers business education that include technical knowledge and 21st century skills for future jobs, such as creativity and critical thinking. The school welcomes the opportunity to engage with the businesses community - to solve business problems or training needs.

It is great that you have decided to apply for an award. We wish you the very best as you thoroughly analyse your business and work through the process so that you can present your business in the best light possible to the judging panel.



Commerce Ballarat Nick Thurlbeck, Chair



Commerce Ballarat takes great pride in joining with the Federation Business School to bring the Business Excellence Awards to Ballarat. The Federation Business School Commerce Ballarat Business Excellence Awards reach out to the entire business community, building pride, encouraging innovation and instilling resilience across the sector by acknowledging and showcasing business.

While these awards continue to "shine a light" on businesses in the Ballarat region, they also provide opportunities for businesses to "take the next step" in their growth and development. They encourage self-analysis and creativity, and provide opportunities for networking and access to mentors and experts. And, importantly, they recognise outstanding achievement, whether that be growth, creativity or simply survival through 2020.

Through continual evaluation, review and amendment, we are committed to ensuring the awards remain relevant. They give residents, customers, clients and business people the opportunity to acknowledge the contribution they and their fellow businesses make to our city's economic and social environment. Such acknowledgement is important in lifting the status of business, which helps meet Commerce Ballarat's aim of increasing business growth for the betterment of the entire Ballarat region.

Congratulations on taking the first step. We encourage you to showcase your business to our community. We wish you well in these awards and for the future success of your business.

# Ready, Set, Grow Program.



In 2021, there is more than one way to involve your business in the awards program. This year, we're pleased to partner with Runway Ballarat and Federation Business School to deliver the Ready, Set, Grow Program.

RunwayHQ's business growth program is designed for business leaders to learn and apply the skills needed to test and validate an idea to grow their business. Runway programs are practical and hands-on, building the capability to create impact quickly by applying expert knowledge and new skills to real-world business challenges and opportunities.

RunwayHQ's business growth program consists of three key stages that build on each other sequentially to de-risk the investment required by business to identify, plan for, and activate new growth opportunities.

**READY** is the first stage of the growth program series focusing on evaluation and ideation to support business growth. This practical program will enable participants to evaluate gaps and opportunities in their business. Participants will start with a business health check using Runway's diagnostic tool and then apply design thinking to explore new problems and solutions in order to respond to changes in the external environment.

**The READY commitment:**  $5 \times 2$  hour facilitated sessions over 2 weeks, with an additional 2 hours of self-guided online and applied learning informing each session.

**SET** will test and validate new growth opportunities identified in the READY program. Participants will determine the best growth strategy to support their findings, create test plans and build a new business model in order to diminish risk and validate opportunities. This program will put participants through the paces and gather real data from real customers to make informed decisions.

**The SET commitment:** 3 x 2 hour facilitated sessions over 7 days, with an additional 3 hours of self-guided online and applied learning to inform each session.

**GROW** supports participants to execute their validated growth strategy into the marketplace. This program meets twice per week for regular accountability check-ins to keep participants on track and masterclasses delivered by industry experts. Runway's masterclass series covers the essentials to launching a business growth strategy, including customer acquisition, marketing, and product solution design. Runway will provide the expertise, accountability and motivation to successfully execute your growth plans.

The GROW commitment: Runway's high impact 2 day per week business growth accelerator program runs over two months, including self-paced online and applied learning, and expert facilitated groups sessions.

Limited places available as the Ready, Set, Grow Program is fully subsidised by Commerce Ballarat. This program will run between June and October 2021.

Express your interest before 5pm Tuesday 20 April 2021

Online: Enter your expression of interest at www.commerceballarat.com.au, once your expression is submitted you will receive further information on the next steps.

### 03 Entry Guidelines.

#### **Eligibility**

Whether you are a sole trader or large business, have one employee or 100, you are eligible to enter up to two categories in the 2021 Federation Business School Commerce Ballarat Business Excellence Awards. You may choose any two categories that you feel are most appropriate whether you were nominated in them or not. (Note: Federation Business School Employer of the Year Award may be entered in addition to the two traditional categories).

These awards cater to businesses located within Ballarat and the surrounding district, with the exception of the Regional Development Australia Grampians Eat Drink West Award which is open to all businesses in the RDA Grampians region.

**How to Enter** (all categories except Federation Business School Employer of the Year Award, see page 5)

#### Application process made easier!

Download a fillable application document from www.commerceballarat.com.au and complete your submission from your own computer.

Please note: emailed applications will not be accepted

- Complete the entry form at the back of this booklet.
   Detach, copy and attach to the front of both copies of your application (see No.4).
- Address each of the questions in the general auestionnaire.
- Address each of the category-specific questions for example, the Trade Business Award.
- Complete your application on A4-sized paper, printed on one side only. Final applications should not exceed 11 pages:
  - Entry form (one page)
  - Business Summary (one page)
  - General and category-specific questions (five pages)
  - Supplementary material (four pages)
- Staple the entry form to the top left-hand corner. (Do not bind your application or place it in a presentation folder).
- Provide supplementary material. For instance, publicity in the media, customer testimonials, acknowledgement from community groups. Limit this to four pages (in addition to the five pages of your application).
- Provide two copies of your application with a <u>signed</u> entry form attached to each.

- Ensure the font in your application is either Calibri or Arial minimum size 11.
- Post or deliver your entry to: Commerce Ballarat "Business Awards Application" 119 Lydiard St Nth

**Ballarat VIC 3350** 

N.B: Retain a copy of your entry for future reference as all entries will be destroyed after judging.

#### **Special 'Early Bird' Competition!**

Submit your application by **5pm Tuesday 25 May 2021** for your chance to win a \$1000 print advertising package donated by The Ballarat Times News Group.

#### **Application Information Sessions**

Need help with your application? Attend a free application information session! The sessions will include assistance in addressing the criteria and information on what the judges will be looking for. (Please note that these sessions are all the same and you will only need to attend one).

#### **Dates & Times**

#### Wed 14 April 2021

Application Information Session (5.45pm-6.45pm) Commerce Ballarat, 119 Lydiard St Nth

#### Tues 27 Apr 2021

Application Information Session (2.30pm – 3.30pm) Commerce Ballarat, 119 Lydiard St Nth

#### Wed 5 May 2021

Application Information Session (10am-11am)
Oscars Ballarat, 18 Doveton St Sth

#### Tues 11 May 2021

Application Information Session (2pm-3pm)
Oscars Ballarat, 18 Doveton St Sth

#### **Application Mentoring Sessions**

Limited numbers of one-hour one-on-one application mentoring sessions will be offered as an opportunity to receive feedback on your completed application prior to its submission.

To book a place in an application information session or application mentoring session, email rsvp@commerceballarat.com.au or phone 5333 3233. Registrations for both sessions are essential.

It is interesting to note that 94% of the 2019 finalists had either attended an application information session, participated in a one-on-one mentoring session or had entered previously.

#### Questions

For further information or assistance with your application, phone Commerce Ballarat on 5333 3233.

### **Key Dates.**

**Early bird application close** 5pm Tuesday 25 May 2021

**Applications close** 5pm Tuesday 1 June 2021 Finalists Event
10am Wednesday 21 July 2021
Gala Dinner

Thursday 26 August 2021

# Judging Criteria.

#### (all categories except Federation Business School Employer of the Year Award, see page 5)

#### Entries will be judged by an independent panel of business experts from relevant business disciplines.

The initial assessment will be based on the answers given to the prescribed questions which cover issues critical to the success of every business such as planning, human resources and customer service. The most outstanding entrants will be shortlisted for site visits.

While by its very nature the judging for these awards is subjective, in order to provide guidance to both entrants and judges, a set of judging criteria is provided.

#### The key judging criteria common to all categories are as follows:

- Business Planning & Adaptability
- 2. Financial Management
- 3. Marketing
- 4. Employment
- 5. Quality
- 6. Community Engagement
- 7. Environmental Sustainability

The above criteria are worth 10 points each.

It is recognised that for micro business or sole traders it will be more difficult to answer Section 4. This is an integral part of every business, so if you are a sole trader, please describe your own personal development. Judges are given flexibility and instruction to assess accordingly in this section.

#### Judges suggest

Think about your point of difference. Read each question and think about what differentiates your business from others in your category. Focus on what you are passionate about and incorporate that into your answers. It is easy to give a standard answer, but the applications that really stand out are the ones where we feel how passionate the business is about what they do and why.

#### **Feedback** (all categories except Federation Business School Employer of the Year Award, see page 5)

A scoresheet will be forwarded to all applicants to provide constructive feedback on your entry compared with others in your category. On your scoresheet, you will see your score and where it sits against the average and finalists scores for entries within your category. This report will be sent to you after the announcement of finalists.

Feedback is an assessment of the responses detailed in your application and is not a direct judgement on your business.

Please note that the judges' decision is final and no correspondence or discussion will be entered into. Due to the volunteer nature of the judging panel, individual feedback on applications will not be provided.

#### **Site Visits**

Judges will undertake further evaluation of finalists by conducting site visits of each premises. These visits will be at a mutually agreed time and should take no longer than one hour.

### **Federation Business School Employer of** the Year Award.

Open to all employees wanting to nominate their workplace/employer or direct superior to acknowledge them for ways they have gone over and above during 2020 to look after their workplace.

- 1. Submit a brief one page letter outlining the specific reasons as to why you are submitting the nomination
- Staple the entry form (below) to the top left-hand corner. (Do not bind your application or place in a
- Provide three copies of your application with a signed entry form attached to each.
- 4. Post or deliver your entry to: **Commerce Ballarat** "Business Awards Application" 119 Lydiard Street North **Ballarat VIC 3350**
- Judges will make direct contact with the nominated business/employer to arrange a time to meet, please ensure you provide the best contact person below.
- Judges will choose three finalists to be announced Wednesday 21 July 2021.

N.B: Retain a copy of your entry for future reference as all entries will be destroyed after judging.

### Entry Form. Federation Business School Employer of The Year Award

Business name			Business Address (If different to postal)			
Business conta	ct person					
			City	State	Post Code	
Position			Your Name			
Email			Your Email			
Phone			Your Phone			
Business Postal	l Address					
City	State	Post Code				

### General Questionnaire.

(all categories except Federation Business School Employer of the Year Award, see page 5)

#### 1. Business Summary

Please provide a 75-word summary of your business, highlighting the relevance to the category entered. This will be used for editorial/advertising purposes for the 2021 Federation Business School Commerce Ballarat Business Excellence Awards.

Please note that the business summary needs to be on a **separate page** as it will be supplied to media partners should your business become a finalist.

#### 2. Background

- 2.1 What is your business name?
- 2.2 What does your business do?
- 2.3 Where is your business located?
- 2.4 When was your business established?
- How many people does your business currently
- 2.6 What region does your business cover?

#### 3. Business Planning & Adaptability (10 points)

- Do you have a current business plan and vision for your business? Explain its main objectives.
- How do you monitor performance against your business plan?
- 3.3 How do you revise and adapt your business plan?
- 3.4 What processes do you implement to ensure your business meets its legal, regulatory and/or risk management responsibilities? How do you monitor vour current external environment?
- 3.5 In 2020, what new opportunities were embraced or diversifications made to your business to adapt to your
- 3.6 Is your business continuing to implement and/or further adapt these changes? If so, how and why?

#### 4. Financial Management (10 points)

- 4.1 Do you adopt a detailed income and expense budget prior to the commencement of each financial year? In 2020 was this revised and how?
- 4.2 What procedures do you have in place to control your work in-progress and/or stock?
- 4.3 What procedures do you have in place to monitor and control your debtors?
- 4.4 What procedures do you have in place to manage cashflow and liquidity? How did you navigate this in
- 4.5 What benchmarks do you use to manage your business finances - for example, ratio analysis, turnover and marains?

#### 5. Marketing (10 points)

5.1 Do you have marketing plan including brand guidelines in place? Did this need to be adapted in 2020 and if so, how was it changed?

- 5.2 How do you seek to differentiate your business from your competitors?
- 5.3 How do you ensure that your products and services are compatible with your chosen position in the market and are consistent with your brand.
- 5.4 Explain the various methods of promoting your business you currently or have previously used?
- 5.5 Explain your strategies for managing your online presence, including website, blog, social media accounts and other online systems.
- How did the use of digital platforms change in your business in 2020? How will those new adoptions look going forward?

#### 6. Employment (10 points)

- How do you recruit new staff and what formalised training processes do you have for new or existing
- 6.2 What procedures do you have, either formal or informal, to listen to and learn from your staff? How do you feel this enhances team spirit?
- 6.3 In what ways do you support a healthy workplace culture in your business and demonstrate a commitment to employee health and wellbeing? Please provide examples from 2020.

#### 7. Quality (10 points)

- 7.1 Do you have a quality standard of work or product you seek to meet, either formal or informal, and how do you ensure this standard is achieved?
- 7.2 How have you established that the quality standard you seek to meet is that required by your target
- 7.3 How do you ensure consistency between the quality standards you seek to meet and the pricing of your
- 7.4 How do you ensure efficiency in your business and have you implemented any automated systems or processes to improve productivity?

#### 8. Community Engagement (10 points)

- 8.1 How does your business involve itself and or support the broader Ballarat community?
- 8.2 What policies do you have in place to ensure you support local suppliers whenever appropriate?
- 8.3 Do you monitor your business spend to ensure that any policies you might have with respect to local suppliers are complied with?
- 8.4 During 2020, how did you engage with other local businesses/organisations and/or find opportunities to

#### 9. Environmental Sustainability (10

In what ways do your business activities impact on the natural environment? What initiatives do you have to reduce these impacts?

# O7 Category specific questions.

All category-specific questions are worth 10 points each.





#### **Ballarat Foundation**

#### **Community Impact Award**

Applicants must show a commitment to strengthening their local community beyond their core business purpose. Community impact may include financial contributions by the business or staff (through structured corporate giving programs), corporate volunteering, pro-bono work or any other initiative that offers direct support throughout the community.

- Specifically, detail all the ways in which your business has a positive impact in your local community beyond your core business? (Examples may include Sponsorship, Donations, Volunteering, Pro-Bono support, Advocacy etc)
- b) How do you measure and/or report on the community impact of your business?
- How do you engage with local groups to support/create initiatives that provide social, environmental and/or economic benefits to your local communities.
- d) What workplace policies and practices do you have that support responsible engagement with community stakeholders (staff, customers/clients, supply chains, local community etc.)
- e) In what way does your business impact on people and the environment (operations, products or services) inside/outside of your business?





#### Photo credit: Teagan Glenane

#### Regional Development Australia Grampians

#### **Eat Drink West Award**

This category recognises growers and producers that make a concerted effort to contribute to and grow the local food and beverage industry. Entries in this category are extended to all businesses in the RDA Grampians region, which includes the LGAs of Ararat, Ballarat, Golden Plains, Hepburn, Hindmarsh, Horsham, Moorabool, Northern Grampians, Pyrenees, West Wimmera and Yarriambiack.

- How do you keep abreast of advances in production and/or processing techniques relevant to your industry?
- b) How have you modified your growing and/or processing operations in the last five years to reflect changing market demand?
- c) How have you maximised regional business connections (suppliers and buyers) and/or worked collaboratively with other local businesses?
- d) How do you manage business changes, in particular, the capital demands that meeting market changes may require into the future?
- e) What percentage of your product is sourced and/or distributed within the Grampians area?





#### **Power FM**

#### **Small Business Award**

Open to all small businesses that employ one to five full-time employees (FTE). If the number of casual/part-time hours worked per week totals 38 hours, this is considered to be one full-time employee.

- Does your business have a point of difference or a competitive edge to other businesses? If so, explain.
- b) What use do you make of the support organisations available to you?
- c) How do you manage the growth of your business and, in particular, the capital demands that growth may require?
- d) Do you have formal customer/client service policies? If so, how do you monitor compliance with these policies?
- e) How do you ensure that existing and new staff become and remain aware of your customer/client service policies?





#### **Ballarat Times News Group**

#### **Retail Business Award**

Open to all retail businesses - for example, clothing stores, pharmacies, homeware stores and bookstores.

- a) Provide an overview of strategies you have adopted to ensure customers stay engaged with your products.
- b) How do you engage with your local business community to ensure you are using the most up-to-date practices when communicating with your stakeholders?
- Provide examples of two interactive marketing campaigns to your customers that have delivered positive return on investment.
- d) Do you have formal customer/client service policies?
- e) How do you monitor compliance and ensure existing and new staff become and remain aware of your customer/client service policies?

# 09

# Category specific questions.

All category-specific questions are worth 10 points each.





#### **Central Highlands Water**

#### Trade Business Award

Open to all trade businesses – for example, plumbers, electricians, mechanics, hairdressers, carpenters, bricklayers and gardeners.

- a) How do you monitor the time of delivery of your services from quotation to completion (that is, meeting agreed deadlines)?
- b) How do you keep abreast of the latest developments in both products and techniques?
- c) What procedures do you have to ensure safety in the workplace?
- d) Do you have formal customer/client service policies? If so, how do you monitor compliance with these policies?
- e) How do you ensure that existing and new staff become and remain aware of your customer/client service policies?





#### Federation University Technology Park

#### **Innovation Award**

Open to all businesses that use innovation in any facet of their business to improve their efficiency, product, service or customer experience

- a) Describe the innovation that you have incorporated in your business and how it is unique?
- Describe the benefits for your stakeholders that this innovation has provided?
- c) How is a commitment to innovate business practices enabling you to create a successful future for your business?
- d) What strategies and actions do you employ to ensure a culture that promotes innovation is established in your business?
- e) How do you measure the success or the impact of your innovation on your business or your stakeholders?





#### **City of Ballarat**

#### Creative Industries Business Award

Open to all businesses that operate within the creative industry – for example, music, design, fashion, photography, marketing and art.

- a) How do you engage and communicate with your audience and/or clients?
- b) How do you deliver your key messages or promote your product through your chosen form of communication?
- c) From where do you draw inspiration, and how do you turn that inspiration into a commercial product?
- d) Do you have formal customer/client service policies? If so, how do you monitor compliance with these policies?
- e) How do you ensure that existing and new staff become and remain aware of your customer/client service policies?





#### **GROW Ballarat**

#### Health and Wellbeing Business Award

Open to all businesses that offer health services – for example, doctors, physiotherapists, optometrists and naturopaths.

- a) How do you ensure practitioners keep abreast of the latest developments in their field?
- Describe how you take a holistic approach to patient/ client health.
- c) What steps do you take to liaise with other health professionals involved in the care of your patients/clients?
- What changes did you implement to ensure the ongoing safety and care of your patients in 2020?
- e) Do you have formal customer/client service policies? If so, how do you monitor compliance with these policies?

## 11

# Category specific questions.

All category-specific questions are worth 10 points each.





#### Integra

#### Restaurants, Cafes and Pubs Business Award

Open to all businesses that offer food and beverage services – for example, restaurants, cafes, hotels and clubs.

- a) How do you create a customer experience that is unique to your business, and how did you endeavour to provide that experience during COVID?
- b) What new initiatives did you implement in 2020 while trying to navigate the lockdowns and restricted numbers?
- c) How do you monitor what is happening in the industry with regard to current food and beverage trends, and external environment factors?
- d) Do you have formal customer/client service policies? If so, how do you monitor compliance with these policies?
- e) How do you ensure that existing and new staff become and remain aware of your customer/client service policies?





#### **The WIN Network**

#### **Customer Service Award**

Open to all businesses that provide excellence in customer service and satisfaction through the outstanding treatment of, and positive attitude towards, their customers.

- a) How do you create customer loyalty?
- b) How do you reward customer loyalty?
- c) How do you acknowledge staff who provide superior customer service?
- d) Do you have formal customer/client service policies? If so, how do you monitor compliance with these policies?
- e) How do you ensure that existing and new staff become and remain aware of your customer/client service policies?





#### **Nevetts Lawyers**

#### **Manufacturing Award**

Open to all manufacturing businesses.

- a) How do you keep abreast of advances in manufacturing techniques relevant to your industry?
- b) How do you undertake research and development? Can you give examples of any product or procedure that you have implemented as a result of your research and development over the past 5 years?
- c) Are you aware of Government programs available to assist you in the growth and development of your business? If yes, please outline briefly how you have utilised these programs to improve your organisation.
- d) Describe the culture of your business/company and describe what actions you have implemented to influence or maintain this culture.
- Describe the communication process between your sales, production and administration departments.





#### **Bartlett Manufacturing**

#### Family Business Award

Open to all businesses that are family-owned and operated, with at least two generations who are working or have previously worked together within the business.

- Describe how decisions about promotions and appointments of family members are made.
- Does the family have a process (such as a code of conduct) to guide the relationships and behaviour of family members in the business?
- c) Do you have a succession plan that addresses issues of both management and ownership succession including the fair and equitable distribution of family assets and the issue of business ownership control?
- Do you have a board or management committee?
   If yes, describe how it works.
- e) Do you have formal customer/client service policies? If so, how do you monitor compliance with these policies?

## 13

# Category specific questions.

All category-specific questions are worth 10 points each.





#### **Mercure Ballarat Hotel** and Convention Centre

#### **Professional Service Business Award**

Open to all businesses that offer professional services – for example, legal firms, real estate agents, insurance brokers, employment agencies and accountants.

- a) How do you communicate to the market the level of service offered by your business?
- b) How do you ensure your service levels are compatible with the quality of the product you are offering?
- c) To what extent do you use IT to assist in service delivery and to monitor service standards?
- d) Do you have formal customer/client service policies? If so, how do you monitor compliance with these policies?
- e) How do you ensure that existing and new staff become and remain aware of your customer/client service policies?





#### **Runway Ballarat**

#### New and Emerging Business Award

Open to all businesses established since 1 January 2018. (Franchise/Buying Group businesses excluded).

- a) Prior to establishing your business what investigations did you make into the external support networks available?
- b) What research did you do to investigate the market for your product prior to establishing your business?
- c) How do you manage the growth of your business, in particular the capital demands that growth may require?
- d) Do you have formal customer/client service policies? If so, how do you monitor compliance with these policies?
- e) How do you ensure that existing and new staff become and remain aware of your customer/client service policies?

# Top five reasons why your business should submit an application.

- 1. An opportunity to review your business plan
- 2. Recognition and celebrate your achievements
- 3. A great team building exercise
- 4. Provides fresh insight into your business
- 5. You have to be in it to win it!

Commerce Ballarat will host application information sessions and one on one application mentoring sessions to assist in turning your nomination into a winning application. To book a place in either session, email rsvp@commerceballarat.com.au or phone 5333 3233

Applications Close 5pm Tuesday 1 June 2021

Commerce Ballarat is partnering with Fifteen Trees and **planting one tree** for each business that completes an application.



#### **Application Checklist.**

(all categories except Federation Business School Employer of the Year Award, see page 5)

#### Please note the mandatory items are marked with an \* below

- ☐ I have read and understand all Entry Guidelines\*
- ☐ I have registered/attended an Application Information Session (last session 11 May)
- ☐ My Business Summary is on a separate page\*
- I have answered all questions in the General Questionnaire\*
- ☐ I have answered all Category Specific Questions\*
- ☐ I have included Supplementary Material\*

- I have entered two categories (not mandatory but strongly advised)
- ☐ I have two copies of each application (two judges per category)\*
- ☐ I have a signed Entry Form attached to the front of each application\*
- I have saved a copy of my applications as entries are destroyed after judging

\*Mandatory

#### **Entry Form.**

(all categories except Federation Business School Employer of the Year Award, see page 5)

#### Category entered

Business nam	е	
ABN		
Name (all awa	ard correspondence w	ill be sent to this person)
Position		
Postal Addres	ss	
City	State	Post Code
Business Add	ress (If different to post	tal)
City	State	Post Code
Business Phor	ne	
Mobile		
Email		

#### Application process made easier!

Download a fillable application document from www.commerceballarat.com.au and complete your submission from your own computer. (All categories except Federation Business School Employer of the Year Award).

Please note: emailed applications will not be accepted.

#### Declaration

I certify that I am authorised by the business named on this entry form to provide the information in this application. I understand that the judges' decision is final and that no correspondence or discussion will be entered into and that due to the voluntary nature of the judging panel, no individual feedback on my application will be provided.

I understand that it is my responsibility to ensure adequate time is allowed for the application to reach Commerce Ballarat.

#### Privacy

The information collected will be used for administrative and contact purposes only and will be provided to the 2021 Federation Business School Commerce Ballarat Business Excellence Awards judging panel for the purpose of assessing this entry.

The contact details of nominees for the 2021 Federation Business School Commerce Ballarat Business Excellence Awards may be provided to sponsors. Personal information will not be used or disclosed for any other purpose.

#### Confidentiality

All judges acting on behalf of the 2021 Federation Business School Commerce Ballarat Business Excellence Awards will sign confidentiality agreements to protect the commercial and personal information submitted by entrants.

I certify that the information in this application is true and correct to the best of my knowledge and belief and fairly represents the affairs of my business. I also understand that if my business is chosen as a finalist, my signature below authorises the use and public release of my business name and address.

#### **Signature**

Name

The 2021 Federation Business School Commerce Ballarat Business Excellence Awards shine a light on the outstanding achievements of Ballarat businesses. We encourage you to turn your nomination into an application. Good luck!

**Early bird application close** 5pm Tuesday 25 May 2021

**Applications close** 5pm Tuesday 1 June 2021

































