Business Growth consultant

Registration guidelines

Contents

1. What is the Business Growth Program?

The Business Growth Program (the Program) is a Northern Territory (NT) Government initiative managed by the Department of Industry, Tourism and Trade (the Department).

The Program aims to encourage business growth and enhance performance, profitability, employment levels and market penetration through continuous improvement strategies that meet the needs of NT businesses.

With the guidance of the Department's Small Business Champion (SBC), eligible businesses, not for profit organisations and Aboriginal enterprises in the NT (the Client) can engage suitably qualified consultants to enhance their business performance. Approved Clients are provided a grant reimbursement after providing evidence that the consultant has successfully delivered the agreed support under the Program and the Client has paid the consultant.

To be eligible for the Program, the Client is required to:

- meet with a SBC to discuss their specific requirements and the program support offered by the Department
- be in a sound financial position
- be registered and based in the NT and employ NT residents
- be genuinely seeking to enhance their business performance
- have the resources to implement the recommendations from the Program
- dedicate the required time and attention necessary to complete the Program
- have current ABN and GST registration

Businesses that identify as not for profit organisations or registered charity with public benevolent institution tax concessions are eligible for the Program having met the above criteria.

Franchise or multinational businesses should discuss their circumstances directly with a SBC.

2. The consultant's role

The consultant selected by the Client is critical to the success of the Program. This may be the first experience for the Client to work with a consultant to enhance their business performance.

Many clients will be sceptical about engaging a third party into their business and apprehensive to provide their critical business information. As the consultant you will need to address this and alleviate any concerns the Client may have by confirming your understanding of the commercial in-confidence nature of the work. Building trust is the first priority.

The consultants must:

- have current ABN and GST registration
- operate a private consultancy/advisory service as one of my primary business activity and have traded for a minimum of 12 months
- carry professional indemnity insurance
- hold the relevant qualifications, certifications or accreditations
- have a portfolio of testimonials demonstrating the consultants' ability to produce workable business solutions
- understand the commercial in-confidence nature of the work being conducted, the NT business environment and the current concerns facing NT businesses
- disclose any conflicts of interest to the Client and the Department

- have the ability to:
    - respond in a timely manner to all requests of the Client seeking a proposal to participate in the Program
    - negotiate with the Client to provide a win-win solution from the commencement through to the end of the Program
    - provide practical contemporary solutions to the issues the Client is facing
    - communicate with the Client in a concise professional manner
    - produce concise end of program reports covering relevant aspects of the Client in line with the expected outcomes of the Program and the proposal of work provided
    - work to and maintain time lines agreed with the Client

All consultants who wish to provide consultancy services to the Client must meet these standards. Failure to do this may result in the removal of Consultants' from the Register.

3. Consultant application process

The Department maintains a register of approved consultants (the Register) for the Business Growth program. This register is a resource for the Client to select an appropriate consultant for their specific needs.

To apply to be included in the Register, the consultant will need to:

- provide ABN and GST registration details
- complete the Business Growth Consultant application form
- provide a current company summary including the main contact's details and experience part of the application form
- provide copies of relevant qualifications, affiliations, accreditations or certifications
- provide a minimum of two recommendation letters from previous NT based business clients that have engaged and paid for your services in the last 12 months that align with the programs you are applying for as a consultant
- provide a copy of your professional indemnity insurance
- submit a signed Consultant Declaration and Acknowledgement (final page of this document)
- if required, arrange a meeting with the Department to clarify the requirements of the consultant application and details of the Program

Upon completion of the above, the application will be submitted for assessment and final approval. As an indication, this process could take up to four weeks. If approved, formal notification will be given in writing.

4. Updating your details

It is the responsibility of the consultant to advise the Department of any changes of details we have recorded in the register (e.g. change of phone number, address, ABN etc.).

If the consultant wishes to add a new program to an existing registration, additional documents must be submitted to support the amendments:

- copies of relevant qualifications/accreditations/certificates
- a summary of experience relevant to a new program the consultant requests to add to their registration
- two recommendation letters from previous NT based business clients the consultant has worked with in the last 12 months to verify your experience in the relevant area

5. The consultant's proposal

The Client applying for support through the Program is advised by the Department:

> *'The single most important factor in the success of your program will be the selection of the Consultant that will work with you in creating strategic development and continuous improvement. Key to this success is that you understand why you are applying for the Program.*
>
> *For this reason, we strongly recommend that you devote as much time as necessary to select the Consultant that will work with you to ensure the success you deserve.'*

The Client is to provide consultants with a brief detailing:

- the Client's consideration to participate in the Department's Program and the specific program they are applying for (e.g. An Overview, Information Technology Solutions etc.)
- the history of the Client's business (e.g. how long they have been operating, the number of staff, approximate turnover, main market, trends and outlook)
- what the Client wants to achieve from the Program (i.e. objectives) identifying any specialist areas that they must cover (e.g. finance, marketing, human resources, etc.)
- the time frames (i.e. preferred start and completion date)
- any special planning requirements the Client has and any significant events that may affect the Program's outcomes
- similar analysis/strategic planning projects that have previously been completed

Consultants should aim to respond to a Client within a week from the request being received to advise if they are available to provide support and if so, prepare a proposal within two weeks for the Client's consideration. The proposal will need to:

- refer explicitly to the consultant's understanding of the Client's needs
- outline the methodology to be used in meeting the objectives the Client has set out and how the consultant will assist the Client in achieving these objectives
- state the agreed start and completion date, approximating the length of time needed to complete the objectives identified
- the total cost of the Program, including hourly rate breakdown against the methodology being used (GST inclusive)
- outline the format that the final report or end product will be produced and delivered to the Client
- Identify the individual team members who will be working on the project

It is also strongly recommended that the consultant make a personal visit to the Client's premises to ensure they have a clear understanding of the operating environment prior to submitting the proposal.

The consultant must propose for service based on the identified objectives from the Client; the proposal should not be based on the capacity for grant reimbursement. A number of programs identify that the reimbursement is relative to the size of the organisation and availability of funding and this is closely monitored.

The written proposal from the consultant deemed suitable to meet the needs of the Client must then be attached to support the application. At the completion of the Program the outcomes of the work undertaken will be compared to the objectives in the proposal to ensure services have been provided and value for money on behalf of the business and NT Government.

The Client is required to obtain proposals for the Program from a minimum of three consultants. Clients are required to use consultants that are Territory enterprise*. If they do not select a consultant that is a Territory enterprise they must prove through a competitive process that there are no suitable Territory Enterprises available. This is in accordance with the NT Government's Buy Local Plan.

The Buy Local Plan is a key component of the NT Government's measures to support NT businesses, and the primary objective is to ensure that the largest possible proportion of every dollar spent by the NT Government is retained within and delivers benefits for the NT economy and community. For more information on the Buy Local Plan, visit www.buylocal.nt.gov.au.

** Territory enterprise is an enterprise operating in the NT with a significant permanent presence in the NT and employing NT residents.*

6. Funding agreements

The funding agreement made between the Client and the Department is based on the consultant's proposal with an expected completion date; the agreement expires 30 days after this specified completion date. All extensions of this agreed date should be made by the Client in writing to the SBC for approval from the Department. Where time frames have expired, the Client will be contacted and receive a cancellation letter stating that they have not met the terms of the funding agreement.

Also within the funding agreement the Client acknowledges that any agreement entered into between the Client and the consultant, for work provided under the Program, constitutes a private contractual arrangement between the Client and the consultant, and the Department will not be deemed to be a party to any such agreements, understandings and arrangements, and accordingly the Department will not be responsible for any monies owed by either party.

Under the Program, the consultant is engaged by the Client, not the Department. The Department will not be responsible for payment liabilities during any program.

All payments will be the responsibility of the Client. When providing an agreement to undertake work with any client, the consultant needs to undertake the same due diligence applied under any contract.

Once the consultant has completed the Program and submitted the report to the Client's satisfaction, the Client pays the consultant directly.

7. Outsourcing the agreed work to a third party

The expectation and intent of the Program is to support local NT businesses in obtaining experience, advice and support through professional services thus building a strong local professional services sector.

Full disclosure as to outsourcing or subcontracting to third party providers, elements of work or in entirety, must be declared to the Client and be contained within the proposal prior to acceptance of a proposal.

The actual staff who undertake the work as the third party must be based in Australia and paid in Australian dollars.

8. Advertising the Business Growth Program

The SBC's welcome referrals to the Program from the consultant's own client base. The Department recommends the consultant to instruct their clients to directly contact one of the SBC's to discuss their needs in line with the Programs content and intent.

All participating consultants must not create or reproduce the Program with the intent to publish in print, digitally, online, or otherwise advertise the Program offered by the Department. The consultant can mention their involvement as an approved consultant with the Program; however, should not under any circumstances 'sell' the Program to prospective clients, or act as an agent or representative of the

Department in assessing prospective clients' eligibility for the Program. The consultant is also not permitted to write the application, letter of request or lodge the application on behalf of the Client.

If the consultant is considering an advertising campaign that promotes the Program the consultant is to apply in writing for approval. Once approved the consultant will receive written approval from the Department.

The Department reserves the right to remove consultants from the Register and any further involvement in the Program if it is revealed that they have acted in contravention of this directive.

The consultant should welcome the opportunity to expose their clients to friendly competition which often reinforces their relationship with their clients.

9. Review of consultant guidelines and the Register

The Consultant Guidelines are reviewed in line with the Department's goal of providing excellence in our own business. If there is any update or amendment, all consultants listed in the Register will receive a copy and will be requested to submit a signed Consultant Declaration and Acknowledgement within the timeframes set by the Department. Consultants who don't meet the deadline will receive a reminder email. If no correspondence is received by the Department from the consultant, the consultant will be removed from the Register via written correspondence.

The Register is reviewed annually. All consultants who have not provided consultancy services to a Client in the past financial year will be notified and removed from the Register. After being removed, consultants will have an additional period of 12 months to provide consultancy services and may request to be re-listed in the Register if their consultancy services are used within this 12 month time frame.

If the Client wishes to engage a non-listed consultant after the additional 12 month period has passed, the consultant will need to make contact with the Department.

10. Program criteria

The grant reimbursement offered by the Department is only applied to engaging a consultant to assist the Client to develop plans and strategies for continuous improvement in line with the Program's aims and objectives.

Grant reimbursements are not to be used to implement any initiatives resulting from the process (e.g. pay for third party accreditation, pay for web site hosting, purchase software/hardware, training, etc.).

The current programs available to Clients are:

- An Overview
- Business Planning
- Integrated Management Systems
- Mentor Support
- Business Solutions
- Information Technology Solutions
- Tender Solutions
- Digital Solutions
- Employment Solutions
- Governance Solutions

No consideration will be given to the Client seeking retrospective approval (i.e. approval will not be given to consultancy services that have already commenced or completed work).

In addition to the grant reimbursement for each program, regional Clients may qualify for additional travel funding (100% of costs to a maximum of $1,000 incl. GST) to cover the reimbursement of expenses for the consultant's travel and accommodation where the consultant travels to a Client located more than 150 km from the townships of Alice Springs or Darwin. This additional grant is applicable to all programs. Receipts from the consultant must be produced for the Client's acquittal process.

A Client based in Alice Springs or Darwin cannot claim this travel grant reimbursement for any costs incurred by the consultant to travel to Alice Springs or Darwin to deliver their consultancy services.

10.1. An Overview

Program specific criteria for the Client:

- have a minimum turnover of $300,000 per annum
- have traded financially for a minimum of two years
- registered for GST

Relative to the size of the organisation and available funding the grant reimbursement level is up to 80% of a consultant's fee to a maximum of $5,000 (GST inclusive).

10.1.1. Purpose

An Overview program aims to quantify the actual position of the Client and to identify its operating environment, as well as its strengths, weaknesses, opportunities and threats (SWOT). The program is offered to the Client that is already operating successfully and has the potential to benefit through reviewing current practices in the areas of:

- Finance
- Marketing
- Operations
- Human Resources

10.1.2. Outcome

The final report from An Overview will detail the finding from the SWOT analysis, summarise discussions and contain recommendations that the Client will be able to immediately implement. It should form the basis for further planning processes should the Client decide to progress into the business planning program or any other Business Growth programs.

Typically (but not limited to) a report will contain:

- the Client's background objectives / mission statements
- an industry sector overview, current marketing strategies, key clients, competitors and identified areas for improvement
- current operational strategies, details of major plant and equipment, major suppliers and identified areas for improvement
- current human resources including organisational chart, key personnel and management, training strategy and identified areas for improvement
- current financial position and key ratio trends, with comments on major income and expenditure streams and identified areas for improvement
- SWOT analysis
- key corporate governance issues and risks
- potential for business diversification
- positioning for succession planning
- concluding remarks and recommendations

An Overview ideally should be completed within four to six weeks of the Client being approved for funding and accepting a proposal.

10.2. Business Planning

Program specific criteria for the Client:

- have a minimum turnover of $300,000 per annum
- have traded financially for a minimum of two years
- registered for GST

Relative to the size of the organisation and available funding the grant reimbursement level is up to 50% of a consultant's fee to a maximum of $10,000 (GST inclusive).

10.2.1. Purpose

The Business Planning program aims to provide a structured plan and timeline to build profitability, sustainability, including succession planning and business capabilities by addressing strategic priorities identified in An Overview program or equivalent.

10.2.2. Outcome

Business planning should focus on key success factors and the priorities necessary to attain the Client's objectives and strategies. The business plan should be specific, measurable, attainable, realistic and time-linked, with a focus on improving the business in the areas of (but not limited to):

- performance
- possible export markets
- business/product expansion
- market expansion
- employment opportunities

Typically, a business plan should contain the following elements (but not limited to):

Management

- company history
- organisational structure
- management profiles/styles
- problems perceived by management
- eBusiness strategies
- company goals and objectives
- legislative/regulatory compliance
- succession and exit planning
- business advisors

Marketing

- products and services
- pricing policies
- promotion/branding
- distribution
- marketing strategy
- competitor analysis
- market research/trend analysis
- export potential/history
- performance measures
- social media/digital/online presence

Manufacturing/Operations

- vertical integration
- layout and flow lines
- machinery and equipment
- facility location and size
- technology
- production and inventory control
- information systems
- performance measures
- supply chain management
- warranties and refunds

Human Resource Management

- organisational culture
- employee morale and motivation
- communication
- industrial workplace relations
- training and development
- reward and incentive programs
- appraisal systems
- performance measures/KPIs
- modern awards / national employment standards
- workforce planning

Innovation Management

- product innovation
- process innovation
- resource allocation
- appraisal of innovations
- research and development capabilities
- performance measures
- intellectual property protection
- technology

Integrated Management Systems

- risk management
- work health and safety
- site safety plans
- environmental management plans
- quality management

Finance

- profit and loss management
- current balance sheet
- cash flow position
- financial ratio analysis
- funding requirements
- product costing
- appraisal of investments
- insurance held/required
- payment terms

Concluding remarks
Summary of key issues and prioritisation
An action plan

The Business Planning process ideally should be a living document that the consultant uses to guide the Client through to implementation.

10.3. Integrated Management Systems

Program specific criteria for the Client:

- have a minimum turnover of $300,000 per annum
- have traded financially for a minimum of two years
- registered for GST

Relative to the size of the organisation and available funding the grant reimbursement level is up to 50% of a consultant's fee to a maximum of $10,000 (GST inclusive).

10.3.1. Purpose

Integrated Management Systems program enables the Client to engage a suitably qualified consultant to review their practices, policies, processes, documents and systems to benchmark against recognised standards in the areas of:

- risk
- work health and safety
- other industry specific accreditation
- quality management
- environmental management

10.3.2. Outcome

The program aims to provide a set of co-ordinated activities to direct and control business performance in order to continually improve its effectiveness and create efficiencies.

The Client can use the program to align their systems to the outcomes identified by Australian and/or International standards.

Note: This program will not cover the external audit costs associated with gaining third party accreditation (ISO or similar).

The consultants wishing to provide services under this program are required to submit copies of relevant qualifications, accreditations and/or certificates in support of their expertise in this area.

10.4. Mentor Support

Program specific criteria for the Client:

- have a minimum turnover of $300,000 per annum
- have traded financially for a minimum of two years
- registered for GST

Relative to the size of the organisation and available funding the grant reimbursement level is up to 50% of a consultant's fee to a maximum of $5,000 (GST inclusive).

10.4.1. Purpose

Mentor Support program is designed for the Client that is operating successfully, is implementing a formal business plan and has identified specific management issues that may benefit from a mentor-assisted approach.

10.4.2. Outcome

The Client will be able to improve performance by engaging an industry specific service provider to assist management in achieving their identified goals.

10.5. Business Solutions

Program specific criteria for the Client:

- have a minimum turnover of $75,000 per annum
- have traded financially for a minimum of one year
- registered for GST

Relative to the size of the organisation and available funding the grant reimbursement level is up to 80% of a consultant's fee to a maximum of $4,000 (GST inclusive).

10.5.1. Purpose

Business Solutions program allows the Client to engage a suitably qualified consultant that will provide immediate assistance to enhance the prospects of success within the Client's business. The different areas of support for Business Solutions are:

- Management
- Marketing
- Finance

The Client, with the assistance of the SBC, will develop the scope of the services required under this program ensuring it adequately addresses their immediate needs.

10.5.2. Outcome

The Client is able to engage a suitably qualified consultant that will provide expert face-to-face advice and tools/strategies/resources that will enable the Client to address the issue at hand. For example, business and financial management, marketing strategies, or another identified business need that is urgent or immediate in nature.

10.6. Information Technology Solutions

Program specific criteria for the Client:

- have a minimum turnover of $75,000 per annum
- have traded financially for a minimum of one year
- registered for GST

Relative to the size of the organisation and available funding the grant reimbursement level is up to 80% of a consultant's fee to a maximum of $4,000 (GST inclusive).

10.6.1. Purpose

Information Technology Solutions program offers the Client assistance for:

- analysis and identification of the technology utilised within and available to the Client
- identification of processes that are out dated or overtasked that can be improved via technology
- gap analysis on current technologies versus the Client's future needs
- identification, costing and comparison of relevant new technology opportunities

10.6.2. Outcome

The consultant is to assess the technology currently used by the Client and identify new technology systems, processes, software and/or hardware that will increase productivity and improve the bottom line. This may include but is not limited to:

- identify, develop, implement policies and processes in relation to technology utilisation
- advise, identify and understand opportunities and benefits provided by the national broadband network
- identify, develop, implement policy and procedure in relation to data privacy and security
- identify opportunities and tools for real-time online person to person virtual communication
- provide detailed mapping scopes covering system upgrades for hardware and/or software
- identify, develop, and implement processes that improve administration and financial management
- review data and document management, cloud technology and industry relevant technologies
- Note: This funding cannot be used to purchase new software/hardware systems or related training.
- The Client participating in this program will be able to:
- understand the role of the technology within the business
- maximise efficiencies and expand markets and competitiveness through adopting and/or increasing technology used
- understand the role of data privacy, security systems and support available to organisations
- compare technology systems that the Client may be looking to engage in

Note: This list is not exhaustive and should act as a guide for determining the type of support offered.

10.7. Digital Solutions

Program specific criteria for the Client:

- have a minimum turnover of $75,000 per annum
- have traded financially for a minimum of one year
- registered for GST

Relative to the size of the organisation and available funding the grant reimbursement level is up to 80% of a consultant's fee to a maximum of $4,000 (GST inclusive).

10.7.1. Purpose

Digital Solutions program offers the Client assistance for:

- website design and architecture, functionality, integration and with the ability to be self-edited
- digital marketing and/or social media plans
- digital coaching, up-skilling or mentoring
- e-Commerce

Note: Funding cannot be used to purchase new software/hardware systems or related training.

10.7.2. Outcome

The consultant is to assess the Client's current digital environment, identifying program requirements, software and/or hardware that will increase productivity and improve the digital presence with a clear path for continuous improvement.

The Client participating in this program will benefit by:

- improvement and/or creation of a digital marketing presence
- increased social media exposure
- understanding the principles of e-commerce
- the ability to create, edit and maintain content within all channels of digital media in-house

Note: This list is not exhaustive and should act as a guide for determining the type of support offered.

10.8. Tender Solutions

Program specific criteria for the Client:

- have a minimum turnover of $75,000 per annum
- have traded financially for a minimum of one year
- registered for GST

Relative to the size of the organisation and available funding the grant reimbursement level is up to 80% of a consultant's fee to a maximum of $4,000 (GST inclusive).

10.8.1. Purpose

Tender Solutions program offers the Client assistance for:

- tender response strategies in regards to tender applications and addressing criteria (e.g. schedule of rates or lump sum price, past performance and references, capacity, local development and value adding)
- specialist assistance to gain tender/contract work (e.g. Health, Safety and Environment (HSE) recommendation/s; Quality Assurance recommendation/s; CAL accreditation, capability statements etc.)
- finding tender opportunities utilising the NT Government Quotations and Tenders Online website
- understanding procurement guidelines and developing a tender response library and other resources to improve efficiency

10.8.2. Outcome

The consultant is to assess the current systems, processes, qualifications and tender/contractor documentation. This may include but is not limited to:

- identifying, developing and implementing policies and processes in relation to tendering responses
- advice on how to work within the public and private tendering system for immediate tender support
- identifying, developing and implementing processes that will improve administration and financial management within the tender/contracting environment

The Client participating in this program will benefit by:

- attaining a solid understanding of the requirements and importance of their tender responses
- developing sound practices and frameworks to enhance process and sustainable outcomes
- identifying and addressing legislative or regulatory obligations

Note: Funding cannot be used to engage a Consultant to respond to live tenders on behalf of the Client

10.9. Employment Solutions

Program specific criteria for the Client:

- have a minimum turnover of $75,000 per annum
- have traded financially for a minimum of one year
- registered for GST

Relative to the size of the organisation and available funding the grant reimbursement level is up to 80% of a consultant’s fee to a maximum of $4,000 (GST inclusive).

10.9.1. Purpose

Employment Solutions program offers the Client assistance to:

- increase the Client’s capacity to engage with people from all areas, backgrounds and abilities
- develop strategies on staff retention, training requirements, development and recruitment
- increase and support responsible and sustainable employment outcomes across the NT

10.9.2. Outcome

The Client participating in this program will benefit by:

- attaining a solid understanding of the importance of their workforce, productivity, staff development, engagement, retention, training requirements and their role in the organisation
- receiving assistance and advice to develop sound employment practices and frameworks for responsible and sustainable workforce outcomes
- identifying and addressing legislative or regulatory obligations within the workplace or working environment
- identifying potential risks and shortfalls in labour supply and demand

Note: this list is not exhaustive and should act as a guide for determining the type of support offered to the Client.

The program will enable the Client to implement solutions to critical issues identified (including, but not limited to):

- meeting obligations under national employment standards and modern awards
- identifying training opportunities or requirements of current staff
- performance review frameworks, processes and/or templates

- development and/or analysis of workplace productivity, financial viability and performance measures as they relate to human resources
- change / creation of job description/s
- change / create interview guides and staff inductions
- flexible working arrangements (i.e. working hours, part time, job share etc.)
- engagement strategies with Aboriginal workforce and skilled migrants
- attracting employment within the local workforce from people of all areas, backgrounds, abilities and generations
- addressing hard to fill positions
- high staff turnover
- attraction, recruitment and retention strategies
- reward and incentive systems
- internal practices and policies, standards of conduct
- termination of employment processes including exit interviews
- complaint and dispute resolution
- bullying and harassment policies
- meet obligations under work health and safety regulations

The consultant who wishes to provide services under this program is required to submit copies of relevant qualifications, accreditations and/or certificates.

Note: Funding cannot be used to engage legal representation for any workplace or work-related legal issues

10.10. Governance Solutions

Program specific criteria for the Client:

- have a minimum turnover of $75,000 per annum
- have traded financially for a minimum of one year
- registered for GST

Relative to the size of the organisation and available funding the grant reimbursement level is up to 80% of a consultant's fee to a maximum of $5,000 (GST inclusive).

10.10.1. Purpose

Governance Solutions program offers assistance to not for profit organisations and board managed entities to improve their corporate governance, financial and commercial literacy, and management practices to ensure they operate in a sustainable and accountable fashion.

10.10.2. Outcome

Not for profit organisations undertaking the program will achieve:

- a best practice guide including roles and responsibilities under the Associations Act (NT) and their constitution
- a financial snapshot of their organisation including financial management and reporting processes to ensure on-going financial health, transparency and accountability
- a final report highlighting key areas that need to be addressed and agreed action items

11. The client process

Prospective clients can be identified by the SBCs who will introduce them to the Program or be introduced to a SBC via a consultant.

1. The Client and the SBC must meet to identify the eligibility of the Client for the Program, the appropriate program for the needs of the Client and the scope or requirements of the work to be completed.
2. The Client will be required to provide a brief of request and discuss the agreed scope of work with at least three suitably qualified consultants listed in the Register. The Client must seek a written proposal from each consultant that outlines the suggested outcomes against the agreed scope, costing and time frames.
3. The Client is required to use a Territory enterprise. They must prove through a competitive process that there are no suitable Territory Enterprises before a non-territory consultant is considered.
4. The Client then completes an application form providing all other required information including their selection of consultant. If the SBC is satisfied with the scope of the proposal, the application will be progressed for assessment. As an indication, the process may take up to 30 days.
5. If the Client's application is approved, the SBC will send a funding agreement to the Client outlining the Terms of the Agreement including the level of financial assistance, timeframe for the completion of each component of the program including progressive payments, if appropriate, and a completion date.
6. The Client must return the original signed funding agreement within 14 days of receipt and prior to works commencing. The Client is also responsible for the management of their program to ensure that the timeframes in the funding agreement are met.

Any variations to the schedule must be approved in writing through the SBC prior to them occurring. Failure to do so may result in the cessation of the funding agreement for the Program.

Once the consultant has completed the agreed scope of work and the Client is satisfied with the overall results, the Client pays the consultant in full and arranges a Program Evaluation Interview with the SBC.

12. Client reimbursement process and program evaluation interview

The Program operates as a reimbursement grant to the approved Clients. In other words, the Department will only reimburse the Client once the Program has been completed and the Client has paid the consultant in full.

All payments to the consultant will be the responsibility of the Client. When entering into an agreement to undertake work with any client, the consultant needs to undertake the same due diligence applied under any contract.

On the completion of the Program, the outcomes of the work undertaken will be compared to the objectives in the proposal and the expected outcomes of the Program to ensure that what was initially agreed has been delivered. Once the report is submitted to the Client's satisfaction, the Client pays the consultant directly in full including the approved travel cost if applicable.

In order to obtain the agreed reimbursement from the Department, the Client will need to contact their SBC and make arrangements to conduct a Program Evaluation Interview. The information collected from this interview will be recorded and referred to when consultant applications are processed and the Resister undergoes an annual review.

The Client will also need to supply the following:

- a copy of the consultant's Tax Invoice and travel receipts (if applicable)
- a copy of the consultant's receipt to evidence that they have paid for the Program
- a copy of the completed report from the consultant
- an invoice to the Department for the agreed value
- any other documents requested by the Department as required

Once the SBC is satisfied with the above, they will then process the applicable payment.

If any areas of concerns in relation to the consultant are raised with a SBC this will be discussed with the consultant. Decisions will only be made only after full discussions with both parties.

13. Conclusion

In conclusion, this document serves to act as a guide to prospective consultants of the Department's expectations for the Program outcomes and intent including the services offered by the consultant contained within the Register.

The final page of this document is a declaration for consultants to acknowledge that they have read and understood the intent of the Program and agree to abide by these standards. This declaration must be signed and returned to the Department upon application to the Program (and whenever any changes occur to the Program).

Failure to abide by these standards will result in the removal of a consultant from the Register.

14. For more information contact

Jodie Mason

Project Officer

Department Industry, Tourism and Trade

Territory Engagement and Delivery

Phone 08 8951 8553

Email business.ITT@nt.gov.au