



ENTRY INFORMATION PACK

2021



Congratulations!

You have taken the first step to participating in the Regional Australia Bank 2021 Chamber of Commerce 25th Rhino Awards. Entering the Awards is a valuable endeavour that can deliver great benefits to your organisation and to your people.

This pack is designed to help you understand the entry process, as well as provide a step-by-step guide to completing your online entry.

This is the Rhino Awards' 25th year, and every year they get bigger and better.

In some categories, eligible winners will receive automatic entry into the 2021 Business NSW Regional Awards.

If you have any questions about the Rhino Awards or your entry, please call the Chamber on 0457 844 883 or email executiveofficer@dubbochamber.com.au

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Key Dates

Entries Open	1 st July 2021
People's Choice Nominations Close	6 th August 2021
Entries Close:	6 th August 2021
Judging Closes:	31 st August 2021
Peoples' Choice:	7 th August – 31 st August 2021
Cocktail Party:	17 th September 2021, 6:00 pm, Savannah Room, Taronga Western Plains Zoo, Dubbo - finalists announced!
Gala Evening:	22 nd October 2021 6:00pm, Convention Centre (Civic Centre) – winners announced!



Award categories

Judges' Choice

Please Note: Asterisk indicates award winner is automatically entered to the Western NSW Business Chamber Awards.*

Excellence in Business*

Sponsored by: **No.1 Church Street**

The Excellence in Business Award recognises a business that has effectively driven growth and is able to demonstrate the specific strategies implemented to achieve business success and/or resilience.

Entry criteria

Entrants are required to demonstrate their achievements over the past 12 months across the key area of business excellence. This category is open to businesses with 21 or more employees at the time of entry, who have been trading for a continuous period of two years or more.

Award eligibility check box

- ✓ This business has been trading for a continuous period of two years or more and is not bankrupt or trading insolvent at the time of entry.
- ✓ This business has 21 or more employees on the payroll in Australia at the time of entry.
- ✓ This business has not entered the categories of Outstanding Community Organisation, Outstanding Start-up, Excellence in Micro Business or Excellence in Small Business.

Questions

1. Detail what your business goals and key milestones were for the previous 12 months and how you achieved all or part of them. Maximum word count: 300
2. Provide an overview of the key features of your business plan including goals, strategies, and projected outcomes for the future. Maximum word count: 300
3. Describe why your product or service offering is unique within your industry and differentiates your business from competitors. Maximum word count: 400
4. Demonstrate how your business contributes to the local economy in your region. Maximum word count: 400
5. Outline the key challenges your business has faced over the past 12 months and explain how you have managed the impact of these challenges on your workforce and external stakeholders, as well as the impact they have had on your strategic direction. Maximum word count: 400



OUTSTANDING EMPLOYER OF CHOICE

Sponsored by: **RDA Orana**

The Employer of Choice Award recognises a business that has implemented strategies and initiatives to create stimulating and supportive workplace environments to maximise the full potential of their workforce.

Entry criteria

Entrants are required to demonstrate their achievements over the past 12 months across the key areas of employee recruitment, engagement, and retention. Category criteria is based on initiatives that have had a positive impact on both the workforce and business.

Award eligibility check box

✓ The business has been trading for a continuous period of two years or more and is not bankrupt or trading insolvent at the time of entry.

Questions

1. Outline the specific HR and WHS programs, policies, and initiatives you have undertaken over the past 12 months. Word Count: Maximum 300
2. Describe why your business chose to implement these initiatives. Word count: Maximum 300
3. Detail measurable evidence outlining how these initiatives have positively contributed to workplace productivity and employee satisfaction. Word count: Maximum 400
4. Describe how your business adopts inclusive practices and recognises the needs of a diverse community, including examples. Word Count: Maximum 300
5. Identify and describe the benefits you offer as an employer of choice. Word Count: Maximum 40

Excellence in Innovation*

Sponsored by: **Dubbo RSL Memorial Club**

The Excellence in Innovation Award recognises a business that has made significant contributions to their industry or implemented innovative solutions for new and existing business needs through the introduction or improvement of an idea, method, technology, process, or application.

Entry criteria

Entrants are required to demonstrate their achievements over the past 12 months across the key area of innovation.

5|: <https://enter.businessnsw.com/register/wRbwjbPn>



Award eligibility check box

✓ The business has been trading for a continuous period of two or more years and is not bankrupt or trading insolvent at the time of entry.

Questions

1. Outline the innovation implemented in your business and how it has addressed a new or existing business need. Maximum word count: 200
2. Describe why the innovation is unique within your industry and how it differentiates your business from its competitors. Maximum word count: 300
3. Describe how the innovation was received by the market, your workforce, and external stakeholders. Maximum word count: 300
4. Demonstrate how the innovation has or is likely to have a positive impact on your business, such as in your industry or community. Maximum word count: 400
5. Provide measurable evidence of how the innovation has improved business operations, driven growth and contributed to the success of your business. Maximum word count: 400

Excellence in Work Health Safety*

Sponsored by: **SafeWork NSW**

Awarded to a business that demonstrates outstanding Excellence in Work Health Safety.

Environmental Sustainability* - Green Rhino

Sponsored by: **Taronga Western Plains Zoo**

The Excellence in Sustainability Award recognises a business that has demonstrated its commitment to sustainable business practices and is working to reduce the impact of its operations on the environment.

Entry criteria

Entrants are required to demonstrate their achievements over the past 12 months across the key area of environmental sustainability. Category criteria is based on initiatives and projects executed within the business not related to its core offering.

Award eligibility check box

✓ The business has been trading for a continuous period of two years or more and is not bankrupt or trading insolvent at the time of entry



Questions

1. Outline your business sustainability goals and objectives including measurable targets.
Maximum word count: 200
2. Outline the initiatives you have implemented to achieve sustainable practices within your business. Maximum word count: 300
3. Describe your sustainability achievements over the past 12 months including environmental outcomes. Maximum word count: 300
4. Describe how you involve your workforce and external stakeholders in your sustainability initiatives. Maximum word count: 400
5. Detail measurable evidence explaining how your business sustainability practices have improved business operations, driven growth and contributed to the success of your business.
Maximum word count: 400

OUTSTANDING EMPLOYEE

Sponsored by: **Fully Promoted**

The Outstanding Employee Award recognises an inspirational employee who has demonstrated a passion for their role and a commitment to their workplace and community.

Entry criteria

To be eligible to enter this category, the individual must have been employed by their current employer for a minimum of 18 months.

Additional T&C's

In addition to the general T&Cs the following apply to this category: - Should the entrant leave the organisation before the Regional or State Gala event, they will not be eligible to receive an award.

Award eligibility check box

- ✓ I have been employed by my current employer for at least 18 months at the time of entry.
- ✓ I am not an employee, Regional President, State Councillor or Board Member of NSW Business Chamber Limited.

Questions

Entrants full name:

Current job title:

Name of the organisation or business you work for:

Commencement of employment date:

5]: <https://enter.businessnsw.com/register/wRbwjbPn>



1. Provide a brief profile, including your current role and scope of responsibilities. Maximum word count: 200
2. Outline your employment background, including measurable career achievements and key milestones. Maximum word count: 300
3. Provide an overview of your five-year goals and how you are working towards achieving them. Maximum word count: 300
4. Detail the specific activities and initiatives you have undertaken over the past 12 months that have demonstrated a passion for your role and a commitment to your workplace and community. Maximum word count: 400
5. Outline the reasons why you are an outstanding employee. Maximum word count: 400

OUTSTANDING YOUNG BUSINESS LEADER

Sponsored by: **Air Link Airlines**

The Outstanding Young Business Leader award recognises an inspirational business leader aged 35 or under who demonstrates outstanding entrepreneurial spirit, strategic business direction and innovative ideas.

Entry criteria

To be eligible to enter this category, the individual must have held a management position within their organisation for a minimum of 18 months at the time of entry.

Award eligibility check box

- ✓ I am aged 35 years or under at the time of entry.
- ✓ I am not an employee, Regional President, State Councillor or Board Member of NSW Business Chamber Limited.

Questions

Entrants full name:

Current job title:

Date of birth:

Name of your organisation or business:

1. Provide a brief profile, including your current role and scope of responsibilities. Maximum word count: 200
2. Detail the specific activities and initiatives over the past 12 months that you have undertaken to reshape your workplace, industry, or the community to create a smarter and more inclusive future, with examples of how you have used your leadership skills. Maximum word count: 400



3. Describe the key challenges over the past 12 months that you have faced as a young business leader and how you overcame them. Maximum word count: 300

4. Provide an overview of your five-year goals and strategies for future business growth, detailing how you are working towards achieving them. Maximum word count: 300

5. Outline the reasons why you are an outstanding young business leader. Maximum word count: 400

OUTSTANDING BUSINESS LEADER

Sponsored by: **Findex.**

The Outstanding Business Leader award recognises an inspirational business leader aged 36 or over who demonstrates outstanding entrepreneurial spirit, strategic business direction and innovative ideas, whilst providing leadership to the new generation.

Entry criteria

To be eligible to enter this category, the individual must have held a senior management or executive level position within their organisation for a minimum of 18 months at the time of entry.

Award eligibility check box

✓ I am aged 36 or over years at the time of entry.

✓ I am not an employee, Regional President, State Councillor or Board Member of NSW Business Chamber Limited.

Questions

Entrants full name:

Current job title:

Date of birth:

Name of your organisation or business:

1. Provide a brief profile, including your current role and scope of responsibilities. Maximum word count: 200

2. Detail the specific activities and initiatives over the past 12 months that you have undertaken to reshape your workplace, industry, or the community to create a smarter and more inclusive future, with examples of how you have used your leadership skills. Maximum word count: 400

3. Describe the key challenges over the past 12 months that you have faced as a business leader and how you overcame them. Maximum word count: 300

4. Provide an overview of your five-year goals and strategies for future business growth, detailing how you are working towards achieving them. Maximum word count: 300

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5. Outline the reasons why you are an outstanding business leader, including the ways in which you provide mentorship to others. Maximum word count: 400

EXCELLENCE IN SMALL BUSINESS*

Sponsored by: **Summit Cranes**

The Excellence in Small Business Award recognises a business that has effectively driven growth and is able to demonstrate the specific strategies implemented to achieve business success and/or resilience.

Entry criteria

Entrants are required to demonstrate their achievements over the past 12 months across the key area of business excellence. This category is open to businesses with 5 to 20 employees at the time of entry, who have been trading for a continuous period of two years or more.

Award eligibility check box

- ✓ This business has been trading for a continuous period of two years or more and is not bankrupt or trading insolvent at the time of entry.
- ✓ This business has 5 to 20 employees on the payroll in Australia at the time of entry.
- ✓ This business has not entered the categories of Outstanding Community Organisation, Outstanding Start-up, Excellence in Micro Business or Excellence in Business.

Questions

1. Detail what your business goals and key milestones were for the previous 12 months and how you achieved all or part of them. Maximum word count: 300
2. Provide an overview of the key features of your business plan including goals, strategies, and projected outcomes for the future. Maximum word count: 300
3. Describe why your product or service offering is unique within your industry and differentiates your business from competitors. Maximum word count: 400
4. Demonstrate how your business contributes to the local economy in your region. Maximum word count: 400
5. Outline the key challenges your business has faced over the past 12 months and explain how you have managed the impact of these challenges on your workforce and external stakeholders, as well as the impact they have had on your strategic direction. Maximum word count: 400



Excellence in Social Enterprise* Outstanding Community Organisation

Sponsored by: **Regional Australia Bank**

The Outstanding Community Organisation Award recognises an organisation that works to improve the social, cultural, or environmental wellbeing of the community.

Entry criteria

Entrants are required to demonstrate their commitment over the past 12 months to being an outstanding community organisation. This category is open to social enterprises and not-for-profit organisations who have been trading for a period of over 24 months.

Award eligibility check box

- ✓ The organisation has been trading for a continuous period of two or more years and is not bankrupt or trading insolvent at the time of entry.
- ✓ The organisation has not entered the categories of Outstanding Start-up, Excellence in Micro Business, Excellence in Small Business, Excellence in Business or Outstanding Local Chamber.

Questions

1. Explain the social purpose of your organisation and how it contributes to the social, cultural, or environmental wellbeing of the community. Maximum word count: 300
2. Provide an overview of your organisation, including the product or service you deliver within the community. Maximum word count: 200
3. Provide an overview of the key features of your business development strategy and projected outcomes for the future. Maximum word count: 300
4. Demonstrate how your organisation contributes to the local economy in your region. Maximum word count: 400
5. Outline the key challenges your organisation has faced over the past 12 months and explain how you have managed the impact of these challenges. Maximum word count: 400

OUTSTANDING START UP - Baby Rhino

Sponsored by: **WIN TV**

The Outstanding Start-up Award recognises a start-up business that has effectively driven growth and is able to demonstrate the potential to achieve future success.

5]: <https://enter.businessnsw.com/register/wRbwjbPn>

Entry criteria

Entrants are required to demonstrate their commitment over the past 12 months to being an outstanding start-up. This category is open to new businesses trading for a period less than 24 months.

Award eligibility check box

- ✓ This business has been trading for a period less than two years and is not bankrupt or trading insolvent at the time of entry.
- ✓ This business has not been purchased or acquired and is not part of a franchise.
- ✓ The business has not entered the categories of Outstanding Community Organisation, Excellence in Micro Business, Excellence in Small Business or Excellence in Business

Questions

1. Provide an overview of your start-up business including the product or service delivered to market, how you identified it as a market need and who your target customer is. Maximum word count: 400
2. Provide an overview of the key features of your business development strategy and projected outcomes for the future. Maximum word count: 300
3. Describe why your product or service offering is unique within your industry and differentiates your business from competitors. Maximum word count: 300
4. Detail the measurable growth and key milestones you have achieved since launching your business. Maximum word count: 400
5. Describe the key challenges your business has faced as a start-up and how you overcame them. Maximum word count: 400

Excellence in Customer Service

Sponsored by: **SJ Shooter Real Estate**

Awarded to a business that recognises and demonstrates that their customers are at the heart of their business.

Questions

1. Describe how you define and measure your customer service standards.
Maximum word count: 200
2. Describe how you build relationships with your customers including specific actions you undertake to monitor and improve customer service.
Maximum word count: 500
3. Provide evidence of customer loyalty that demonstrates that your business is driven by the needs of its customers (testimonials, feedback forms, referrals) and/ or provide an example of a change you have made to your business based on customer needs.

Apprentice and Trainee of the Year

Sponsored by: **Verto (Western College)**

Awarded to an apprentice and trainee that has gone above and beyond the call of duty and made a valuable contribution to the success of the business they work for.

Employer Questions

1. What is the employee's most outstanding contribution to your organisation?
Maximum word count: 200
2. Provide an example of the employee's attitude and teamwork.
Maximum word count: 200
3. How does the employee's involvement in your business benefit both the business and your customers?
Maximum word count: 200
4. Describe the employee's attitude and commitment to his or her profession, including examples that display initiative in the workplace.
Maximum word count: 500

Questions to be answered by the apprentice or trainee.

1. Describe your apprenticeship or traineeship and why you chose the field of specialisation?
Maximum word count: 200
2. What are your goals after completing your apprenticeship or traineeship?
Maximum word count: 200
3. Briefly describe your achievements in the workplace and/or your field of specialisation.
Maximum word count: 500
4. Describe how training has supported your career development.
Maximum word count: 300

1. Excellence in Micro Business

Sponsored by: **The Exchange**

The Excellence in Micro Business Award recognises a business that has effectively driven growth and is able to demonstrate the specific strategies implemented to achieve business success and/or resilience.

Entry criteria

Entrants are required to demonstrate their achievements over the past 12 months across the key area of business excellence. This category is open to businesses with less than 5 employees at the time of entry, who have been trading for a continuous period of two years or more.



Award eligibility check box

- ✓ This business has been trading for a continuous period of two years or more and is not bankrupt or trading insolvent at the time of entry.
- ✓ This business has less than 5 employees on the payroll in Australia at the time of entry.
- ✓ This business has not entered the categories of Outstanding Community Organisation, Outstanding Start-up, Excellence in Small Business or Excellence in Business

Questions

1. Detail what your business goals and key milestones were for the previous 12 months and how you achieved all or part of them. Maximum word count: 300
2. Provide an overview of the key features of your business plan including goals, strategies, and projected outcomes for the future. Maximum word count: 300
3. Describe why your product or service offering is unique within your industry and how it differentiates your business from its competitors. Maximum word count: 400
4. Demonstrate how your business contributes to the local economy in your region. Maximum word count: 400
5. Outline the key challenges your business has faced over the past 12 months and explain how you have managed the impact of these challenges on your workforce and external stakeholders, as well as the impact they have had on your strategic direction. Maximum word count: 400

The Jean Emile Serisier Roll of Honour Award

Sponsored by: **Dubbo Chamber of Commerce**

Recognises those who demonstrate outstanding entrepreneurial spirit, strategic business direction and innovative ideas, whilst providing inspiration to a new generation of upcoming business leaders.



Peoples' Choice Awards

Service with a Smile

Sponsored by: **Daily Liberal**

Awarded to Dubbo's most popular employee, as voted by the public.

Dubbo's Favourite Business

Sponsored by: **2DU & ZooFM.**

Awarded to Dubbo's most popular business, as voted by the public.

Dubbo's Favourite Tradie

Sponsored by: **Mailbox Shopper**

Awarded to Dubbo's most popular trade-based business (i.e., electrician, plumber, builder, painter) as voted by the public.

Hospitality

Sponsored by: **Down the Lane**

Awarded to a restaurant, cafe, function centre, pub, licensed club, or caterer that demonstrates excellence in hospitality.

Benefits of entering.

Entering the Business Awards provides your business with an unparalleled opportunity to:

- Gain recognition at a local, regional, and state level
- Raise the profile of your business and showcase your business to a state-wide, countrywide, and global audience.
- Build a reputation for excellence inside and outside of your industry.
- Benchmark your business year on year and against other businesses in your area and industry.
- Improve employee engagement by involving your employees in the entry process.
- Boost staff morale through the recounting of successes and wins in your business.

All finalists and winners receive an official Business Awards FINALIST or WINNER logo that can be used on collateral, websites, business cards and signage.

5]: <https://enter.businessnsw.com/register/wRbwjbPn>



Conditions of entry

- a) All entrants or nominees must operate in the Dubbo Postcode.
- b) Businesses must have been operating for more than two years unless the guidelines for the category the business is applying to specifically states otherwise.
- c) The Judging Panel reserves the right to place your entry into a category it feels most appropriate. The judging panel reserves the right to create or delete categories based on the entries received.
- d) The applicant acknowledges that if they win an award that the award is personal to the winner and is not assignable.
- e) Awards presented will be to the organisation or person named on the application form.
- f) No alterations to applications will be permitted after the date of submission although submissions may be withdrawn prior to announcement of winners.
- g) A representative must be present at the gala function on 18th October 2019.
- h) There is no entry fee.
- i) Your privacy is protected, and all entries are regarded as CONFIDENTIAL, and all individuals involved in the judging process are required to complete a Confidentiality Agreement.
- j) Entries must be submitted in the following format. All required questions must be answered to be eligible.
 - i. Answers to be presented using the entry form.
- k) All entrants or nominations must be registered with the ATO as a business and hold a current ABN number.
- l) Eligible winners of the starred categories will receive automatic entry into the 2019 Western NSW Business Awards. (To be eligible, a winner must be a member of the Dubbo Chamber and have subscribed to our alliance with the NSW Business Chamber; or be a member of the NSW Business Chamber)
- m) State category winners from 2018 cannot enter the same category in 2019 but can enter a different category or categories.
- n) The winner of the Gold Rhino award is selected by the judges.
- o) The Gold Rhino Award will be awarded to the business with the most points, awarded across all the categories.
- p) Where there is more than one business with the same total point balance, the winner will be determined by the business with the most points awarded in the General question area.
- q) Sponsors may enter the award but may not enter the category that they are sponsoring.
- r) Entry is not open to office bearers of Dubbo Chamber of Commerce & Industry.

How to enter

All entries must be submitted online via : <https://enter.businessnsw.com/register/wRbwjbPn>



Entry structure

Your Entry Details

- Business Trading Name*
- Business Display Name – this is how we will refer to your business name in any marketing or promotions. For example, if you become a finalist, it is how we will list your company name on the website, email marketing and slides on the night etc.
- ABN*
- Date Established*
- Annual Turnover*
- Number of Employees*
- Entry Contact First Name*
- Entry Contact Last Name*
- Entry Contact Phone Number*
- Entry Contact Email*
- Entry Contact Job Title*
- Company Description*

You will also be asked to accept the Terms and Conditions of entry in this section.

**Indicates mandatory field.*



Judging

The 2021 Rhino Awards and the NSW Business Chamber Business Awards follow a rigorous judging process at both regional and state level.

Judges are selected from subject matter experts or practitioners in the area relating to the award category, academics in the field, award category sponsors and NSW Business Chamber representatives.

All our judges come from outside of the region and must declare any conflict of interest.

Judging takes place online, which is why only online entries will be accepted into the NSW Business Chamber Business Awards.

Entries are judged individually. Scores are then collated and averaged, and weightings are applied to achieve a final score.

Due to the volume of entries across all regions, entrants will not receive feedback from the judges regarding their entry.

Finalists will be announced once judging is complete. Finalists will be announced at the Sponsors and Finalists Cocktail Party



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FINDEX

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