



**Australian Government**  
Department of Industry,  
Innovation and Science

**Business**

business.gov.au  
**13 28 46**  
Delivered by AusIndustry™



## Customer Information Guide

# Entrepreneurs' Programme - Northern Australia Tourism Initiative

Version: 1.0

29 February 2016

## Contents

<b>1</b>	<b>Purpose of this guide</b> .....	<b>4</b>
<b>2</b>	<b>Programme overview</b> .....	<b>4</b>
2.1	Northern Australia Tourism Initiative overview.....	4
<b>3</b>	<b>Northern Australia Tourism Initiative</b> .....	<b>4</b>
3.1	Business Evaluation for a <i>Tourism Business</i> .....	5
3.2	Supply Chain Facilitation for a <i>Tourism Business</i> .....	5
3.3	Growth Services for a <i>Tourism Business</i> .....	5
3.4	Tourism Partnerships .....	5
3.4.1	Who can apply for Tourism Partnerships? .....	6
3.4.2	How to apply for Tourism Partnerships .....	6
3.4.3	How your application will be assessed.....	7
3.4.4	If your application is successful .....	7
3.4.5	If your application is unsuccessful .....	7
3.5	Business Growth Grant for a <i>Tourism Business</i> .....	7
<b>4</b>	<b>Who can apply for Northern Australia Tourism Initiative Services?</b> .....	<b>7</b>
4.1	Tourism Business.....	7
4.2	Eligibility.....	8
<b>5</b>	<b>How to apply for a Business Management Service</b> .....	<b>8</b>
5.1	How your application will be assessed .....	9
5.2	If your application is successful.....	9
5.3	If your application is unsuccessful.....	9
<b>6</b>	<b>Other things you should know</b> .....	<b>9</b>
6.1	Conflicts of interest.....	9
6.2	How we manage conflicts of interest.....	10
6.3	Use and disclosure of information.....	10
6.4	Protection of information.....	10
6.5	Confidential and Personal information .....	10
6.6	When we may reveal or use Confidential and Personal Information .....	11
6.7	Disclosure of information where authorised or required by law .....	11
6.8	Protection of information by Business Advisers and Business Facilitators .....	11
6.9	Freedom of information .....	12
6.10	Information storage .....	12
<b>7</b>	<b>Public announcement</b> .....	<b>12</b>
<b>8</b>	<b>Feedback</b> .....	<b>12</b>
	<b>Appendix A. Glossary</b> .....	<b>14</b>

**Disclaimer**

Business Management services are undertaken by Business Advisers and Business Facilitators employed by Industry Partners. Using the information you supply, the Business Adviser or Business Facilitator will make recommendations to you to improve your business. If you're eligible, your business may choose to address these areas with the assistance of a Business Growth Grant.

Business Management relies upon information you provide and may include the views of other parties in providing this service. As such, the Commonwealth, its Contractors and their Specified Personnel are unable to guarantee the accuracy, completeness and relevance of services for your purposes. You should therefore satisfy yourself that the Business Management Service is appropriate for your business needs before taking any action.

The Commonwealth, its Contractors and their Specified Personnel excludes 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, Business Management or any actions taken by your business in addressing issues or implementing recommendations identified as part of Business Management activities, complementary services or otherwise provided separately by a Business Adviser or Business Facilitator.

# 1 Purpose of this guide

This *Customer Information Guide* (the Guide) explains the *Northern Australia Tourism* initiative of the *Entrepreneurs' Programme* and sets out the rules for receiving *Services* and *Grants* under this *Element*.

You should read this Guide in conjunction with the *Programme Guidelines* and any related documents. Please read this Guide carefully before you start filling out an application form.

Definitions for italicised terms can be found in the [Glossary](#) and are consistent with those in the *Programme Guidelines*.

## 2 Programme overview

The [Entrepreneurs' Programme](#) drives business growth and competitiveness by supporting:

- business improvement and research connections in targeted *Growth Sectors*
- the commercialisation of novel products, processes and services.

The Programme has three *Elements*:

- Business Management
- Innovation Connections
- Accelerating Commercialisation.

The primary focus of the Programme is on providing access to the best advice and networks to help businesses solve problems, rather than focusing on financial assistance.

### 2.1 Northern Australia Tourism Initiative overview

The *Northern Australia Tourism Initiative* was introduced as part of the *Our North, Our Future: White Paper on Developing Northern Australia*.<sup>1</sup> AusIndustry will deliver a range of *Business Management Services* to tourism businesses in *northern Australia*.

The *Northern Australia Tourism Initiative* focuses on providing business advisory support to businesses. Every business needs different support, and services will be tailored to ensure the business gets the right support at the right time.

## 3 Northern Australia Tourism Initiative

The *Northern Australia Tourism Initiative* is an expansion of the *Business Management Element* of the *Entrepreneurs' Programme*. *Tourism Businesses* in *Northern Australia* can receive tailored advisory support from a dedicated team of expert *Entrepreneurs' Programme Business Advisers* and *Business Facilitators*. *Tourism Businesses* will develop explicit plans for improvement and will be able to access limited funding to help put plans into action. By focusing on what the business needs, *Business Advisers* and *Business Facilitators* can also connect businesses to other government programmes.

---

<sup>1</sup> *Northern Australia White Paper*, 18 June 2015 <http://industry.gov.au/ONAWhitePaper/index.html>

### 3.1 Business Evaluation for a *Tourism Business*

A *Business Evaluation* is a range of services initially comprising an evaluation by a *Business Adviser* to tailor the service to the business's needs, based on the business's:

- capacity
- commitment and
- need to undertake significant improvements.

Following this assessment, a business may receive one or more of the following:

- business improvement advice and referrals
- a detailed analysis of its business by a Business Adviser and recommendations for improvement presented in a Business Evaluation Action Plan and
- support for implementation of the Business Evaluation Action Plan with the assistance of a Business Adviser.

For eligibility requirements or further information, see the [Business Evaluation Customer Information Guide](#) at [business.gov.au](http://business.gov.au)

### 3.2 Supply Chain Facilitation for a *Tourism Business*

*Supply Chain Facilitation* includes a range of services delivered to a business to facilitate access to supply chain opportunities in the tourism Sector. *Participants* may attend *Customer Connections* events or undertake a *Supplier Improvement Plan* to improve their capability in meeting supply requirements.

For eligibility requirements or further information, see the [Supply Chain Facilitation Customer Information Guide](#) at [business.gov.au](http://business.gov.au).

### 3.3 Growth Services for a *Tourism Business*

*Growth Services* include a range of services that support a business, over a 24 month period, to achieve growth through strategic business improvements and connections.

A *Business Adviser*:

- conducts initial growth opportunity and capability analyses
- develops a tailored and agreed *Growth Plan*
- provides access to specialist *Business Advisers* and *Business Facilitators* and
- brokers connections to experts and providers to assist the business to capitalise on its growth opportunities.

For further information, see the [Growth Services Customer Information Guide](#) at [business.gov.au](http://business.gov.au)

### 3.4 Tourism Partnerships

*Tourism Partnerships* is a *Service* delivered to a group or consortium of businesses to facilitate and encourage joint activities for the benefit of the group or consortium (e.g. marketing and/or packaging of complementary products and services). The focus of *Tourism Partnerships* is to support firms to realise substantial business benefits from collaboration and alliances.

An experienced private sector *Business Facilitator* can work with the group to:

- find innovative and collaborative approaches to marketing and/or packaging opportunities for the benefit of all *Participants*

- identify strategies for collaboration on common business interests
- help solve common business challenges
- develop a *Tourism Partnership Plan* including recommendations for the group or consortium to improve capability and competitiveness.

### 3.4.1 Who can apply for Tourism Partnerships?

A group or consortium of two or more *Tourism Businesses* can apply for *Tourism Partnerships* via a *Lead Business*. The *Lead Business* and all other *Participants* in the group or consortium must be eligible for *Northern Australia Tourism Initiative Services* as described in [Section 4](#) of this Guide. The *Lead Business* and all other *Participants* will not be eligible for *Tourism Partnerships* if they have received a *Tourism Partnership Plan* in the last five years.

By participating in *Tourism Partnerships*, a group or consortium may be able to apply for a *Business Growth Grant* to reimburse up to half of the cost of engaging a consultant (up to a maximum grant of \$20 000) to make improvements that are recommended by the *Business Facilitator* in the *Tourism Partnership Plan*. The *Lead Business* may apply for the *Business Growth Grant* on behalf of the group or consortium.

Being a *Participant* in a group or consortium in a *Tourism Partnerships Service* does not preclude the business from accessing an *Activity* in its own right.

### 3.4.2 How to apply for Tourism Partnerships

To apply for *Tourism Partnerships* the *Lead Business* must complete the online *Tourism Partnerships Plan* Application Form at [business.gov.au](http://business.gov.au).

The application form must be completed by an authorised representative of the *Lead Business*, such as:

- Chief Executive Officer
- Chief Financial Officer
- Director
- Chair of the Board
- President
- Authorised manager.

The *Lead Business* must provide the details of the businesses that are part of, or wish to be part of the group or consortium on the *Tourism Partnership Plan* Application Form. The *Lead Business* will also need to provide copies of letters of commitment from all businesses listed as participants on the *Tourism Partnerships* application form.

A *Business Facilitator* can recommend that an eligible *Tourism Businesses* be added as a *Participant* to a group or consortium after an application has been approved by the Programme Delegate. All additional *Participants* will need to demonstrate eligibility and commitment to *Tourism Partnerships* in a letter of commitment.

The letter of commitment must be completed by an authorised representative of a business and confirm that the business:

- is part of the group or consortium applying for *Tourism Partnerships*
- is a *Tourism Business* and is [eligible](#) for *Northern Australia Tourism Initiative Services*

- understands that the group or consortium may be able to apply for a *Business Growth Grant* to make improvements that are recommended by the *Business Facilitator* in the *Tourism Partnership Plan*.

### 3.4.3 How your application will be assessed

The *Programme Delegate* will decide if an application is eligible under the *Programme Guidelines*. Subject to available funding, applicants that meet all the eligibility criteria will be approved by the *Programme Delegate*.

You will be contacted by email with a response within four working days of submitting a complete application.

Where appropriate and where your business meets the eligibility criteria, you may be recommended to receive an alternative *Entrepreneurs' Programme Service*. In this case, you may not have to submit a separate application form.

### 3.4.4 If your application is successful

When your application is approved, you will be assigned a *Business Facilitator* who will work with you to complete your *Tourism Partnerships Service*.

The *Business Facilitator* will contact you to arrange a time to start the service.

### 3.4.5 If your application is unsuccessful

If you are not approved for *Tourism Partnerships* you will receive notification outlining why your application was not successful.

## 3.5 Business Growth Grant for a Tourism Business

A *Business Growth Grant* reimburses a business for up to half of the cost of engaging a consultant (up to a maximum *Grant* of \$20,000) to make the recommended business in the *Business Evaluation Action Plan*, *Supplier Improvement Plan* and *Growth Plan*.

For eligibility requirements or further information, see the [Business Growth Grant Customer Information Guide](#) at [business.gov.au](http://business.gov.au).

# 4 Who can apply for Northern Australia Tourism Initiative Services?

## 4.1 Tourism Business

For the purposes of the *Entrepreneurs' Programme*, a *Tourism Business* must be located and/or have significant operations in *Northern Australia*. A *Tourism Business* must:

1. derive a significant portion of their revenue from visitors<sup>2</sup> and

---

<sup>2</sup> A **visitor** is defined as '...a traveller taking a trip to a main destination outside his/her **usual environment**, for less than a year, for any main purpose (business, leisure or other personal purpose) other than to be employed by a resident entity in the country or place visited.' ([International Recommendations for Tourism Statistics 2008, para 2.9](#)); and **usual environment** is made up of one or more areas in which a person undertakes their regular activities such as their place of residence, place of work, place of study and other places frequently visited. Further, locations up to 40 kilometres from home for overnight trips and up to 50 kilometres from home (round trip) for day trips are included in a visitor's usual environment in the *Tourism Satellite Account* ([ABS cat. no. 5249.0](#)).

2. operate in tourism-related industries<sup>3</sup>, including accommodation; cafes, restaurants and takeaway food services; clubs, pubs, taverns and bars; passenger transport; tour operator services; cultural services; sports and recreation services; and retail trade (not including intermediaries that resell tickets or vouchers for tourism-related products and services ).

The following entities are **ineligible** to apply for the *Northern Australia Tourism Initiative*:

- individuals
- partnerships
- trusts, except for trusts with trustees that are *Eligible Corporations* and
- Commonwealth, State and Local Government agencies and bodies (including government business enterprises, federal, state/territory and local tourism bodies and regional tourism organisations).

## 4.2 Eligibility

To be **eligible** for *services* an applicant must:

- a) be an *Eligible Corporation* that is non tax-exempt and is registered for GST
- b) be located and/or have significant operations in *northern Australia*
- c) satisfy the criteria to be a *Tourism Business*
- d) have an annual turnover or operating expenditure between \$750,000 and \$100 million
- e) be solvent
- f) have operated in Australia and filed business activity statements showing ongoing trading for at least three consecutive years
- g) satisfy the eligibility criteria specific to the relevant *Activity* and
- h) not be named by the Workplace Gender Equality Agency as an organisation that has not complied with the *Workplace Gender Equality Act 2012 (Cth)*.

## 5 How to apply for a Business Management Service

To apply for a [Business Management Service](#), you must complete the online form for the relevant service at [business.gov.au](http://business.gov.au).

You can apply for a *Business Management Service* at any time during the life of the Programme.

The application must be completed by an authorised representative of your business, such as your business's:

- Chief Executive Officer
- Chief Financial Officer
- Director
- Chair of the Board
- President
- Authorised manager.

---

<sup>3</sup> **tourism-related industries** includes tourism-characteristic industries and tourism-connected industries according to the tourism industry classification in the *Tourism Satellite Account (ABS cat. no. 5249.0)*

Applications that are deemed to be for a business or project that is substantially the same as a previously ineligible or unsuccessful application may be rejected.

## 5.1 How your application will be assessed

The *Programme Delegate* will decide if an application is eligible under the *Programme Guidelines*. Subject to available funding, applicants that meet all the eligibility criteria will be approved by the *Programme Delegate*.

You will be contacted by email with a response within four working days of submitting a complete application.

Where appropriate and where your business meets the eligibility criteria, you may be recommended to receive an alternative *Entrepreneurs' Programme Service*. In this case, you may not have to submit a separate application form.

## 5.2 If your application is successful

When your application is approved, you will be assigned a *Business Adviser* or *Business Facilitator* who will work with you to complete your *Business Management Service*.

The *Business Adviser* or *Business Facilitator* will contact you to arrange a time to start the service.

## 5.3 If your application is unsuccessful

If you are not approved for a *Northern Australia Tourism Initiative Service* you will receive notification outlining why your application was not successful.

# 6 Other things you should know

## 6.1 Conflicts of interest

The *Department* maintains procedures for managing conflicts of interest for staff within the *Department*, technical experts and other third parties involved in the management, assessment and evaluation of the Programme, applications and the delivery of activities. Conflicts of interest will be managed in accordance with these procedures.

A conflict of interest can arise in situations where a person has an interest or relationship, whether real, perceived or potential, that conflicts with a duty they hold or where they have a role that conflicts with another role.

For example, a conflict of interest can exist if there is a conflict between a person's duties, roles and responsibilities under the Programme and their private interests (where these interests could inappropriately influence the way they manage the Programme).

Conflict of interests can include:

- A real (or actual) conflict of interest exists when a person's private interests or their programme duties, roles and responsibilities **could** improperly influence how they manage, assess and evaluate the Programme.
- An apparent (or perceived) conflict of interest exists where it **appears or is perceived** by a third party that someone's private interests or their Programme duties, roles and responsibilities could improperly influence how they manage, assess and evaluate the Programme, even if a real or actual conflict has not, or cannot, be established.
- A potential conflict of interest exists when someone has a private interest and an actual conflict of interest **could** arise if they make any decisions related to the Programme.

## 6.2 How we manage conflicts of interest

The *Department's* procedures for managing conflicts of interests by its employees are in accordance with the requirements of the APS Code of Conduct (section 13(7) of the *Public Service Act 1999 (Cth)*), the *Public Governance, Performance and Accountability Act 2013 (Cth)* and the *Public Governance Performance and Accountability Rule 2014*. Our [conflict of interest policy](#) is published on the *Department's* website.

*Industry Partners, Sector Directors, Business Advisers and Business Facilitators* must identify to the *Department* any actual, perceived or potential conflicts of interest they believe will or may arise during the delivery of the Programme and, where a conflict is identified, specify how that conflict will be addressed and monitored to ensure it does not compromise the outcomes desired of the Programme.

If the *Minister* cannot make a decision under the programme without a conflict of interest arising, the Parliamentary Secretary will become the final decision maker.

## 6.3 Use and disclosure of information

Unless the information provided to the *Department* is *Personal Information* or *Confidential Information*, the *Department* may disclose the information to any person for any purpose directly related to the activities and functions of the Australian Government, including but not limited to the purpose of:

- announcing the awarding of *Grants* (where applicable)
- improving the effective administration, monitoring and evaluation of this or other Commonwealth programmes
- conducting research within the *Department* or another Commonwealth agency.

## 6.4 Protection of information

The use and disclosure of information provided to the *Department* and *Business Advisers* and *Business Facilitators* is regulated by the relevant provisions and penalties of the *Public Service Act 1999 (Cth)*, the *Public Service Regulations*, the *Archives Act 1983 (Cth)*, the *Privacy Act 1988 (Cth)*, the *Crimes Act 1914 (Cth)*, the *Criminal Code Act 1995 (Cth)* and general law.

## 6.5 Confidential and Personal information

The *Department* will treat your information as '*Confidential Information*' if the information is clearly identified as confidential and the information has the necessary quality of confidence (that is, it must be significant information which is private and not already in the public domain).

Information that is, or becomes public knowledge (other than by breach of any confidentiality obligation) will not be considered *Confidential Information*.

The *Department* is bound by the Australian Privacy Principles (**APPs**) outlined in Schedule 1 of the *Privacy Act 1988 (Cth)*. The APPs regulate how the *Department* may collect, use, disclose and store *Personal Information*.

'*Personal Information*' under the *Privacy Act 1988* means information or an opinion (whether true or false) about a natural person who is reasonably identifiable.

Please read our [Privacy Policy](#) on the *Department's* website for more information on:

- what is *Personal Information*
- how we collect, use, store and disclose your *Personal Information*

- how you can access and correct your *Personal Information*.

## 6.6 When we may reveal or use Confidential and Personal Information

Unless the *Department* obtains your consent, the *Department* will not disclose your *Confidential* or *Personal Information* other than to:

- the *Minister*, the Parliamentary Secretary, and their Office
- other Commonwealth *Ministers*
- *Industry Growth Centres*
- *Industry Partners*, *Sector Directors*, *Business Advisers*, *Business Facilitators*, *Research Facilitators* and *Commercialisation Advisers*
- other Commonwealth, State or Territory government departments and agencies
- technical, financial, economic, and/or industry experts (including auditors)
- *Departmental* contractors

for the purposes of:

- administering the Programme and any related purposes, including programme and policy evaluation and development
- Departmental research, analysis, monitoring and evaluation
- reporting and consultation with other Commonwealth, State or Territory government agencies
- reviewing applications to provide technical or financial advice on a contract basis
- referring you to *Industry Growth Centres*
- sectoral analysis by *Industry Growth Centres*.

## 6.7 Disclosure of information where authorised or required by law

From time to time the *Department* may be authorised or required by law to disclose information (including *Personal Information* and *Confidential Information*) to other persons, including but not limited to:

- a Commonwealth Minister and Ministerial Office
- a House or a Committee of the Parliament of Australia
- the Auditor-General under the Auditor-General Act 1997 (Cth)
- the Australian Information Commissioner under the Freedom of Information Act 1982 (Cth) (FOI Act)
- the Commonwealth Ombudsman under the Ombudsman Act 1976 (Cth)
- the Privacy Commissioner under the Privacy Act 1988 (Cth).

## 6.8 Protection of information by Business Advisers and Business Facilitators

*Business Advisers* and *Business Facilitators* are employed by *Industry Partners* and are not employees or agents of the Commonwealth. However, *Industry Partners*, *Business Advisers* and *Business Facilitators* are bound by agreements with the Commonwealth that require them to:

- keep your Confidential or Personal Information confidential

- not disclose Confidential or Personal Information to any parties other than the Commonwealth, as required by law or as strictly necessary in connection with legal proceedings, or with your consent
- not do any act or engage in any practice that would breach an APP and comply with the APPs as if it were an 'agency' under the Privacy Act 1988
- use Personal and Confidential Information provided by the Department only for the purposes of performing its obligations under the agreement with the Commonwealth.

## 6.9 Freedom of information

All documents created or held by the *Department* in relation to the *Programme* are subject to the FOI Act. Unless information is exempt, it will be made available to the general public if requested under the FOI Act. The *Department* will consult with you before any documents are released under the FOI Act.

All Freedom of Information (FOI) requests are to be referred to the [FOI Coordinator](#) in the *Department*. Decisions regarding requests for access will be made by an authorised officer in accordance with the requirements of the FOI Act.

## 6.10 Information storage

Any information obtained will be stored and held in accordance with the *Department's* obligations under the *Archives Act 1983*.

## 7 Public announcement

Successful projects may be publicly announced by the *Minister* and/or *Department* and details of the announcement may include:

- the name of your business
- the title of the project
- description of the project and its objectives
- the amount of *Grant* funding awarded (where applicable).

Details of successful projects will be published on the [Department of Industry, Innovation and Science](#)<sup>4</sup> website.

## 8 Feedback

The *AusIndustry* [Customer Service Charter](#) is available at [business.gov.au](http://business.gov.au). *AusIndustry* uses customer satisfaction surveys to improve its business operations and service.

If you have a complaint, call the contact centre on 13 28 46 or [contact us](#) at [business.gov.au](http://business.gov.au). Your complaint will be referred to the appropriate manager.

If you are not satisfied with the way your complaint is handled, you can write to:

Head of Division  
AusIndustry – Innovation Programmes

---

<sup>4</sup> <http://www.industry.gov.au/Pages/default.aspx>

GPO Box 9839  
CANBERRA ACT 2601

You can also contact the [Commonwealth Ombudsman<sup>5</sup>](#) with your complaint (call 1300 362 072). There is no fee for making a complaint, and the Ombudsman may conduct an independent investigation.

---

<sup>5</sup> <http://www.ombudsman.gov.au/>

## Appendix A. Glossary

The following definitions apply for the purpose of interpreting the *Programme Guidelines*. They are not intended to be a substitute for the defined terms in any *Services Agreement* or *Funding Agreement*.

Key Terms	Definition
<b>Accelerating Commercialisation</b>	The <i>Element</i> described in Schedule C of the <i>Programme Guidelines</i> .
<b>Activity or Activities</b>	The Services and Grants listed in Schedule A (clause 91), Schedule B (clause 123), Schedule C (clause 147) and Schedule D (clause 198) for which applicants may apply.
<b>AusIndustry</b>	The division of the same name within the <i>Department</i> .
<b>Business Adviser</b>	A skilled adviser with private sector experience and access to an array of industry resources engaged by Industry Partners to assist in the delivery of Business Management as described in clause 116 of Schedule A and Northern Australia Tourism as described in clause 224 of Schedule D of the <i>Programme Guidelines</i> .
<b>Business Evaluation</b>	The <i>Service</i> described in clause 92 of Schedule A of the <i>Programme Guidelines</i> and the <i>Service</i> described in clause 199 of Schedule D of the <i>Programme Guidelines</i> .
<b>Business Evaluation Action Plan</b>	An action plan that may be provided to a <i>Participant</i> during a <i>Business Evaluation</i> that provides analyses, findings and recommendations for implementing improvements, some of which may be supported through a <i>Business Growth Grant</i> .
<b>Business Facilitator</b>	An industry skilled professional who works with business to facilitate networks, and is engaged by Industry Partners to assist in the delivery of Business Management as described in clause 116 of Schedule A and in clause 224 of Schedule D of the <i>Programme Guidelines</i> .
<b>Business Growth Grant</b>	The Grant described in clause 95 of Schedule A of the <i>Programme Guidelines</i> and the Grant described in clause 203 of Schedule D of the <i>Programme Guidelines</i> .
<b>Business Management</b>	The <i>Element</i> described in Schedule A of the <i>Programme Guidelines</i> .
<b>Commercialisation Adviser</b>	A skilled adviser with private sector experience and access to an array of industry resources engaged by the Department to assist in the delivery of Accelerating Commercialisation as described in clause 191 of Schedule C of the <i>Programme Guidelines</i> . Commercialisation Advisers includes Business Development Commercialisation Advisers.
<b>Confidential Information</b>	Has the meaning given to that term in clause 50 of the <i>Programme Guidelines</i> .

Key Terms	Definition
<b>Customer Connections</b>	A Service provided under Supply Chain Facilitation which provides engagement events for small and medium businesses to connect with supply chain partners as described in clause 99 of Schedule A and in clause 208 of Schedule D of the Programme Guidelines.
<b>Customer Information Guide</b>	<p>A document that provides prospective applicants with information on a <i>Service</i> or <i>Grant</i> including:</p> <ul style="list-style-type: none"> <li>• what is provided within the <i>Service</i> or <i>Grant</i>;</li> <li>• eligibility;</li> <li>• how to apply;</li> <li>• the obligations of successful applicants;</li> <li>• the indicators of merit for some or all of the merit criteria.</li> </ul>
<b>Department</b>	The Commonwealth of Australia as represented by the Department of Industry, Innovation and Science.
<b>Element</b>	A subset of the <i>Programme</i> under which <i>Activities</i> are categorised being <i>Business Management</i> , <i>Innovation Connections</i> and <i>Accelerating Commercialisation</i> .
<b>Eligible Corporation</b>	<p>A corporation incorporated under the <i>Corporations Act 2001 (Cth)</i> will be an 'eligible corporation' for the purposes of the <i>Programme</i> if its trading activities:</p> <ol style="list-style-type: none"> <li>a) form a sufficiently significant proportion of its overall activities as to merit it being described as a trading corporation; or</li> <li>b) are a substantial and not merely peripheral activity of the corporation.</li> </ol>
<b>Entrepreneurs' Programme</b>	<p>A Commonwealth Government programme that provides a framework through which the Government will drive business growth and competitiveness by supporting business improvement and research connections in targeted <i>Growth Sectors</i> and the commercialisation of novel products, processes and services.</p> <p>The <i>Entrepreneurs' Programme</i> was previously known as the Entrepreneurs' Infrastructure Programme.</p>
<b>Funding Agreement</b>	A legally binding agreement between the <i>Department</i> and a recipient.
<b>Grant</b>	The funds provided by the <i>Department</i> to the recipient as set out in a <i>Funding Agreement</i> under the <i>Programme</i> .
<b>Growth Plan</b>	A report provided to the business following the facilitation of <i>Growth Services</i> that documents the findings and the agreed prioritised action plan for growth.

Key Terms	Definition
<b>Growth Sectors</b>	Priority industry sectors: Advanced Manufacturing; Food and Agribusiness; Medical Technologies and Pharmaceuticals; Mining Equipment, Technology and Services; and Oil, Gas and Energy Resources. Detailed guidance on the <i>Growth Sectors</i> is outlined in the <i>Customer Information Guides</i> .
<b>Growth Services</b>	The Service described in clause 94 of Schedule A of the Programme Guidelines and the Service described in clause 202 of Schedule D of the <i>Programme Guidelines</i> .
<b>Industry Growth Centre</b>	A not-for-profit company limited by guarantee responsible for delivering the Industry Growth Centres Initiative and established in <i>Growth Sectors</i> .
<b>Industry Partner</b>	An organisation engaged by the <i>Department</i> under a contract for services to deliver <i>Services</i> under <i>Business Management</i> and <i>Innovation Connections</i> .
<b>Lead Business</b>	A single <i>Tourism Business</i> that: <ul style="list-style-type: none"> <li>a) submits a <i>Tourism Partnerships</i> application form on behalf of a group or consortium of <i>Tourism Businesses</i>.</li> <li>b) applies for the Business Growth Grant on behalf of a group or consortium of <i>Tourism Businesses</i></li> </ul>
<b>Minister</b>	The Australian Government minister with portfolio responsibility for the <i>Programme</i> .
<b>Northern Australia</b>	All of the Northern Territory and those parts of Western Australia and Queensland above the Tropic of Capricorn. As defined in the <i>Our North, Our Future: White Paper on Developing Northern Australia</i> , July 2015.
<b>Northern Australia Tourism</b>	The <i>Element</i> described in Schedule D of the <i>Programme Guidelines</i> .
<b>Participant</b>	An entity that receives a <i>Service</i> or is the recipient of a <i>Grant</i> .
<b>Personal Information</b>	Has the meaning given to that term in clause 46 of the <i>Programme Guidelines</i> .
<b>Programme</b>	The <i>Entrepreneurs' Programme</i> .
<b>Programme Delegate</b>	An official of the Department, appointed to carry out specific functions for the Programme as outlined in clauses 20-23 of the <i>Programme Guidelines</i> .
<b>Programme Guidelines</b>	The guidelines issued for the <i>Programme</i> by the <i>Minister</i> , and as amended from time to time.
<b>Sector</b>	A group of organisations undertaking economic activities similar with the Division level of the Australian and New Zealand Standard Industrial Classification 2006.

Key Terms	Definition
<b>Services</b>	Includes the <i>Activities</i> , other than <i>Grants</i> , described in any schedule of the <i>Programme Guidelines</i> .
<b>Supply Chain Facilitation</b>	The <i>Activities</i> described in clause 93 of Schedule A of these Programme Guidelines and the <i>Activities</i> described in clause 201 of Schedule D of the <i>Programme Guidelines</i> .
<b>Supplier Improvement Plan</b>	A tailored plan for individual small and medium businesses receiving <i>Supply Chain Facilitation</i> that identifies and addresses key capability and skills gaps and provides a series of practical recommendations to help improve access to domestic and international supply chains.
<b>Tourism Business</b>	Is a business that must: a) derive a significant portion of their revenue from visitors; and b) operate in tourism-related industries including accommodation; cafes, restaurants and takeaway food services; clubs, pubs, taverns and bars; passenger transport; tour operator services; cultural services; sports and recreation services; and retail trade.
<b>Tourism Partnership</b>	The Service described in clause 200 of Schedule D of the <i>Programme Guidelines</i>
<b>Tourism Partnership Plan</b>	A tailored plan for a group or consortium of small businesses receiving a <i>Tourism Partnership</i> Service that identifies joint activities or opportunities.