



Queensland
Small Business
Commissioner



Small
Business
Friendly

Small Business Friendly Program Awards 2024



Queensland
Government



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Commissioner



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A component of the Small Business Friendly Program

Interpreter services

The QSBC is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding this document, you can contact the QSBC by phoning 1300 312 344 to arrange an interpreter to effectively communicate this document to you.

Providing feedback

For enquiries or feedback about this document, or to request a printed copy, contact the QSBC by phoning 07 3334 2300 or email engagement@qsbcc.qld.gov.au

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Message from the Commissioner

These Awards recognise and celebrate member excellence in the Small Business Friendly Program and emphasise the valuable work of members in creating environments that promote small business friendly communities across Queensland.

The Awards are based on member's involvement with the SBF Program and collaboration with small businesses, across government, and with other stakeholders to enhance the operating environment for small businesses within their regions.

The Awards are presented at the annual Small Business Friendly Conference, which coincides with Queensland Small Business Month in May each year. The Awards are

aligned to the Small Business Friendly Charter and Accelerator.

Participating in the Awards is a small but important way to demonstrate member commitment to the Small Business Friendly Program and raise awareness of activities that have benefited small businesses across Queensland.

I encourage you to nominate for the Awards.



Dominique Lamb

Small Business Commissioner



I am delighted to announce the Queensland Small Business Friendly (SBF) Program annual Awards are open for nomination



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About the annual awards

All SBF program member organisations (members) are eligible to self-nominate for an award. The member is the ‘nominee’ and is nominated by an officer within the member organisation.

The Awards offer the opportunity to celebrate the value members bring to Queensland and to promote the activities and innovations that significantly enhance the operating environment for small businesses in their regions.

Nominations will be shortlisted to three finalists in each category by a panel of judges selected by the QSBC from the public sector, with the winners decided by the Commissioner.

Nominations that demonstrate merit may receive a certificate of commendation from the judges.

The QSBC will present the Award winner and two finalists for each category at the annual SBF Conference.

2024 Awards timeline

| | |
|---------------|---|
| 4 March 2024 | Nominations open |
| 12 April 2024 | Nominations close |
| May 2024 | Finalists announced |
| 30 May 2024 | Awards presented at annual SBF Conference |

Award categories

Member of the Year

Awarded to the member that has demonstrated overall excellence across the SBF Program and delivered significant enhancements to the operating environment for small businesses in their region.

Regional Member of the Year

Awarded to the member of a Local Government Area with a population under 50,000, that has demonstrated excellence across the SBF Program and delivered significant enhancements to the operating environment for small businesses in their region.

Innovator of the Year

Awarded to the member that has demonstrated commitment to the SBF Program and undertaken the most innovative initiative, which has delivered significant enhancements to the operating environment for small businesses in their region.

i Nominate online

Nominations close 4.30pm, 12 April 2024.



Award guidelines

Refer to these guidelines and the Terms and Conditions for full Awards criteria.

Nomination process

1. Apply online

QSBC will provide a digital platform and instructions for nomination. The nominator must provide a correct email address to receive a confirmation email.

Members can self-nominate for more than one category as appropriate, but can only win one award. However, they can be a finalist or commended in other categories.

Nominations must be received by 4.30pm, 12 April 2024 – late nominations will not be considered.

2. Respond to criteria

The online nomination must address the nomination criteria – this must be completed to be a valid nomination and be assessed by the judges.

Responses must not exceed 800 words in total and must not include confidential information, as they may be made publicly available if the nomination is shortlisted.

3. References

Contact details (email address and telephone number) for two referees who are independent and external to the nominee must be provided.

Additionally, one of the referees must provide a signed letter of reference. This must be uploaded within the nomination. Only one letter of reference is required, but two may be provided if desired.

Referees may be from entities such as:

- Local chambers of commerce, tourism and business associations
- Industry associations
- Not-for-profit organisations
- Local small businesses.

Letters of reference should be no more than one to two pages and:

- Refer to the nomination
- Include the referee's interpretation of how the nominee has made it easier for small business to interact with them and operate within their region.

As part of the standard reference check process, referees may be contacted to verify their reference and provide additional information.

4. Supporting documentation

Up to five relevant supporting documents may be submitted with the nomination, such as photographs, electronic media, articles, newsletters, brochures, testimonials, and anecdotes. These must be uploaded within the nomination and will not be accepted by any other means.

5. Promotional material

The following material must be uploaded via the digital platform:

- The full name of the nominee and logo
- A summary (maximum 250 words) of the nomination including impact on the local small business community and nominee's operations. The summary must be appropriate for marketing and publication purposes.
- One high-resolution photo depicting the nominee's local area or initiative. Please include the location and names of any persons identified in the photograph and their written consent for their images to be used as part of the Awards program.

Receipt of nominations will be acknowledged via email within two business days of submission. You may be contacted after submitting a nomination to provide further details.

- i** For more information about the Awards or how to complete your nomination contact the QSBC engagement team at engagement@qsbq.qld.gov.au or (07) 3334 2300.

Nomination criteria

Nominations should address the following:

1. Summary

A brief description including:

- The name and dot point highlights of the activity or innovation
- The staff, resources and key stakeholders involved
- Details on how the activity or innovation aligns with the SBF Charter and, if appropriate, the Accelerator
- Response received from the small business community.

2. Impact

- **Outcomes:** The most significant change and benefit to the nominee's local small business community including, where available, data demonstrating results achieved.
- **Key takeaways:** The elements that contributed to its success and learnings from undertaking the activity/initiative.





Judging criteria

A panel of three judges selected by the QSBC from the public sector will review each nomination in accordance with the judging criteria:

- Alignment with the SBF Program
- Evidence of results achieved
- Innovation, creativity, and resourcefulness
- Impact on the nominee's local small business community.

Three finalists will be shortlisted for each award category. The Commissioner will decide the winner of each award category:

- One winner will be awarded for each award category
- The two runners-up in each category will be awarded as finalists.

The Commissioner's decision is final on all matters relating to the Awards including, without limitation, the nomination process, appointment of judges, and selection of the Award winners.

Award winners

The winner of each award category will receive:

- Award winner certificate
- Recognition at the annual SBF conference
- A visit and/or interview by the Commissioner
- A feature article in the QSBC newsletter
- Promotion on the QSBC website, social media channels, and other channels, as appropriate.

Finalists

The finalists of each award category will receive:

- Award finalist certificate
- Recognition at the annual SBF conference
- Promotion on the QSBC website, social media channels, and other channels, as appropriate.



Nomination checklist

Please ensure you have reviewed the guidelines including the Award Categories, Nomination Criteria and the terms and conditions of entry to ensure your nomination is in the appropriate category:

- Have you responded to all nomination criteria and provided promotional material and all necessary supporting material?
- Have you provided appropriate contact details for the nomination?
- Have you provided the contact details for two referees, and included at least one written letter of reference?

Ensure your references:

- Are independent and external to the nominated member
 - Have direct knowledge of how the nominee's activities or innovation have benefited the local small business community
 - Have consented to being contacted by the judging panel if necessary
 - Are not the nominator of the nomination.
-
- You have obtained the consent of each person listed in the nomination for their personal information to be collected, used, and disclosed in accordance with the guidelines.

Terms and conditions

The State of Queensland (the State) through the Queensland Small Business Commissioner (QSBC) is the organiser of the Small Business Friendly Awards (Awards).

In these Terms and Conditions of entry:

- ‘Award Category’ means the relevant category described as either ‘Member of the Year’, ‘Regional Member of the Year’ or ‘Innovator of the Year’.
 - ‘Nomination Criteria’ means the nomination criteria for the relevant Award Category.
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Entry requirements

A nomination will only be eligible if:

- The nominee is an SBF Program member
 - A true and complete nomination which addresses the nomination criteria, is submitted online via the portal provided
 - The nomination does not exceed 800 words in total
 - The nominee’s activity or innovation has not previously received an Award under this program unless the activity is continuing and there has been significant change and impact to the nominee’s local small business community since the previous nomination.
 - The nomination is accompanied by:
 - at least one written reference, which must be provided by persons independent and external to the nominee
 - the promotional material set out in the award guidelines.
 - The nomination complies with these terms and conditions
 - Nominations are received by the closing date of 4.30pm, 12 April 2024.
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Judging

- The Awards will be judged by a panel of three judges selected by the QSBC from the public sector.
- The judges’ and commissioner’s decision is final on all

matters relating to the Awards, including but not limited to the eligibility of nominees for Award categories and the selection of Award recipients, and no correspondence will be entered into.

- The judges reserve the right to ask nominators or referees to provide additional information.
 - The State and the commissioner reserve the right not to allocate an award in any of the award categories (Member of the Year, Regional Member of the Year, Innovator of the Year) if, in their opinion, the nominations are of insufficient merit.
-

Intellectual property

The nominator acknowledges and agrees:

- that the material contained in the nomination is not of a confidential nature
 - that the State has a perpetual, royalty-free, non-exclusive license to edit, amend, copy, reproduce, use, publish, and communicate to the public, in full or part, the material contained in the nomination including but not limited to photographs and videos
 - that the State’s use of material contained in the nomination will not give rise to any infringement or unauthorised use of any third-party intellectual property rights
 - they will not make any claim against the State arising from the exercise including claims in relation to any moral rights they may have
 - to indemnify the State against all costs and claims by any third parties arising from a breach of these warranties.
-

Personal information

The nominator agrees that :

- Their personal information will be collected by the State for the purpose of administering the Awards
- Their personal information will be given to the judges for the purpose of judging the Awards
- They have obtained the prior consent of the referees to disclose the referees’ personal information to the State and panel of judges to enable the panel of judges to contact the referees to verify the information provided in the nomination.

Promotion

- The nominee agrees to their name and material contained in response to the Nomination Criteria being used in connection with the Awards to report on, promote, and publicise the Awards, both now and in future years, including in print and online format, such as the QSBC website, social media channels and other channels as appropriate.
- The nominator acknowledges that category winners and finalists will be honoured with a certificate that will be presented at the annual Small Business Friendly conference. Nominees awarded a commendation will receive a digital certificate.
- Persons accepting an award on behalf of the nominee may be requested by the QSBC to be photographed or filmed for promotional purposes and to be profiled on the QSBC website, social media, and other channels.

General

To the extent permitted by law, the State is not liable for any loss or damage suffered or incurred by any person or personal property in relation to the Awards including, but not limited to, consequential and indirect losses by reason of any act of omission, deliberate or negligent, by the State, its employees, subcontractors, or agents.

In no event will the State, the commissioner or the judges be held responsible for any comment, viewpoint, or expression, whether direct or implied, concerning a nomination. By submitting a nomination, the nominator agrees not to bring claims against any judges or the State.

The State may change these conditions or cancel or vary the Awards at any time, whether before, on or after the closing date.





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