



Zero Barriers Business Excellence Awards

The Zero Barriers Business Excellence Awards gives an opportunity to businesses and services to be recognised for the changes and adjustments they have made to be more inclusive of their whole community. **The Multicultural Network** will be holding these awards with our partner councils- City of Canterbury Bankstown, Cumberland City Council, Fairfield City Council, Lake Macquarie City Council, and Queanbeyan-Palerang Regional Council.

AWARD DIVISIONS

NSW business or service winner will be chosen for each of these categories:

- **Service and Social Access and Inclusion**
- **Physical Access**
- **Communication and Marketing**

COUNCIL MEMBER AWARD

One business or service will be chosen by each of our partner councils within their Local Government Area. Overall, businesses, services or groups must:

- **Demonstrate a commitment to creating an inclusive and welcoming environment for people with a disability**
- **Demonstrate how the business is adopting inclusive practices and improved staff attitudes that go beyond regulatory compliance**
- **Cannot be a NDIS provider or government run facility**

AWARD CRITERIA

Businesses may demonstrate efforts or changes in one or more of the following areas. The Awards will be judged on the following evaluation criteria:

1. Excellence in Customer Service

- Friendly, attentive, and respectful customer service to shoppers, service clients or group participants with a disability
- Positive attitudes and behaviours of staff that make customers with a disability feel welcomed and valued

2. Excellence in Accessibility

- Improved physical access
- Changes in store/premises layout
- Accessibility to products or information
- Product or service promotion is appealing to and inclusive of customers or service users with a disability
- Enable communication and information systems that are accessible and in different formats

ABOUT THE AWARDS

Nominations close:

5.00pm 2nd May 2022 – **DEADLINE HAS BEEN EXTENDED TO 20TH MAY**

Late nominations will not be accepted.

Awards ceremony:

Tuesday 31st May at 6pm

The Holroyd Centre

11-17 Miller Street, Merrylands

How to send in your nomination form:

To self-nominate, please email completed self-nomination form

to zerobarriers@tmn.net.au

or post to:

The Multicultural Network

Zero Barriers Project Coordinator

PO Box 3164

Bankstown Central, Bankstown NSW 2200

All businesses participating in this initiative will be awarded the Zero Barriers Nomination Certificate.



SELF NOMINATION FORM

Name of Business: _____

Business Address: _____

Postal Address: _____

Business phone number: _____

Business website: _____

Business email: _____

Please briefly describe what services or products you provide:

Choose the category/categories that you would like to enter (you can choose more than one category):

• **Service and Social Access and Inclusion**

• **Physical Access**

- **Communication and Marketing**



Please provide us with information and examples of why you think you should win in your nominated category. You can refer to and address the criteria. You can also include testimonials from customers with a disability or attach photos that support your nomination.

Thank you.

Please submit your completed form by 5pm 2nd May 2022 -EXTENDED TO 20TH MAY

Completed nomination forms can be emailed to zerobarriers@tmn.net.au or posted to:

**The Multicultural Network
Zero Barriers Project Coordinator
PO Box 3164
Bankstown Central, Bankstown NSW 2200**

All entries will be acknowledged via email.

Judging panel will comprise of representatives from the Zero Barriers team, The Multicultural Network, Council representative, and local people with disability.

The Awards ceremony will be held on **31ST May 2022** at The Holroyd Centre, 11-17 Miller Street, Merrylands.

Presentation will be held in the evening and include light refreshments and entertainment, becoming the award a brief presentation of business efforts in improving or disability friendly and announcement and presentation of recipients.



All businesses that **the multicultural network** nominate will be invited to attend the ceremony and receive a nomination certificate.

COMMUNITY NOMINATION FORM

Name of Business: _____

Business address: _____

Business phone number: _____

Business website or page: _____

Nominee's name _____

Nominee's phone: _____

Nominee's email: _____

Please briefly describe what products or services you would like to nominate:

Choose the category/categories that you would like to enter (You can choose more than one category):

- **Service and Social Access and Inclusion**

• **Physical Access**

• **Communication and Marketing**

Please provide us with information and examples of why you think the business or service you are nominating should win.

Thank you.

Please submit your completed form by 5pm 2nd May 2022 – EXTENDED TO 20TH MAY

Completed copies of nomination forms can be emailed to zerobarriers@tmn.net.au or posted to:

**The Multicultural Network
Zero Barriers Project Coordinator
PO Box 3164
Bankstown Central, Bankstown NSW 2200**

All entries will be acknowledged via email.

We will be looking at information you provide on the nomination form, which is a minimum requirement for entry.

Judging panel will comprise of representatives from the Zero Barriers team, The Multicultural Network, Council representative, and local people with disability.

The Awards ceremony will be held on **31ST May 2022** at The Holroyd Centre 11-17 Miller Street, Merrylands.

Presentation will be held in the evening and include light refreshments and entertainment, a brief presentation of business efforts in improving or becoming disability friendly and announcement and presentation of the award recipients.

All businesses that are nominated will be invited to attend the ceremony and receive a nomination certificate.