

Business Growth Program Guide

For Service Providers

August 2023

Program Definitions

Term	Description
Applicant	An eligible business that has applied for a grant under Business Growth Program
Consultant	An eligible Service Provider
Department	Department of Industry, Tourism and Trade
Eligible Recipient	A business that has applied for and received formal notification of approval for a grant under the Business Growth Program
Eligible Service Provider or Registered Service Provider	A business registered as a Program Service Provider by the Department. Eligible Service Providers are listed in the Program's Providers Directory
GrantsNT	The online Northern Territory Government grants management system
Program	Business Growth Program
Professional Services	Professional services include advice or consultancy services to improve business performance, sustainability, and profitability.
System	A system is a suite of documents that collectively are used to manage or implement a function within a business. Examples include a Work, Health and Safety (WHS) system, Integrated Management System (IMS) or a Human Resources (HR) system.
Territory Businesses	<p>A business that meets the definition of a Territory Enterprise as indicated in the Programs Terms and Conditions.</p> <p>Generally, a Territory Enterprise is a business that operates in the Northern Territory and is currently engaged in productive activities out of a premise within the Northern Territory. A Territory Enterprise has a significant permanent presence (e.g. maintains an office) and employs Northern Territory residents.</p>

Contents

Contents.....	3
Introduction	4
Program purpose.....	4
Program categories.....	4
Program information and procedures	5
Funding information	5
The Service Provider registration process	5
The Proposal	6
Approval of works.....	6
Services Report.....	7
Completion of works	7
GST	7
Advertising and Promotion	7
Program Monitoring	7
Appendix A – Business Growth Program categories	9

Introduction

This guide provides information to assist Service Providers to understand the Business Growth Program (the Program) and associated obligations. It outlines minimum requirements and expectations and provides information on elements of the grant process. The guide should be read in conjunction with the Program's [Terms and Conditions](#)¹, which may vary at any time.

The Program is a Northern Territory Government initiative managed by the Department of Industry, Tourism and Trade (the Department). Under the Program, grants are provided to Territory businesses to subsidise (co-contribution) their access to professional services from a registered Service Provider to support business growth. Each grant is a co-contribution with the Grant Recipient being responsible for paying a specified proportion of the Service Provider's fee from its own funds.

Eligible Service Providers that do not comply with the Program's Terms and Conditions and this guide risk their registration as a Service Provider being terminated and may face legal action.

If you have questions regarding the Program, please contact a Small Business Champion on 1800 193 111.

Program purpose

The aim of the Program is to assist Territory businesses grow, develop, and expand. This grant supports the achievement of the Northern Territory Government's strategic goal to reach a \$40 billion economy by 2030.

The Program provides Territory businesses with subsidised access to professional advice or consultancy services to improve business performance, sustainability, and profitability.

Program categories

Professional services available under the Program may include the development of strategies and planning, implementation support, business mentoring and coaching and help to introduce management and support systems.

The support categories available to applicants are:

- Strategy
- Marketing
- Operations
- Finance
- People and culture
- Mentoring and coaching

¹ <https://nt.gov.au/industry/business-grants-funding/business-growth-program>

The Program is open to Eligible Recipients to apply for grant funding for these categories, as outlined in Appendix A – Business Growth Program categories.

The Program does not fund:

- subscription or linked services incurring future or recurring costs
- photography and physical items such as signage
- the purchase of software or hardware systems.

Program information and procedures

Funding information

The program will fund up to \$10,000 (excluding GST) per applicant per financial year. The grant funding can be split across more than one application for different services within the same financial year.

For each approved application, Eligible Recipients are required to make a co-contribution to the engagement fee charged by the Service Provider.

Please note the Department can change the funding amount or co-contribution at any time. Please check the current funding amount and co-contribution payment details in the Program Terms and Conditions.

The Service Provider registration process

Service Providers can apply to participate in the Program by submitting an application through [GrantsNT](https://grantsnt.nt.gov.au/grants/)², the online Northern Territory Government platform.

The Department will assess applications from Service Providers that wish to participate in the Program. Registration as a Program Service Provider is at the Department's discretion. Service Providers will be required to demonstrate the skills, experience, and qualifications of the team members providing services under each category in which the business seeks to provide services.

As part of the application process, Service Providers must:

- be a Territory Enterprise and hold a valid Australian Business Number (meeting the definition of a Territory Enterprise as per Terms and Conditions)
- identify the region/s in which the business is able to provide services
- provide evidence to demonstrate relevant skills and experience, qualifications, licenses and professional indemnity details for each service category the business seeks to provide services
- agree that this work will be conducted as commercial and in-confidence
- disclose any conflicts of interest to the applicant and the Department

² <https://grantsnt.nt.gov.au/grants/business-growth-service-provider-applications-1>

- provide details of the business for publication in the list of registered Service Providers available in [GrantsNT](#) ³.

Service Providers' registration status will be reviewed each year, or as required, to ensure currency and reflect the feedback received from Grant Recipients.

The Proposal

At the request of the business making a grant application, Service Providers may choose to prepare a proposal.

Please note:

- Service Providers must not complete or lodge an application for funding on behalf of the grant applicant
- if Service Provider owners or team members involved in the delivery of a proposed service are relatives or related parties to the business making a grant application, the Service Provider should not submit a proposal.

The proposal should include details of the services, a detailed breakdown of costs and the proposed timeframes.

In addition, the proposal should:

- explicitly refer to the Service Provider's understanding of the Applicant's requirements
- outline methodology to be used in meeting the objectives and how that will assist the Applicant to achieve the objectives
- indicate the expected start and completion date and estimated length of time needed to complete the objectives identified (note the maximum period is 6 months)
- identify the individual team members who will work on the project, including how much of the work will be outsourced, or subcontracted (no more than 50%)
- take into consideration the eligible and non-eligible grant components

Approval of works

Grant Applicants are encouraged to obtain proposals from more than one Service Provider to ensure that the selected consultant best fits their business needs. The preferred Service Provider is nominated in the grant application. Work must not commence until the Department has provided the grant applicant with formal approval to commence services with the nominated Service Provider.

If approved, the Applicant will receive a formal correspondence with an attached voucher. The work must be completed before the voucher can be redeemed. Work should be completed within 6 months of the Voucher issue date.

³ <https://grantsnt.nt.gov.au/grants/business-growth-service-provider-applications/suppliers>

Services Report

Once the services are complete, the Grant Recipient starts the acquittal process in GrantsNT. The Service Provider must provide a Services Report to the Grant Recipient for inclusion in that process.

The Services Report is used to determine value for money and confirm that the Service Provider has met the grant service objectives. Depending on the work undertaken, the Services Report can be the submission of the final product, a list of prepared documents, or a short report on what was done. The Department may request more information if the supplied evidence is not sufficient.

Completion of works

On completion of the work, the Service Provider must provide the Grant Recipient with a final tax invoice for inclusion in the acquittal process. The final invoice must clearly match the quotation provided to the applicant and show amounts received and outstanding.

The Grant Recipient is responsible for paying the Service Provider the difference between the total invoice and the value of the Voucher from its own funds. The Grant Recipient also approves the release of the Voucher to the Service Provider, after which the Service Provider can redeem the Voucher for payment via GrantsNT.

GST

Grant Funding is issued exclusive of GST. If the Service Provider is registered for GST, then GST will be paid by the Department in addition to the total value of the voucher.

The Recipient only pays GST on the difference between the invoice total (including the value of its co-contribution) and the Grant Funding value after GST is added.

Advertising and Promotion

Service Providers must not imply that they are able to influence the grant approval process, particularly in any promotional material. The Program should not be advertised or promoted in a way that can be interpreted as self-promotion by the Service Provider. Service Providers may not promote themselves as the only service provider able to provide the service. Service Providers must not act as an agent or a representative of the Department in assessing prospective clients' eligibility for the Program.

Service Providers can promote the Program within specified guidelines.

The following statement is permissible:

"Registered Service Provider under the Business Growth Program. For more information about the Business Growth Program visit <https://nt.gov.au/business-growth> or contact 1800 193 111 to speak to your local Small Business Champion".

Program Monitoring

As part of the application process, grant Applicants agree to undertake a program evaluation interview upon completion of the Program, as well as a review at six and twelve months after completion of the works. This includes the effectiveness of the work undertaken and the quality of service provided.

The Department conducts internal program evaluations regularly.

Appendix A – Business Growth Program categories

Category	Purpose	Examples
Strategy Professional advice and services to help achieve business goals.	Professional advice and services to help achieve business goals. A strategic approach to various elements of the business with a focus on the key success measures and priorities necessary to achieve the strategic goals. The strategic planning process will clearly define outcomes and a plan of action designed to achieve business success. The strategy document can include a business overview, business planning, strategic plans, or diversification. Other types of plans can be considered following a discussion with a Small Business Champion.	<ul style="list-style-type: none"> • Business seeking a whole-of-business review to identify deficiencies and opportunities for improvement • Mechanic looking to diversify into electrical side of automobile work • Aboriginal art business looking to review and update its business plan • Construction business growing rapidly and needing to prepare its organisation for business growth Excluded: Filming and photography, subscriptions, website hosting fees, purchase of software or hardware, printed promotional material, and physical items such as signage.
Marketing Professional advice to help market products and services.	A creative and strategic process that enables the business to promote and position its products or services to consumers in a competitive market. Understanding the business product or service, target market, competitive advantage, anticipated sales, market share, and unique selling points will guide the development of strategies. Professional marketing guidance can include the development of a detailed marketing plan or strategy, market and competitor analysis, expansion of the market for products and services and advice on promotion and branding, expanding into new markets, improving presence and enhancing sales channels. Note: Website development support will only be eligible if it aligns with the marketing plan and supports the growth and profitability of the business.	<ul style="list-style-type: none"> • Tourism operator wishing to combine two operations into a consolidated and consistent brand • Not-for-profit looking to update its website with a better user experience and engagement as part of a greater marketing plan • An industry organisation wanting to improve its market perception with an updated website as part of a greater marketing plan • Tourism operators looking to promote to a new market • Retail operator looking to engage customers online and build a community that it can support through technology • Pastoral services operator looking for diversification opportunities and wanting to develop an active marketing program to expand into new markets • Remote retailer wanting to update its online presence and integrate online sales into its website Excluded: Filming and photography, subscriptions, website hosting fees, purchase of software or hardware, printed promotional material, physical items such as signage.

<p>Operations</p> <p>Professional advice and services to help improve operational efficiency.</p>	<p>Professional advice or services to help improve operational efficiency. This can include assistance with systems and processes already in place.</p> <p>Services can include the review of practices, policies, processes, documents, systems, accreditation requirements, tender and contract documentation, or work health and safety regulations obligations. This work can also include inventory management, online booking systems, digital integration, data storage or cyber security.</p> <p>Professional services may include assistance with tender response strategies and addressing criteria, interpreting procurement guidelines and developing a tender response library and other resources to improve efficiency.</p>	<ul style="list-style-type: none"> • Not-for-profit looking to update its policy and procedure documents to remain compliant • Disability service provider wanting to implement a quality management system to meet NDIS requirements and support continuous improvement • Manufacturer needing to review and update its WH&S system and procedures following an incident • Local food producer wanting to develop operations to scale up for international sales • Charity looking to ensure that its governance policies are current and meet its legal obligations • Market stall operator looking to develop documentation in preparation for franchising the business • Manufacturing business looking to implement new processes to achieve efficiencies and business continuity • Businesses looking for Health, Safety and Environmental recommendations, Quality Assurance recommendations and capability statements <p>Excluded: Data storage subscription fees, purchase of hardware and software and software or hardware systems, ongoing subscription fees for online systems e.g. booking systems, training, submitting responses to live tenders, external audit costs associated with gaining third-party accreditation.</p>
<p>Financial</p> <p>Professional advice to improve your business performance and profitability.</p>	<p>Professional advice to improve business performance and profitability. Financial advice can assist business owners to develop a more in-depth understanding of their business' financial position and provide strategies to improve performance and profitability.</p> <p>The services can include financial analysis and planning, current balance sheet, cash flow position, profit and loss management, automating financial systems, receiving payments, and converting manual processing to digital invoicing.</p>	<ul style="list-style-type: none"> • Vehicle mechanic wanting to review its systems and financial position to plan for upcoming years • Transport company looking for assistance to transition to a new accounting system and implement features for KPI analysis, data consolidation and budgeting • Conveyancing company needing assistance to understand its cash flow and financial performance • Construction company looking to diversify its products or services and needing assistance with understanding the financial implications for the business <p>Excluded: Preparing BAS statements, tax returns or business-as-usual accounting, subscription fees or any ongoing software charges, purchase of software or hardware systems.</p>

<p>People and Culture</p> <p>Professional advice to help align workforce with business vision and goals.</p>	<p>Professional advice to help align workforce with business vision and goals.</p> <p>Services can assist the applicant to:</p> <ul style="list-style-type: none"> • develop workforce strategies, sound employment practices and frameworks and/or supporting systems and documents to assist with staff retention, productivity, training requirements, development, customer experience, and recruitment • identify and address legislative or regulatory obligations within the workplace or working environment • develop or review the Human Resources strategies such as contract development, position development policies, performance management processes • better understand the existing company culture and where to focus – develop strategies to improve workplace culture, rebuild the connection with staff • develop guidelines for flexible work practices such as when and where employees work, types of work done at home and on the business premises 	<ul style="list-style-type: none"> • Electrician looking for ways to retain staff and provide opportunities for professional development • Sales office wanting to identify and implement a performance or leave management process • Not-for-profit requiring an audit of its HR policies to improve governance and inform the development of relevant policies • Construction company looking to improve its HR systems and position the business as an ‘employer of choice’ in the industry • Real Estate company wanting to develop processes around flexible work practices such as working from home • Seasonal tourism business needing to update its contracts to be Fair Work compliant and implement a cloud-based HR management system • Construction business developing alternative recruitment channels to attract potential staff <p>Excluded: Outsourcing of recruitment to a recruitment agency, purchase of software or hardware systems and ongoing subscription fees.</p>
<p>Mentoring and Coaching</p> <p>Professional advice to help the business achieve its intended objectives.</p>	<p>Professional advice and support for the business owner/s (and/or key senior officers) responsible for the business achieving its objectives and outcomes.</p> <p>Mentoring and coaching services can include discussions around the purpose / vision, consideration of specific activities and reflection on business practice to help focus and empower owners in their roles.</p> <p>Applicants must demonstrate a clear link to their business plan or similar guiding document.</p>	<ul style="list-style-type: none"> • Health food wholesaler looking for mentoring support as it pivots to a more retail-focused business • Fitness centre seeking mentorship to help implement the 12-month strategic plan • Business owner looking to implement new procedures to allow the business to operate under an independent management team • Property maintenance company looking for coaching and assistance in incorporating its new Integrated Management System into its business processes <p>Excluded: Business as usual or ongoing mentoring and coaching. The purchase of software or hardware systems.</p>