

Media Release

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For immediate release

NIBA Announces Kieran Volpe as the 2025 Community Excellence Member of the Year

The National Insurance Brokers Association (NIBA) announced the winner of the Liberty Specialty Markets-partnered 2025 NIBA Community Excellence Member of the Year award at the NIBA Convention on the Gold Coast on Monday, 20 October.

The 2025 NIBA Community Excellence Member of the Year was awarded to Kieran Volpe from North Queensland Insurance Brokers.

Richard congratulated Kieran and the rest of the finalists.

"My congratulations to Kieran, and the rest of the finalists, including John and Julianne. Brokers are at the heart of helping communities recover. Kieran and the finalists exemplify the values of care and service that are at the core of our profession," Richard said.

The award aims to recognise NIBA members who have made exceptional efforts to help clients or positively contribute to their community. It also underlines the importance of members' contributions that go beyond their regular work responsibilities and highlights the value of charity and community service.

Supporting communities is part of brokers' DNA. The award spotlights service beyond duty, and the positive impact that brokers play in giving back to the communities they serve.

NIBA thanks the judging panel for this award, including Mark Saunderson, Board Director, NIBA, Heidi Schmit, Head of Business Operations, NIBA and Richard Klipin, CEO, NIBA.

NIBA CEO Richard Klipin thanked Liberty Specialty Markets as continuing partners of this award.

"Brokers have an important role in helping communities get back on their feet," Richard said.

"Thank you to award partners Liberty Specialty Markets in helping shine a spotlight on those hidden community champions who have gone the extra mile in supporting their local community."

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Peter O'Leary, Vice President - Relationship Management & Marketing, Liberty Specialty Markets, said: "At Liberty, we're inspired by the brokers who go above and beyond for their communities, those who use their skills, influence, and compassion to make a real difference in people's lives. As part of the Liberty Mutual Group, we exist to help people lead safer, more secure lives."

"Kieran impressed us with how he dealt with the flood event in Ingham, his hometown, overcoming significant challenges that were personal and professional," Peter added.

The role of an insurance broker is to be a trusted partner, helping Australian families, communities and businesses to manage risk and thrive. Through its awards program, NIBA is proud to recognise brokers elevating the standards of professionalism.

2025 NIBA Community Excellence Member of the Year

Winner: Kieran Volpe, North Queensland Insurance Brokers

Finalists: John May, Steadfast IRS; Julieanne James, Aon

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About NIBA

NIBA is the peak representative body for the general intermediated insurance profession. It serves as the collective voice of approximately 380 member firms and more than 14,000 individual brokers. Our membership encompasses a diverse range of entities, including large multinational insurance brokers, Australian broker networks, and small and medium-sized businesses located in cities and regional areas around Australia.

NIBA advocates for the interests of general insurance brokers and their clients, ensuring that the general industry operates with integrity and professionalism. Guided by our core pillars: Community, Representation, and Professionalism, NIBA's mission is to enhance the professional standing of insurance brokers through robust advocacy, education, and ethical standards. By fostering a collaborative and innovative environment, NIBA aims to elevate the quality of service provided to consumers and strengthen trust and confidence in the insurance broking profession.

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