

# Enterprise Connect National Tourism Industry Network

## Client Information Guide

**9 January 2012**

Website: [www.enterpriseconnect.gov.au](http://www.enterpriseconnect.gov.au)

Enterprise Connect Hotline: 131 791

## ABOUT THIS CLIENT INFORMATION GUIDE

The Enterprise Connect National Tourism Industry Network Client Information Guide provides information on:

- the components of Enterprise Connect services,
- eligibility,
- how to apply, and
- the obligations of client firms.

For further information please contact the Enterprise Connect hotline on 131 791 or see [Enterprise Connect](#).

### Disclaimer

Business Reviews are undertaken by Business Advisers employed either by the Commonwealth or a partner organisation. Using the information you have supplied, the purpose of the Business Review is to provide an assessment of your firm and identify areas of improvement which your firm may choose to address yourselves and/or with the assistance of the Enterprise Connect Tailored Advisory Service.

As the Business Review relies upon information you have supplied and may include the views of other parties, neither the Commonwealth, partner organisations nor Business Advisers can warrant its accuracy, completeness, relevance for your purposes or that it is up-to-date. You should satisfy yourself that it is appropriate for your business needs before taking any action in reliance.

The Commonwealth, partner organisations and Business Advisers exclude all liability to the maximum extent permitted by law for any loss, damage, cost or expense suffered or incurred arising from the use of, or reliance upon, the Business Review or any actions taken by your firm in addressing issues or implementing recommendations identified as part of the Business Review, complementary services or otherwise provided separately by the Business Adviser.

## CONTENTS

<b>1. INTRODUCTION AND ELIGIBILITY</b> .....	<b>4</b>
<b>1.1. Introduction</b> .....	<b>4</b>
<b>1.2. Eligibility</b> .....	<b>5</b>
<b>2 WHAT SERVICES ARE OFFERED?</b> .....	<b>7</b>
<b>2.1 Business Review Service</b> .....	<b>7</b>
2.1.1 Overview .....	7
2.1.2 Eligibility for Business Review.....	7
2.1.3 How to apply for a Business Review.....	8
2.1.4 Firm's obligations .....	8
2.1.5 Reporting.....	9
<b>2.2 Tailored Advisory Service</b> .....	<b>10</b>
2.2.1 Overview .....	10
2.2.2 Eligibility for Tailored Advisory Service .....	11
2.2.3 How to apply for Tailored Advisory Service funding .....	12
2.2.4 Assessment and Decision.....	13
2.2.5 Deed of Grant.....	13
2.2.6 Undertaking the Tailored Advisory Service.....	13
2.2.7 Reporting.....	13
<b>2.3 Critical dates</b> .....	<b>14</b>
<b>3 DELIVERY OF STATE CENTRE SERVICES</b> .....	<b>15</b>
<b>3.1 State Centre Offices</b> .....	<b>15</b>
<b>3.2 Business Advisers</b> .....	<b>15</b>
3.2.1 Role of Business Advisers .....	15
3.2.2 Client Engagement Service.....	15
<b>3.3 Partner organisations</b> .....	<b>16</b>
<b>4 CONFIDENTIALITY</b> .....	<b>17</b>
<b>5 FEEDBACK ON CENTRE SERVICES</b> .....	<b>18</b>

# 1. Introduction and Eligibility

## 1.1. Introduction

Enterprise Connect is a \$50 million a year Australian Government program that provides support to eligible Australian small and medium-sized businesses.

A key element of Enterprise Connect is the national network of 12 Enterprise Connect Centres around Australia with Business Advisers and Facilitators in the field. The services offered by the Centres include:

- **[Business Review](#)** - a top-to-bottom analysis of a firm, carried out on-site by skilled and experienced Business Advisers at no charge to the business.
- **[Tailored Advisory Service](#)** – providing matching funding of up to \$20 000 to implement changes identified through the Business Review.
- **[Enterprise Learning and Mentoring](#)** – informal peer-group learning sessions (Enterprise Learning) to assist clients to maintain and embed improvements set out in the Business Review; one-on-one mentoring (Enterprise Mentoring) delivered by skilled and experienced Mentors.
- **[Researchers in Business](#)** – a matching funding initiative providing up to \$50 000 for small and medium sized firms to engage a researcher to help develop new ideas with commercial potential.
- **[Workshops, Industry, Intelligence and Networking \(WIIN\)](#)** – events program aiming to improve awareness of relevant innovations, technologies, expertise and best practice amongst small and medium-sized firms.
- **[Technology and Knowledge Connect](#)** – a no charge service connecting Enterprise Connect clients with the latest technology and technical knowledge.
- **Other services** - Speak to your Business Adviser for more information on other services that may be offered to eligible firms.

Further information on Business Reviews and the Tailored Advisory Service and can be found in Section 2 of this guide. More information on Enterprise Learning and Mentoring, the Researchers in Business program, WIIN and Technology and Knowledge Connect can be found at [Enterprise Connect](#).

Business Advisers provide ongoing support and advice to help firms implement the recommendations in the Business Review.

The Centres are run by staff of the Department of Industry, Innovation, Science, Research and Tertiary Education (Department of Industry). Information on the roles and responsibilities of the Centre staff is provided in Section 3.

Some Centre services are delivered in conjunction with partner organisations that have been selected because of their ability to help achieve the aims of the Centres, their extensive networks, and their internal capacity to support the delivery of Centre services. Further information on the partner organisations is provided in Section 3.

See the [Contact Us](#) section for locations and contact details of all Enterprise Connect Centres.

## 1.2. Eligibility

Tourism sector firms eligible for Enterprise Connect Centre services must meet the following criteria:

- possess an Australian Company Number (ACN) or in the case of tourism firms in remote regions, possess an Australian Business Number (ABN);
- have revenue or expenditure of more than \$1 million and under \$100 million in the current financial year or one of the three preceding financial years;
- be solvent and not be under administration;
- have operated in Australia and filed Business Activity Statements showing ongoing trading in at least three full consecutive years;
- not have received a Business Review previously;
- meet the definition of a tourism business (see Section 2.1.2); and
- comply with its obligations under the *Equal Opportunity for Women in the Workplace Act 1999 (EOWA)*. Companies on the list of non-compliant organisations, available at [www.eowa.gov.au](http://www.eowa.gov.au) are not eligible to apply. Note: The EOWA currently applies to organisations with 100 or more employees.

Contact your nearest [State Centre](#) if you require guidance.

## Expenditure Eligibility

### Definition

For the purposes of these guidelines, expenditure refers to what the firm spends on the operations of the firm (e.g. salaries, wages, leasing costs, plant and equipment purchases). There will be a small number of firms that may not meet the revenue threshold as they are developing intellectual property and, having raised capital, are expending it on bringing their intellectual property to market. These firms may not have sales revenues but may have a level of expenditure that meets the required limit.

### Evidence required

A firm needs to provide evidence it meets expenditure thresholds by presenting one or more of the following:

- an annual tax return;
- Business Activity Statements;
- independently audited financial statements;
- a statement from the firm's accountant (who is a member of one of the two professional associations) attesting to the expenditure' and/or
- an annual financial report made to ASIC under Section 292 of the *Corporations Act 2001*.<sup>1</sup>

---

<sup>1</sup> This only applies to companies that ASIC define as 'large', ie a proprietary company is defined as large for a financial year if it satisfies at least two of the following statements:

- the consolidated revenue for the financial year of the company and any entities it controls is \$25 million or more
- the value of the consolidated gross assets at the end of the financial year of the company and any entities it controls is \$12.5 million or more
- the company and any entities it controls have 50 or more employees at the end of the financial year.

Large proprietary companies must prepare and lodge a financial report and a directors' report for each financial year. The accounts must be audited unless ASIC grants relief.

### **Final Decision on Eligibility**

The Program Delegate is an employee of the Department of Industry who has been empowered by the Minister, or otherwise duly authorised person, to administer the program. Funding decisions are made by the Program Delegate.

The Program Delegate may consider other firms and their eligibility on a case-by-case basis and has the final decision as to whether an application is approved, taking into account program funding matters.

Eligibility for Enterprise Connect State Centre services is outlined in more detail in Section 2.

### **Groups of Firms**

State Centre services are also available to groups of tourism firms.

For group applications, tourism firms with revenue or expenditure of at least \$500 000 in the current financial year or one of the two preceding financial years may be included. However, the minimum revenue or expenditure for the group as a whole must be at least \$2 million in the current financial year or one of the two preceding financial years.

Eligibility for each of the services is outlined in more detail in Section 2.

## 2 What services are offered?

### 2.1 Business Review Service

#### 2.1.1 Overview

The first level of service offered through a Centre is a Business Review which is provided at no charge to the firm. The Business Review is a comprehensive analysis of the firm, carried out on site by skilled and experienced Business Advisers. This will typically involve a total of two to three days of the firm's time. The precise timing of the engagement will be negotiated between the Business Adviser and the firm. A Business Adviser works with the client to identify and understand the firm's:

- relative strengths and weaknesses;
- strategic business issues;
- critical areas for business improvement; and
- potential pathways for growth.

The Business Adviser will undertake a holistic analysis of the firm. This will include an analysis of the market the firm operates in, facilities, management practices and internal business processes. Where appropriate, Business Advisers may use tools to help identify and analyse issues within firms and/or to benchmark performance against other Australian or international firms.

The Business Review is a collaborative process, with the Business Adviser and key people in the firm working together to identify changes that may increase the firm's competitiveness. At the conclusion of the Business Review, firms will receive a Business Review Report outlining the findings and providing advice on potential paths forward.

The Tailored Advisory Service, the second level of the Centre services, provides financial and other assistance to help firms implement changes recommended in the Business Review Report. For more information see Section 2.2.

#### 2.1.2 Eligibility for Business Review

All applicant firms meeting the eligibility criteria set out in Section 1.2 and Section 2.1.2 will be offered a Business Review. Business Review recipients are not entitled to a second Business Review.

#### **Tourism Sector Firms**

A firm is able to access State centre services if it is defined as a tourism sector firm. For the purpose of this guide, a firm is in the tourism sector if it derives a significant portion of its turnover from tourist accommodation, tourist attractions, local food and beverage tasting experiences, the operation of tours or travel agency services.

The business must derive a significant portion of its revenue from tourists (people who have travelled for a round trip distance of at least 50 kilometres from home), and would either cease to exist in its present form, or would be significantly affected, if tourism were to cease.

Businesses whose primary trade is retail, cafes, restaurants, or take away food suppliers are not eligible under the tourism category. Contact your nearest [State Centre](#) if you require guidance.

#### **Australian and New Zealand Standard Industrial Classification (ANZSIC)**

A tourism sector firm, in addition to meeting all other criteria, may be classified using one of the below ANZSICs:

- 7220 - Travel Agency and Tour Arrangement Services
- 4400 - Accommodation
- 8921 - Zoological and Botanical Gardens Operation

- 9131 - Amusement Parks and Centres Operation
- 9139 - Amusement and Other Recreational Activities n.e.c.
- 5010 - Scenic and Sightseeing Transport
- 8910 - Museum Operation
- 7741 - Motor Vehicle Hiring

### Group applications

Business Review services can also be provided to groups of firms which have a common business interest. Common interests may include but are not limited to:

- firms with complementary business capabilities;
- firms involved in the same supply chain; and/or
- firms working in collaborative projects.

Group applications are eligible if they involve separate firms that have some legitimate common business interest. Firms that only have common shareholders/directors or are related parties are not eligible for a group application as having common ownership and/or directors is not sufficient reason for a group approach.

For group applications, the eligibility criteria outlined in Section 1.2 apply. However, tourism firms with revenue or expenditure of at least \$500 000 in the current financial year or one of the two preceding financial years may be included. However, the minimum revenue or expenditure for the group as a whole must be at least \$2 million in the current financial year or one of the two preceding financial years.

### 2.1.3 How to apply for a Business Review

Applicants can fill in the simple online [Business Review application form](#).

The declaration on the form must be completed by an authorised representative of the applicant firm such as a Chief Executive Officer, Chief Financial Officer, Director, Chair of the Board, President or similar position holder. The Centre will endeavour to make a decision within two working days.

In the case where the program is experiencing high demand and there is a waiting period of more than three months to undertake a Business Review, a waiting list will be established. Firms will be contacted by a Centre representative to arrange for a Business Review at the earliest possible time.

Firms accepted for a Business Review must agree to a commencement date with the Business Adviser. If the firm and its Business Adviser have not agreed on a commencement date within two months of the firm's application being accepted, the firm may need to reapply.

The Business Review must be completed within six months of work commencing otherwise the firm's application will lapse. For assistance with the application process or a group application, please call the Enterprise Connect Hotline on 131 791.

### 2.1.4 Firm's obligations

Firms undertaking a Business Review are expected to have management commitment to the service. This may include (controlled) access to firm information, access to key personnel, and a willingness to undertake the Tailored Advisory Service if appropriate.

All Business Reviews involve some analysis of key financial information for the current and previous years as this often provides a powerful insight into firm performance. As this is a compulsory element of the Business Review, a firm's Business Review will only be completed and the firm will only be eligible for further services after providing their core financial information.

The mandatory core financial information a firm will need to provide to their Business Adviser in the course of the Business Review include the Profit and Loss Statement and the Balance Sheet, revenue/sales, exports, profits before tax/EBIT, employee numbers and total salaries and wages.

This will enable Business Advisers to conduct a tailored and holistic review of the firm. Business Advisers will ask for the firm's financial information for the past three years and any forecasts available.

### **2.1.5 Reporting**

Following the completion of the Business Review, clients may be asked to participate in an ongoing review of Enterprise Connect services to assess their impact and quality. This may include participating in periodic surveys. Participation greatly assists the program, but is not compulsory.

## 2.2 Tailored Advisory Service

### 2.2.1 Overview

The Tailored Advisory Service enables a firm, or group of firms, to engage one or more specialist consultants to implement changes identified in the Business Review. Tailored Advisory Service funds are provided to help firms implement recommendations in the Business Review Report.

Tailored Advisory Service grants reimburse firms for half of the cost of engaging a consultant, up to a maximum of \$20 000 (excluding GST). Grants can span several projects and more than one consultant within the \$20 000 maximum. Grants will be paid at the completion of each project covered by a Tailored Advisory Service application. Matching funding from the client firm must be in cash and cannot be sourced from another government program. In-kind contributions will not be accepted as part of the firm's contribution. This may include one or more of the areas listed in the table below:

<p><b>Strategic Business Activities</b></p> <ul style="list-style-type: none"> <li>Formulating and implementing business goals.</li> <li>Supply chain integration and management.</li> <li>Clustering.</li> <li>Corporate governance issues (i.e. board structures).</li> <li>Developing formal business plans and review business model.</li> <li>Developing key performance indicators.</li> <li>Franchising.</li> </ul>	<p><b>Human Resources (HR) Issues</b></p> <ul style="list-style-type: none"> <li>Succession planning.</li> <li>Cultural changes / change management.</li> <li>Access to specialist skills.</li> <li>Leadership training, staff turnover and skilled staff retention.</li> <li>Staff skills audits, developing an HR Strategy or CEO and/or senior management undertaking an HR training course and development.</li> <li>Human resources planning.</li> </ul>
<p><b>Internal Systems</b></p> <ul style="list-style-type: none"> <li>Administrative processes, quality assurance and compliance.</li> <li>Occupational Health &amp; Safety.</li> <li>Risk management.</li> <li>Training staff in ISO standards recognition, developing documentation and processes to meet these standards.</li> <li>Customer support systems including systems to record and action customer feedback.</li> </ul>	<p><b>Production/Operational</b></p> <ul style="list-style-type: none"> <li>Structure and factory lay-out.</li> <li>Advice on investment in new equipment.</li> <li>Value stream mapping (process flow).</li> <li>Inventory management.</li> <li>Process improvements (Lean auditing, reducing down time, error reduction).</li> <li>Technology.</li> <li>Lean manufacturing.</li> <li>Water and energy efficiency.</li> <li>Waste stream management.</li> <li>Research and Development planning.</li> </ul>
<p><b>Advertising and Marketing</b></p> <ul style="list-style-type: none"> <li>Strategic marketing.</li> <li>Communication strategies, marketing plans, distribution channel management.</li> <li>Market research.</li> <li>Sales team performance and management.</li> <li>Customer relationships and retention.</li> <li>Creating a capability to respond to tenders.</li> </ul>	<p><b>Financial Management Issues</b></p> <ul style="list-style-type: none"> <li>Planning, directing, monitoring, organising and controlling monetary resources.</li> <li>Accounting systems (financial reporting).</li> <li>Forecasting and cash-flow management.</li> <li>Liquidity and debtor/creditor management.</li> </ul>
<p><b>Exploring New Markets</b></p> <ul style="list-style-type: none"> <li>Identification of new markets, sector analysis and market development.</li> <li>Industry research and market appraisal (identifying contacts, language barriers etc).</li> <li>Competition strategy (i.e. price or quality basis).</li> </ul>	<p><b>Environmental</b></p> <ul style="list-style-type: none"> <li>Improving efficiency through awareness.</li> <li>Carbon pollution reduction.</li> <li>Environmental waste identification and reduction.</li> <li>Environmental auditing.</li> </ul>
<p><b>Product and Service Development</b></p> <ul style="list-style-type: none"> <li>Strategic Intellectual Property (IP) plans including IP protection methodology and advice and general IP advice regarding differentiation of product design.</li> <li>Diversification and product innovation.</li> </ul>	

### 2.2.2 Eligibility for Tailored Advisory Service

In addition to meeting the basic eligibility criteria set out in Section 1.2, applicants must have completed an Enterprise Connect Business Review in the preceding six months. This six month period can be extended to twelve months where a firm can demonstrate that it commenced work implementing the recommendations in the Business Review Report within six months of the date of the Report and the recommendations are still relevant.

Firms have a maximum of 14 months from the date the Deed of Grant is executed to complete all Tailored Advisory Service projects contained in the Deed of Grant.

The core principle behind Tailored Advisory Service support is that it should build the internal capability of the firm – not just fix a problem or support activities which are a part of the ordinary operations of a business.

Tailored Advisory Service projects can only cover issues or recommendations identified in the Business Review Report. All projects must address areas of expertise that are new to the firm. If the firm cannot show that the expertise is new to the firm and/or that it will leave the firm with increased internal capabilities then the application may be rejected. The following activities which are part of the ordinary operations of the firm are not eligible for assistance:

- costs associated with applying for other government funding/assistance;
- fees for services provided by related parties such as companies with common shareholdings or directorship with the customer, individuals, employees or immediate family related to the customer;
- salaries for staff;
- Australian, state and local government fees and charges;
- in-house running expenses i.e. standard accounting fees, office expenses;
- purchase of plant and equipment;
- sales promotion and advertising;
- the cost of conferences;
- any work in registering domestic or international patents and fees or charges associated with registering intellectual property;
- the costs of ISO certification;
- general legal advice;
- estate planning or legal advice associated with this;
- the cost of membership to industry organisations;
- recruitment activities;
- the costs of export missions;
- the costs of relocating machinery;
- purchasing off-the-shelf software;
- training or workshops in basic IT skills; and
- software costs associated with the administrative functions of the firm normally carried out in the normal course of business (eg finance, administration, sales, payroll, HR, stock control, project costing etc).

### Groups of Firms

Groups of firms may apply for a Tailored Advisory Service grant. Applications for a group-based Tailored Advisory Service grant will be considered against the following criteria:

- group applicants should have participated in the Business Review service; and
- the proposed scope of work for a group-based Tailored Advisory Service must flow from the opportunities identified in the Business Reviews undertaken for the firms in the group.

An application from a group of firms is eligible to receive up to \$20 000 (excluding GST) in matching funding for each firm in the group that meets the eligibility requirements for an individual Business Review.

Matching funding of up to \$10 000 (excluding GST) is available to firms with annual revenue or expenditure greater than \$500 000 in the current financial year or one of the two preceding financial years but less than the relevant minimum threshold for an individual Business Review.

Subsets (one or some) of the firms involved in a group application may progress from the Business Review stage to the Tailored Advisory Service. Firms that participate in the Business Review as a group do not need to participate in the Tailored Advisory Service as a group provided they still meet the relevant eligibility criteria.

### 2.2.3 How to apply for Tailored Advisory Service funding

Firms applying for a Tailored Advisory Service grant must have completed an Enterprise Connect Business Review.

Applicant firms should identify service providers that have appropriate expertise to implement the findings in a Business Review. Firms must seek proposals from more than one independent service provider. This will help determine a preferred approach and a competitive price. Proposals must be obtained prior to lodging an application. Business Advisers or Centre staff can assist firms to identify service providers in their area.

Applications must be received within six months of the date of the Business Review Report unless the firm can demonstrate that it commenced work implementing the recommendations in the Business Review Report within six months of the date of the Report. In this case applications must be received within twelve months of the date of the Report. A Tailored Advisory Service application will be deemed incomplete and will not be assessed if it does not include:

- a project proposal/quote from the preferred service provider, which is acceptable to the firm, outlining:
  - the areas identified in the Business Review to be addressed;
  - changes to be implemented;
  - services to be provided, including a break-up of key activities to be undertaken;
  - delivery time frames;
  - costs, and payment schedule (including hourly or daily rates);
  - the estimated number of consulting hours or days for each of the key activities;
  - the expected benefits of the project and how they will be measured;
  - the key personnel who will undertake the project work;

and

- a second quote from another independent service provider (unless an exception to this has been recommended by the Centre Director and approved by the Program Delegate).

The firm must:

- declare any previous work it has commissioned from the proposed consultant;
- show that the service provider is bringing new areas of expertise to the firm; and
- show that the work involved is not part of the ordinary operations of the firm.

The completed online [Tailored Advisory Service application form](#) must include two preferred independent service provider proposals and should be emailed to [enterpriseconnect@innovation.gov.au](mailto:enterpriseconnect@innovation.gov.au).

#### 2.2.4 Assessment and Decision

Applicants can expect to receive a decision within two weeks of submission of a complete application.

The application may be rejected or additional information requested from the applicant if:

- only one service provider proposal is submitted;
- the focus/approach in the proposal is not consistent with the issues identified in the Business Review;
- there are concerns about the quality of the proposed consultant or project;
- a conflict of interest exists;
- the activities are ineligible; and/or
- the proposal does not represent value for money.

If the eligibility criteria are met, the firm will be offered a Tailored Advisory Service grant, provided that program funds are available.

Any questions regarding the status of an application can be directed to the Enterprise Connect Hotline 131 791, a Business Adviser or emailed to [enterpriseconnect@innovation.gov.au](mailto:enterpriseconnect@innovation.gov.au).

#### 2.2.5 Deed of Grant

Successful applicants will be required to sign a Deed of Grant (view a [sample Deed of Grant](#)). The Deed of Grant is a legal contract between the grantee and the Commonwealth which sets out the responsibilities of both parties.

#### 2.2.6 Undertaking the Tailored Advisory Service

Tailored Advisory Service project activities must not be commenced prior to being approved by the Commonwealth, as the Commonwealth is unable to retrospectively approve grant funding. Firms that start their project/s without receiving an executed Deed of Grant from the Commonwealth do so entirely at their own risk. Firms cannot claim grant payment without having an executed Deed of Grant in place and their project/s completed.

Once the firm has received a copy of the executed Deed of Grant, the firm must agree on a commencement date with its Tailored Advisory Service provider/s. The commencement date will occur when the first meeting between the firm and the consultant takes place.

The project must commence within two months of receiving the executed Deed of Grant. If the firm and consultant have not agreed on a commencement date within two months of the firm's application being approved, the firm may need to reapply.

Firms have a maximum of 14 months from the date the Deed of Grant is executed to complete all Tailored Advisory Service projects contained in the Deed of Grant.

#### 2.2.7 Reporting

Clients are asked to report on their satisfaction with the outcomes of their Tailored Advisory Service project/s and their service provider after the completion of each project as set out in the Deed of Grant.

This feedback from our clients will assist in the management and evaluation of Enterprise Connect services and is highly valued. The information collected in the reports will be treated as commercial-in-confidence. Report templates will be provided 12 and 24 months after the completion of each project and can also be downloaded at [www.enterpriseconnect.gov.au](http://www.enterpriseconnect.gov.au).

## 2.3 Critical dates

Applicants should be aware of the following critical dates in the application process.

- Firms accepted for a Business Review must agree to a commencement date with a Business Adviser within two months of the firm's application being approved. If this does not occur, the approval will lapse and the firm may need to reapply.
- The Business Review must be completed within six months of work commencing.
- Tailored Advisory Service applicants must have completed an Enterprise Connect Business Review in the preceding six months before applying. This may be extended to twelve months where, within six months, work commenced implementing the recommendations of the Business Review.
- Tailored Advisory Service project activities must not be commenced prior to being approved by the Commonwealth, as the Commonwealth is unable to retrospectively approve grant funding.
- Firms must agree on a commencement date with their service provider/s within two months of the execution date of the Tailored Advisory Service Deed of Grant.
- Firms have a maximum of 14 months from the date the Deed of Grant is executed to complete all Tailored Advisory Service projects contained in the Deed of Grant.

## **3 Delivery of State Centre services**

### **3.1 State Centre Offices**

The State Centres will often be the first point of contact for firms seeking advice on Enterprise Connect services.

The Centre staff members provide firms with advice and access to their services and perform a number of duties including:

- ensuring all enquiries have a response within one working day;
- matching firms with appropriate Business Advisers; and
- working with partner organisations to advertise and hold events for firms.

Please contact a [State Centre](#) if you have any enquiries.

### **3.2 Business Advisers**

#### **3.2.1 Role of Business Advisers**

Business Advisers play a central role in the delivery of the program. Their functions include:

- identifying eligible firms that would potentially benefit from the Business Review service;
- providing Business Reviews to client firms;
- working with the client to interpret the findings of the Business Review, including the final report;
- assisting firms to locate and engage providers of Tailored Advisory Services on behalf of the client firms;
- helping firms with advice as they embark on implementation, including through the Tailored Advisory Service;
- providing client engagement services after completion of the Business Review; and
- promoting Enterprise Connect services to potential firms.

A [list of Business Advisers](#) and their contacts is available on the Enterprise Connect website.

#### **3.2.2 Client Engagement Service**

Firms that undertake internal improvement activities arising from the Business Review or through a Tailored Advisory Service grant are eligible to call on their Business Adviser for additional advice for twelve months after the Business Review is completed. This service is optional for firms and will be agreed to by both the Business Adviser and the firm. For clients who desire this level of service, Business Advisers will:

- provide client firms with advice for up to two days per year and includes maintaining regular telephone and email contact. This includes contacting firms around six months after the Business Review and visiting the firm after 12 months to assist with implementing the recommendations;
- assist firms to continue improving and ensure that all possible linkages between the firm and suppliers of innovation services (e.g. CSIRO, universities, Austrade, state governments) are fully explored;
- assist firms to focus on the Business Review implementation plan providing motivation and guidance where required;
- identify and assist clients who may benefit from other services within Enterprise Connect;
- identify and assist clients to access other government and non-government sources of advice, support and assistance;
- ensure the recommendations in the Business Review remain valid; and
- provide clients with this service at no financial cost.

### 3.3 Partner organisations

Partner organisations are an integral part of the Enterprise Connect network. They work with Enterprise Connect in a number of ways including:

- employing Business Advisers to deliver the Business Review across Australia;
- holding promotional activities to explain the benefits of Enterprise Connect services to their members and non-members; and
- assisting their participating client firms to undertake Tailored Advisory Service by helping to identify appropriate service providers, and if necessary helping to develop the project plans and contracts.

More information and contact details on all the [partner organisations](#) are available on the Enterprise Connect website.

## 4 Confidentiality

The Department of Industry, Innovation, Science, Research and Tertiary Education (Department of Industry) will use the information provided by firms to enable provision of Enterprise Connect services to you, and for the administration and further development of Enterprise Connect.

Your information may be disclosed within Enterprise Connect between the Department of Industry and its Business Advisers, Enterprise Connect partner organisations and CSIRO Engagement Managers for the purposes of providing Enterprise Connect services. It may also be disclosed as permitted or required by law, or in response to questions posed by the Minister, Parliament or its committees.

A firm may request the Business Adviser to provide a statement of confidentiality to each firm they work with. The Business Review Report will not be provided to anyone outside Enterprise Connect, its partner organisations or CSIRO Engagement Managers, without your written consent, unless permitted or required by law.

The Enterprise Connect partner organisations and CSIRO Engagement Managers are bound by strict confidentiality agreements which prevent them from disclosing client information without prior written approval of the Commonwealth and the consent of clients.

There will be regular public announcements of successful Tailored Advisory Service, Researchers in Business, Workshops, Industry Intelligence and Networking and Enterprise Learning and Mentoring applicants. The public announcement will include broad details of an application, for example, the identity of the successful applicant, the value of the assistance and/or grant and a brief description of the purpose of the assistance and/or grant. Firms concerned about confidentiality should discuss this with their nearest State Centre.

The use and disclosure by the Australian Government of information provided by you for Enterprise Connect is regulated by the relevant provisions and penalties of the *Public Service Act 1999*, the *Public Service Regulations*, the *Privacy Act 1988*, the *Crimes Act 1914* and the general law.

Restrictions on the disclosure of information gathered by Enterprise Connect and its Business Advisers, or provided by you (the client) during the course of a Business Review do not apply to any information:

- (a) which is now in or later comes into the public domain or which is obtainable with no more than reasonable diligence from sources other than the parties;
- (b) which is required or authorised by law to be disclosed to any person who is authorised by law to receive the information;
- (c) required to be submitted to a court, arbitrator, mediator or administrative tribunal in the course of proceedings before them to which the disclosing party is a party;
- (d) which is shared by the Department of Industry within its organisation, where relevant to the legitimate interests of the Commonwealth;
- (e) which is disclosed to or by the responsible Minister in response to a request by a House or Committee of the Parliament of the Commonwealth of Australia, or the Australian National Audit Office (ANAO); or
- (f) which is required to be published in accordance with Commonwealth government and procurement requirements.

## 5 Feedback on State Centre services

Firms are encouraged to provide feedback on State Centre services. This will assist the Department of Industry, Innovation, Science, Research and Tertiary Education to better target the services offered to firms.

If you want to provide feedback or have a complaint contact:

- the closest State Centre in the first instance (see [State Centre contact details](#)) or
- the General Manager if you are not satisfied with the complaint resolution procedure:

General Manager  
Enterprise Connect Branch  
Department of Industry, Innovation, Science, Research and Tertiary Education  
GPO Box 9839  
CANBERRA ACT 2601