

SINGLETON BUSINESS AWARDS

2025 Awards Entry Information
Terms & Conditions

Delivered by

**BUSINESS
SINGLETON**

SINGLETON BUSINESS AWARDS

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SINGLETON BUSINESS AWARDS

A WORD FROM OUR PRESIDENT

For the past 34 years, Business Singleton has proudly honoured local businesses through the Singleton Business Awards, and in 2025, we're strive to making it bigger and brighter than ever!

Our local business sector plays a vital role in our community's economic and social wellbeing. The Singleton Business Awards exist to recognise outstanding organisations and celebrate individuals who have demonstrated excellence over the past 12 months.

This year, our Awards sub-committee has maintained a consistent approach, featuring 17 formal categories with 13 aligned with the Business Hunter Awards. What does this mean for you? Winners of each category will automatically advance to the Business Hunter Awards and have the chance to progress to the prestigious Business NSW Awards.

Additionally, we've updated our Terms & Conditions, continuing the Hall of Fame recognition for businesses or individuals who win their category three years in a row. We are also proud to continue the Milestone Business Awards, honouring dedication and long-term contributions to our business community.

We know this is a lot of information, so we encourage you to read the eligibility criteria carefully before completing your submission via the online portal.

If you have any questions, our team is here to help:
Laura Kelly – Business Development Coordinator | 0493 229 828
Kelsie McKenzie – Office Administrator | 0400 460 412

Thank you for supporting local business excellence. We look forward to celebrating with you at the Gala Event on **Saturday, 19 July 2025!**

Best of luck!

Business Singleton

SINGLETON BUSINESS AWARDS

WHAT ARE THE SINGLETON BUSINESS AWARDS?

The Singleton Business Awards has operated in one form or another for 34 years. The Awards recognise and reward excellence, achievement and leadership by businesses and individuals in the Singleton Local Government Area.

The Singleton Business Awards is about more than just winning. They provide businesses with many valuable opportunities.

- Gain recognition for your business at a local and regional level.
- Build a reputation for excellence within your industry and the community.
- Benchmark your business against the best in your field.
- Boost staff morale by publicly acknowledging their contributions.

WHO CAN ENTER?

The Singleton Business Awards are open to **members and non-members** who are currently operating a business within the Singleton Local Government Area (2330).

Only members of Business Singleton can progress to the Business Hunter Awards in any of our aligned categories.

Not a member? Call or email Laura Kelly. 0493 229 828 or members@businesssingleton.com.au

Staff of Business Singleton, Business Hunter or Business NSW are not eligible to enter the Awards.

2025 KEY DATES

24 March	Nominations Open
31 March	Award Submissions Open
16 April	Nominations Close
30 April	Award Submissions Close
8 May	Judging Commences
5 June	Judging Closes
9 June	Finalists Announced Gala Tickets go on sale!
19 July	Gala Presentation Dinner, Singleton Civic Centre

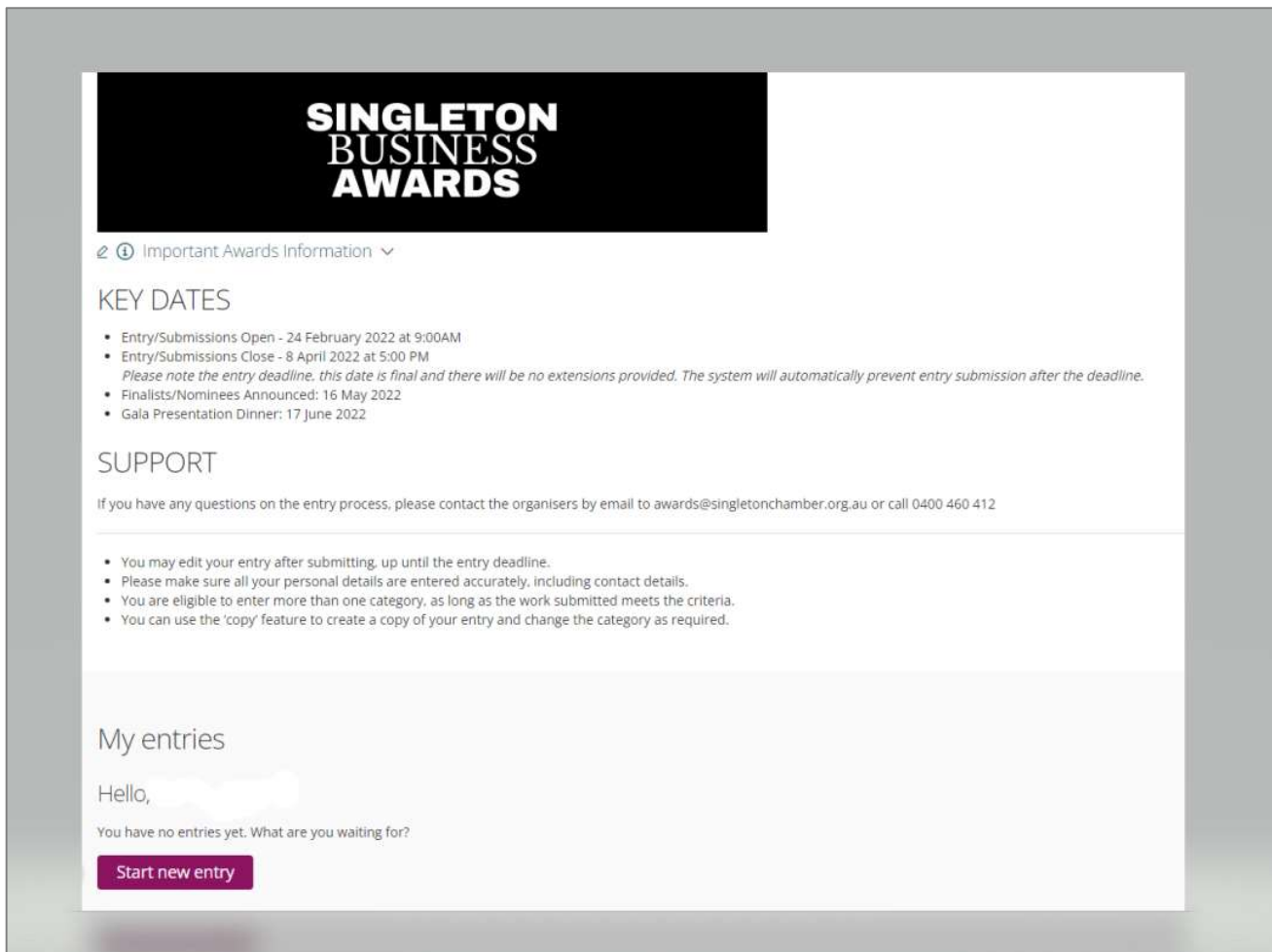
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HOW TO ENTER?

1. Visit <https://businesssingleton.awardsplatform.com/>
2. Register for an account – Password must be at least 12 Characters.

You will be sent a verification email and you will need to click on the link provided and log in again before you can proceed. You may need to update your Password if you entered in 2024.

3. Once logged in your first screen will look like this:



Please take note of the important awards information at the top of the page.

4. Click on **Start New Entry**
5. Complete First Tab – Business Details

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6. Choose Your Category from the Drop-Down Menu
7. Complete all fields, unless marked optional – do not use autofill, as this may cause field not to be accepted.
8. Entrant Name – This is the name of the person completing the entry.
9. Complete Second Tab – Criteria
10. Check your entry meets the Award Eligibility Criteria and tick confirmation box.
11. Answer all questions (unless marked optional). The word count cannot be exceeded. You can choose to save and close and return to your entry later if necessary.
12. Preview your entry.
13. Click “Submit Entry” when ready.
14. Once your entry has been submitted, you will receive an email notification.

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Award Categories

In 2024 Business Singleton has identified 17 Formal categories, 13 of which are aligned with Business Hunter Awards. Business of the Year and The President's Award. Entrants and members of the public can nominate themselves or their favourite business in these categories.

Aligned Categories

1. Outstanding Young Business Leader (35 years or under)
2. Business Leader of the Year – 20 Employees and Under
3. Business Leader of the Year – 21 Employees and Over
4. Excellence in Micro Business (<5 employees)
5. Excellence in Small Business (5-20 employees)
6. Excellence in Large Business (21+ employees)
7. Outstanding New Business
8. Excellence in Innovation
9. Excellence in Sustainability
10. Outstanding Community Organisation
11. Excellence in Diversity and Inclusion
12. Outstanding Visitor Experience – Regional Only
13. Employee of the Year

Singleton Only Categories

14. Excellence in Retail
15. Excellence in Health, Wellbeing and Lifestyle
16. Excellence in Professional Services
17. Excellence in Agriculture
18. Business of the Year
19. President's Award

SINGLETON BUSINESS AWARDS

ALIGNED CATEGORIES

1. OUTSTANDING YOUNG BUSINESS LEADER

The Outstanding Young Business Leader Award recognises an inspirational business leader aged 35 or under at the time of entry who has demonstrated a commitment to their workplace, industry, and the community through leadership.

Entry criteria

Entrants are required to demonstrate their commitment over the past 12 months to creating a smarter and more inclusive future and to being an outstanding business leader. 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.
- I have not been a judge in this category in 2024.
- I am not a judge in the 2025 Business Awards program.

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 you have undertaken to reshape your workplace, industry, or 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 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*

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2. BUSINESS LEADER OF THE YEAR - 20 EMPLOYEES AND UNDER

The Outstanding Business Leader Award recognises an inspirational business leader aged 36 years or over at the time of entry who has demonstrated a commitment to their workplace, industry, and the community through leadership, whilst providing mentorship to others.

Entry criteria

Entrants are required to demonstrate their commitment over the past 12 months to creating a smarter and more inclusive future and to being an outstanding mentor and business leader. To be eligible to enter this category, the individual must have held 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.
- I have not been a judge in this category in 2024.
- I am not a judge in the 2025 Business Awards program.
- This business has 20 employees or under on the payroll in Australia at the time of entry.

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 you have undertaken to reshape your workplace, industry or 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 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*
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*

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3. BUSINESS LEADER OF THE YEAR – 21 EMPLOYEES AND OVER

The Outstanding Business Leader Award recognises an inspirational business leader aged 36 years or over at the time of entry who has demonstrated a commitment to their workplace, industry, and the community through leadership, whilst providing mentorship to others.

Entry criteria

Entrants are required to demonstrate their commitment over the past 12 months to creating a smarter and more inclusive future and to being an outstanding mentor and business leader. To be eligible to enter this category, the individual must have held 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.
- I have not been a judge in this category in 2024.
- I am not a judge in the 2025 Business Awards program.
- This business has 21 employees or over on the payroll in Australia at the time of entry.

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 you have undertaken to reshape your workplace, industry or 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 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*
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*

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4. EXCELLENCE IN MICRO BUSINESS

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 at the time of entry 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 period of over 24 months at time of entry.

Award eligibility check box

- This business has been trading for a period of two years or more, is not bankrupt or trading insolvent at the time of entry.
- This business has less than employees on the payroll in Australia at the time of entry.
- This business has not entered the categories of Outstanding Community Organisation, Outstanding New Business, Excellence in Small Business or Excellence in Large Business.
- A representative of this business has not been a judge in this category in 2024.
- A representative of this business is not a judge in the 2025 Business Awards program.

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, innovations, strategies, projected outcomes for the future. *Maximum word count: 400*
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 from time of entry 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*

SINGLETON BUSINESS AWARDS

5. EXCELLENCE IN SMALL BUSINESS

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 at the time of entry 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 period of over 24 months at the time of entry.

Award eligibility check box

- This business has been trading for a period of two years or more, 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 New Business, Excellence in Micro Business or Excellence in Large Business.
- A representative of this business has not been a judge in this category in 2024.
- A representative of this business is not a judge in the 2025 Business Awards program.

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, innovations, strategies, projected outcomes for the future. *Maximum word count: 400*
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*

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6. EXCELLENCE IN LARGE BUSINESS

The Excellence in Large 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 period of over 24 months at time of entry.

Award eligibility check box

- This business has been trading for a period of two years or more, is not bankrupt or trading insolvent at the time of entry.
- This business has 21 or more employees on the payroll in Australia.
- This business has not entered the categories of Outstanding Community Organisation, Outstanding New Business, Excellence in Micro Business or Excellence in Small Business.
- A representative of this business has not been a judge in this category in 2024.
- A representative of this business is not a judge in the 2025 Business Awards program.

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, innovations, strategies, projected outcomes for the future. *Maximum word count: 400*
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*

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7. OUTSTANDING NEW BUSINESS

The Outstanding New Business Award recognises a New Business that has effectively driven growth and is able to demonstrate the potential to achieve future success.

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 of less than 24 months at time of entry.

Award eligibility check box

- The 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.
- This business has not entered the categories of Outstanding Community Organisation, Outstanding New Business Excellence in Micro Business, Excellence in Small Business or Excellence in Large Business.
- A representative of this business has not been a judge in this category in 2024.
- A representative of this business is not a judge in the 2025 Business Awards program.

Questions

1. Provide an overview of your new 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: 200*
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 project 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*

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8. EXCELLENCE IN INNOVATION

The Excellence in Innovation Award recognises a business that has implemented innovative solutions for new and existing needs through the introduction or improvement of a **product**, technology, or application that impacts the wider community.

Entry criteria

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

Award eligibility check box

- The business has been trading for a continuous period of two years or more, is not bankrupt or trading insolvent at the time of entry.
- A representative of this business has not been a judge in this category in 2024.
- A representative of this business is not a judge in the 2025 Business Awards program.

Questions

1. Outline the innovation implemented and how it has addressed a new or existing need. *Maximum word count: 400*
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 and external stakeholders. *Maximum word count: 300*
4. Demonstrate how the innovation has or is likely to have a positive impact on the community. *Maximum word count: 400*
5. Provide measurable evidence of how the innovation has improved the identified need, driven growth and contributed to the success of your business. *Maximum word count: 400*

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9. EXCELLENCE IN SUSTAINABILITY

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 are 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, is not bankrupt or trading insolvent at the time of entry.
- A representative of this business has not been a judge in this category in 2024.
- A representative of this business is not a judge in the 2025 Business Awards program.

Questions

1. Outline your business sustainability goals and objectives including measurable targets. *Maximum word count: 300*
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*

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10. OUTSTANDING COMMUNITY ORGANISATION

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 that 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 New Business, Excellence in Micro Business, Excellence in Small Business or Excellence in Large Business.
- A representative of this business has not been a judge in this category in 2024.
- A representative of this business is not a judge in the 2025 Business Awards program.

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*

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11. EXCELLENCE IN DIVERSITY AND INCLUSION

This Excellence in Diversity and Inclusion Award recognises businesses that address the needs of a diverse community, including seniors, people from Culturally and Linguistically Diverse (CALD) backgrounds, and people with disability. An inclusive business facilitates the needs of all its employees and customers.

Entry criteria

Entrants are required to demonstrate their commitment over the past 12 months to address the needs of a diverse community. This category is open to businesses that have been trading for a continuous period of two or more years.

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.
- A representative of this business has not been a judge in this category in 2024.
- A representative of this business is not a judge in the 2025 Business Awards program.

Questions

1. Outline your current staff level and diversity – including employees with disability, older people (over 55), women, young people (18-24 years), Aboriginal and Torres Strait Islander people and people from CALD backgrounds. *Maximum word count: 200*
2. Identify and describe your positive and/or proactive inclusive practices within the business that go beyond regulatory compliance. *Maximum word count: 350*
3. Describe your HR and employment hiring practices that demonstrate your commitment to being an inclusive employer. *Maximum word count: 350*
4. Identify and describe how your business has created an accessible and inclusive environment that is welcoming for customers with a disability, seniors, and people from CALD backgrounds. *Maximum word count: 400*
5. Explain why your business embarked on being more accessible and inclusive and describe what further actions you will take in the future to become more accessible and inclusive to employees and customers. *Maximum word count: 400*

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12. OUTSTANDING VISITOR EXPERIENCE – REGIONAL ONLY

The Outstanding Visitor Experience award recognises a business that understands the importance of visitor engagement for a region's economy* and reputation. The business needs to articulate how they promote the Region as well as offering an exceptional visitor experience.

Entry criteria

Entrants are required to demonstrate how their business showcases the Region/community and how their offering is unique within their industry.

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.
- A representative of this business has not been a judge in this category in 2024.
- A representative of this business is not a judge in the 2025 Business Awards program.

Questions

1. Provide an overview of your business and your target market/s. *Maximum word count: 200*
2. Describe why your service offering is unique within your industry and differentiates your business from competitors. *Maximum word count: 300*
3. Outline your customer service strategy and how your business implements this strategy to ensure visitor satisfaction. *Maximum word count: 300*
4. Demonstrate how your business attracts and engages visitors to the Region, including measurable targets. *Maximum word count: 400*
5. Provide an overview of the key features of your strategy and plans related to the visitor economy* in the next twelve months, at the time of entry. *Maximum word count: 400*

**The visitor economy encompasses the direct and indirect contributions to the economy resulting from a person (a visitor) travelling outside their normal place of residence. (NSW Visitor Economy Strategy 2030)*

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13. EMPLOYEE OF THE YEAR

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

Entry criteria

Employers are required to highlight their employees' commitment over the past 12 months to their workplace, the community and to being an outstanding employee. To be eligible to enter this category, the employee must have been employed by their current employer for a minimum of 18 months, at the time of entry.

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

- The employee has been employed by their current employer for at least 18 months at the time of entry.
- The employee is not a Regional President, State Councillor or Board Member of NSW Business Chamber Limited.
- I or the employee have not been a judge in this category in 2024.
- I or the employee am not a judge in the 2025 Business Awards program.

Questions

Entrants' full name:

Current job title:

Name of the organisation or business you work for:

Commencement of employment date:

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

2. Outline their measurable achievements and key milestones while with the business. Maximum word count: 300

3. Outline how the employee demonstrates integrity and professionalism in the workplace. Maximum word count: 300

4. Detail the specific activities and initiatives they have undertaken that have demonstrated a passion for their role and a commitment to the workplace and/or the community. Maximum word count: 400

5. Outline the reasons why they are an outstanding employee. Maximum word count: 400

SINGLETON BUSINESS AWARDS

SINGLETON ONLY CATEGORIES

These Awards recognise local excellence and have equal significance; however, they do not align to the Business Hunter Awards.

14. EXCELLENCE IN RETAIL

The Excellence in Retail Award recognises a business where the core activity is retail or retail-based and has demonstrated a high level of success and achievement, despite a tumultuous year, via the adoption of sound business principles and practices particularly relating to customer satisfaction, social media outreach, online initiatives, staff wellbeing and sustainability.

Award eligibility check box

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

Questions

1. Outline the key challenges your business has faced over the last 12 months and explain how you managed the impact of these challenges on your workforce and customers, as well as the impact they have had on your strategic direction. *Maximum word count: 400*
2. Describe your unique offering within your industry and why it differentiates your business from competitors. *Maximum word count: 400*
3. Share details of your most successful marketing campaign or new initiative which helped to drive growth and build a sustainable business. *Maximum word count: 400*
4. Demonstrate how your business contributes to the local economy in your region. For example, employing local people, local purchasing. *Maximum word count: 300*

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15. EXCELLENCE IN HEALTH, WELLBEING AND LIFESTYLE

The Excellence in Health, Wellbeing and Lifestyle Award recognises a business where the core activities are focussed on services and products relating to the lifestyle, wellbeing, and health & lifestyle market, such as (but not limited to) Fitness centres, Hair and Beauty Industry, Travel & Leisure services.

Award eligibility check box

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

Questions

1. 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 customers, as well as the impact they have had on your strategic direction. *Maximum word count: 400*
2. Detail an initiative that you or your business has implemented to increase the lifestyle and wellbeing benefits within our community, or sectors thereof, over the last 12 months. *Maximum word count: 300*
3. How did you measure the success of this initiative and the level of customer satisfaction? *Maximum word count: 400*
4. Describe who is your target market and what differentiates your offering from your competitors? *Maximum word count: 400*

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16. EXCELLENCE IN PROFESSIONAL SERVICES

The Excellence in Professional Services Award recognises a business where the core activities include the provision of professional services such as (but not limited to) legal services, real estate, human resources, accounting and bookkeeping, banking and financial, consulting, counselling, and similar services.

Award eligibility check box

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

Questions

1. How have you improved your business in the past 12 months? What systems, procedures or processes did you use to achieve these improvements? *Maximum word count: 400*
2. 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 customers, as well as the impact they have had on your strategic direction. *Maximum word count: 400*
3. Describe how your business is ethically responsible? *Maximum 200 words.*
4. Detail how you foster and measure client satisfaction. Provide an example if possible. *Maximum word count: 300*
5. Describe how your business has helped your clients navigate their way through the current challenges and meet their business objectives. *Maximum word count: 400*

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17. EXCELLENCE IN AGRICULTURE

The Excellence in Agriculture Award recognises a business where the core activities are focussed on the agriculture sectors and has demonstrated a consistent and high-quality service to the industry, its customers, and clients.

Award eligibility check box

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

Questions

1. 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 customers, as well as the impact they have had on your strategic direction. *Maximum word count: 400*
2. How have you improved your business in the past 12 months? What systems, procedures or processes did you use to achieve these improvements? *Maximum word count: 400*
3. Detail how you foster and measure customer satisfaction. Provide an example if possible. *Maximum word count: 300*
4. Detail who is your target market and what makes your offering unique to your competitors? *Maximum word count: 400*

SINGLETON BUSINESS AWARDS

18. BUSINESS THE OF YEAR

This award is awarded to a Business that has been judged to be an outstanding business, that has provided an entry that demonstrates achievements and excellence over and above all other entrants.

19. PRESIDENT'S AWARD

Each year the President of Business Singleton will focus on an emerging program, initiative, individual or business which is a benefit to the community.

SINGLETON BUSINESS AWARDS

TERMS AND CONDITIONS

By entering the 2025 Singleton Business Awards, all entrants accept the following terms and conditions:

1. Entry is Free.
2. All Applicants must read and understand the terms and conditions set out in this document (Terms and Conditions) and complete the online entry form for your chosen category.
3. Business Singleton reserves the right to alter or change these Terms and Conditions at any time at its discretion.
4. Business Singleton is an entity of Business NSW.
5. All Entrants will be notified of any change to these Terms and Conditions that has taken place before their entry is judged and will be provided with a reasonable opportunity to amend or alter their entry (should they wish to do so).
6. All entries are to be lodged via the Business Singleton website <https://businesssingleton.awardsplatform.com/>
7. By lodging your entry, you agree to be bound by these Terms and Conditions.
8. Your entry must be submitted by **11.59pm Wednesday 30th April AEST**. Business Singleton reserves the right to extend or vary the entry period if required, before or after the award entry period commences.
9. Businesses **must have been** operating for a **minimum 2 years** at time of entry. This excludes entries in the Category of Outstanding New Business
10. Only businesses **currently operating** in the Singleton Local Government Area are eligible to enter.
11. The Singleton Business Awards are open to members and non-members of Business Singleton (Chamber).
12. By entering into the Business Awards program, you are confirming that you are not a NSW Business Chamber Staff Member, Regional Advisory Councillor, State Councillor or Board.
13. Only members of Business Singleton can progress to the aligned categories in the Business Hunter Awards.
14. Upon their submission pursuant to these Terms and Conditions, entries become the property of Business Singleton. All information provided in the entry form will be used for the purpose of judging only and will be treated as commercial-in-confidence by Business Singleton.
15. In accordance with the Privacy Act 1988 (Cth) the Australian Privacy Principals (APP's), Business NSW and its related or controlled entities may collect, use and disclose personal information in accordance with its Privacy Policy which can be viewed online at: www.businessaustralia.com/privacy-policy or by contacting the Privacy Manager via privacy.manager@businessaustralia.com
16. The Privacy Policy is deemed to be incorporated into these Terms and Conditions and by entering the Business Singleton (in accordance with Business NSW), you are taken to consent to the Privacy Policy.
17. **PUBLICITY** - Entrants must be willing to participate in Awards-related publicity organised by Business Singleton. As this may involve contact from some of our media partners, you agree to have your contact details provided to our media partners for the purpose of contacting you with potential advertising opportunities (this does not oblige Entrants to advertise their business or organisation).
18. **JUDGING** is by a panel of independent, subject matter experts selected by Business Singleton.
 - a) Judges will allocate scores to each question asked, and these scores will be multiplied by the weighting to reach an overall score for each entry.
 - b) There will be only one winner per category.

SINGLETON BUSINESS AWARDS

- c) Where there are two or more entries with the same highest score a count back will be conducted to determine which entrant scored higher.
- d) If the count back does not result in a winner, the judging panel will reconvene to determine the winner.
- e) Judges and Members of the sub-committee are required to sign a confidentiality agreement and disclose any conflict of interest.
- f) In situations where there is only one Entrant in a category and the entry does not meet the minimum judging criteria, the Judging Coordinator will contact the Entrant to discuss.
- g) In situations where there is only one Entrant in a category and the entry is higher than the minimum judging criteria, the Judging Coordinator will contact the Entrant to discuss.
- h) The Judging Coordinator will be assigned by the Awards sub-committee and will work in collaboration with the Business Development Coordinator.
- i) There may be a visit to your business by the Judges. Judges may or may not make themselves known to you during their visit. Either an appointment will be made, or part of the judging will be done by the “*secret shopper*” method (in which case judges will be observing various aspects of your business such as customer service, presentation, and work safety).
- j) The Judging Panel’s decision is final, and no further correspondence will be entered into.

19. PRESIDENT’S AWARD. Each year the President of Business Singleton will focus on an emerging program initiative, individual or business which provides a tangible benefit to the community.

20. HALL OF FAME. Category winners are eligible to enter the same category in the subsequent year that they have won, up to a maximum of three consecutive years.

- a) If the same organisation or person wins the same category three consecutive years, they will be placed in the “Hall of Fame” for that category upon the third awarding
- b) The business or person who is placed in the “Hall of Fame” shall then be excluded from entry into that category for the next two consecutive years.
- c) Subject to clause 18.b winners, including members of the “Hall of Fame” may enter any other category in the subsequent year of their announced win.

SINGLETON BUSINESS AWARDS

DEFINITIONS

Operating for at least 2 Years

Your business must have been fully operational for a minimum of 2 years at the time of entering the 2025 Singleton Business Awards. (or 1 year New Business)

Operating in the Singleton LGA

Whilst you do not have to have a “bricks and mortar” place of business within the Singleton Local Government Area to enter, you must be able to show you have an established customer base in the Singleton LGA with which you currently conduct business.

Date Business Commenced

The date your business commenced operating means the date that the business commenced trading (not necessarily the date of business registration) and was ready to accept customers.

FTE

Full Time Equivalent (employee)

Business

An entity or sole trader registered with ASIC with a current Australian Business Number (ABN) listed on the Australian Business Register.