

Additional Services - Exploring Being My Own Boss Workshops and Complementary Placements 2016/17-2019/20

Additional Services

This document sets out the terms and conditions for the provision of the Exploring Being My Own Boss Workshops and Complementary Placements to NEIS Prospective Participants. NEIS Providers must refer to the Deed and Guidelines for any processes that are not outlined in this document.

Policy Intent

The Exploring Being My Own Boss Workshops (or Workshops) are to engage people who might not have thought about starting their own business to explore self-employment and entrepreneurship as an alternative pathway to Employment.

Workshop Participants must not be in employment, education or training. Workshop Providers should give preference to the priority cohort.

Eligible Workshop Participants may also be able to undertake a Complementary Placement to provide them with first-hand experience of what it takes to run a small business.

Interpretation

All capitalised terms have the same meaning as the Deed, except where otherwise specified.

Definitions specific to *the Additional Services – Exploring Being My Own Boss Workshop and Complementary Placements 2016-2020.*

‘Commencement Payment’ means the Ancillary Payment payable to the Workshop Provider upon the commencement of a person in a Workshop.

‘Complementary Placement Payment’ means the Ancillary Payment payable to the Workshop Provider upon the commencement of a person in a Complementary Placement.

‘Completion Payment’ means the Ancillary Payment payable to the Workshop Provider for each Workshop Participant that completes a Workshop.

‘Workshop Participant’ means a person who has commenced in a Workshop delivered by the Workshop Provider.

‘Workshop Provider Services’ means the Services that must be delivered by a Workshop Provider, as specified in this document.

‘Workshop Provider Services Period’ means, subject to any extension made in accordance with this document, the period commencing on 5 December 2016 and ending on 26 June 2020.

Disclaimer

This is not a stand-alone document and does not contain the entirety of NEIS Providers’ obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by the Department under or in connection with the Deed.

Related documents and references

- [Direct Registration Guideline](#);
- [How People Access NEIS and Participate in NEIS Training Guideline](#);
- [Activity Management Guidelines](#).

Commencement and Service Period

Unless otherwise advised by the Department, the Workshop Provider must deliver Workshop Provider Services for the duration of the jobactive Deed 2015-2020. The Department may, at its sole discretion, extend this Service Period by giving Notice to the Provider not less than 20 Business Days prior to the end of the Deed. Any extension of the Workshop Services period will be on the same terms and conditions as set out in this document (*Additional Services – Exploring Being My Own Boss Workshop and Complementary Placements*).

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1. Assess Eligibility

The 'Exploring Being My Own Boss' Workshops are designed to give Workshop Participants a taste of entrepreneurship and self-employment. The Workshops support individuals who have a business idea or dream of being their own boss but who might not be at a stage that they could commence NEIS Training or Assistance.

Assess an individual's eligibility

To participate in a Workshop, a person must not be in employment (for 15 hours or more each week), full time education or training. A person must be able to attend the Workshop full time (25 hours per week for two weeks).

Preference should be given to individuals from the following priority cohorts:

- aged 18 to 24 years (inclusive);
- Indigenous;
- from culturally and linguistically diverse (CALD) backgrounds;
- refugees;
- people with disability;
- retrenched worker.

(Deed reference: Clause 97.1; Clause 127.4; Clause 127.5; Section 3D and Clause 128)

2. Referral to Workshop Provider

To participate in a Workshop, a person must be Referred to the Workshop Provider.

A Workshop Provider is a NEIS Provider who has been allocated Workshop places by the Department. NEIS Providers may only deliver Workshops within the Employment Regions they have been selected to deliver Workshops.

The person may be:

- Referred by an Other Provider; or
- where the person directly approaches a Workshop Provider, the Workshop Provider may:
 - self-refer the person if the person has an existing registration; or
 - Directly Register the person if they do not have an active registration in the Department's IT Systems.

The Workshop Provider should refer to the [How people access NEIS and Participate in NEIS Training Guideline](#) and the [Direct Registration Guideline](#) for further information.



System step: The job seeker must be Referred to the Workshop Provider through the Department's IT Systems before they commence participating in a Workshop.

Workshop Providers referral decision

The Workshop Provider may choose not to accept the Referral of a person if:

- the Workshop Provider assesses that the person is not suitable to participate in a Workshop; or
- the person is already in employment, full time education or training;
- the person is unable to attend the Workshop full-time or

- the Workshop Provider has utilised their Workshop places allocation for the relevant Financial Year.

If the Workshop Provider does not accept the referral of a person, the Workshop Provider must direct the person to return to their Other Provider (if relevant) or original NEIS Provider (if relevant) for servicing.

Check place allocation

A total of 1,000 Workshop places are available each Financial Year until the end of the jobactive Deed 2015-2020.

Prior to placing a person in a Workshop Activity, the Workshop Provider must ensure they have a Workshop place available.

Workshop Providers have committed to deliver Workshops in specific Employment Regions. The Workshop Provider may utilise their Workshop place allocation across the Employment Regions that they have been selected to deliver Workshops. Though they may use their allocation flexibly, the Workshop Provider must ensure that a minimum of one Workshop place is available in every Employment Region they are selected to deliver Workshops each financial year.

Where the Workshop Provider has utilised all Workshop places allocated to them in a Financial Year, the Workshop Provider will not be entitled to, and must not claim, a Commencement Payment or Completion Payment for any additional Workshop places during that Financial Year.

If the Workshop Provider decides to deliver Workshops to more Workshop Participants then they have places for, these placements must not be entered into the Department's IT Systems and no payments will be made with respect to them (see Item 5 "Workshop Payments" below).

The Department will be closely monitoring Workshop place utilisation. The Workshop Provider's must use its best endeavours to fill the majority of its allocated Workshop places with Workshop Participants from the Priority Cohort.

3. Placing a person in a Workshop

If both the Workshop Provider and the person agree to the placement, the person should be placed in the next available Workshop.

If a person is also Referred to an Other Provider, the Workshop Provider must discuss the person's participation in a Workshop with them prior to the Workshop being entered into the person's Job Plan.

The Workshop Provider must inform all individuals that participation in the Workshop is voluntary. However, where a person has agreed to participate, has Mutual Obligations and their Other Provider has the Workshop recorded as a compulsory Activity in their Job Plan, the Workshop Provider must inform the person that participation in the Workshop will be mandatory.

For individuals with an Annual Activity Requirement, hours undertaken in a Workshop will count towards their Annual Activity Requirement during the Work for the Dole Phase.



System step: Where both the Workshop Provider and the person agree to the placement:

- the person must be referred to the Workshop Provider
- the Workshop Provider must place the person into the next available Workshop Activity and record the details in the Department's IT Systems and
- if the person is also referred to an Other Provider, ask the Other Provider to update the person's Job Plan in the Department's IT System, prior to the person commencing a Workshop.



System step: Commencement Payment of \$220.00 (GST inclusive) will be automatically paid by the Department to the Workshop Provider within 10 Business Days from when the Workshop Participant's 'actual' start date in the Workshop is entered into the Department's IT Systems. Note: One Workshop place is used each time an 'actual' start date is entered.

(Deed reference: Clause 91, Clause 97.1; Clause 127.4; Clause 127.5; Section 3D and Clause 128)

4. Manage a Workshop

The Workshop content has been created to help young people learn the practical skills of entrepreneurship and small business so that they are empowered to create their own employment opportunities.

Workshop Content

There are 10 topic areas that Workshop Providers must deliver to Workshop Participants:

1. Getting Started - Learning to think like an Entrepreneur
2. Idea Validation - Mitigating risks in your business
3. Brand & Design - Making your business look good
4. Going Digital - Getting your business online
5. Connecting To the Ecosystem
6. Startup Essentials - Your legal and tax requirements
7. Dollars and Sense - Managing the numbers in your business
8. Sell Sell Sell - How to acquire customers forever
9. Pitching and Communication - Crafting your elevator pitch
10. The New World of Business - The changing face of work

The content and topic areas have been selected to reflect the current needs of a new small business start-up. The topics focus on the soft and technical skill development of the individual so that they can be better prepared to go and create their own enterprise.

Adapt Workshop Content

Workshop Providers have the flexibility to tailor the Workshops to suit the Workshop Participants' needs. However, the Workshop Provider must ensure the ten topic areas above are covered during the two week Workshop.

Workshop Providers should use their own experience, knowledge of the regional characteristics and the demographics of Workshop Participants to determine the most appropriate approach to delivering the topics. This may include, for example, the order the topics are delivered and the time spent on each issue.

Workshop Providers can also use other resources, such as business.gov.au and jobsearch.gov.au/selfstart, to support the delivery of the Workshop Content.

Tailor Workshop Delivery Method

The Workshop must be delivered over two weeks (25 hours per week).

Workshop Providers must ensure that Workshops are delivered in an environment that provides a shared, collaborative, innovative learning experience. Given this, it is preferable for the Workshops to be delivered face-to-face.

Workshop Providers can deliver the Workshops via mixed-mode delivery approaches if it is more appropriate for their Workshop Participants. Mixed-mode may include, but is not limited to, delivery of a Workshop through one or more of the following mediums:

- Skype
- multi-media self-instructional materials
- online chat rooms
- webinars
- printed information
- computer-based learning.



Documentary evidence: Workshop Providers must advise the Department, in writing, if they intend to deliver Workshops via mixed mode. The Workshop Provider must also provide detail on what mixed-mode methods they will use and how many hours it will be used.

The Workshop Provider must not deliver Workshops in mixed mode if the Department Notifies the Provider not to do so.

5. Finalise a Workshop

At the end of the Workshop, all Workshop Participants should complete the 'Exploring Being My Own Boss' Workshop Survey. The Workshop Provider can obtain a copy of the survey from the NEIS page on the Provider Portal.

This survey provides both the Workshop Provider and the Department with information to assist in the evaluation of the Workshops. All completed surveys must be sent to the Department. Surveys can be scanned and emailed to the Workshop Providers Account Manager or directly to the neis-consultation@employment.gov.au mailbox.

Following completion of the Workshop, the Workshop Provider must inform each Workshop Participant of the service options available to them, including:

- returning to their Other Provider for servicing (if applicable)
- participating in a Complementary Placement (where eligible and relevant)
- participating in NEIS Services (where eligible and relevant), or
- any other relevant service the Workshop Provider deems appropriate.

If a Workshop Participant is also being serviced by an Other Provider, the Workshop Provider must also discuss the Workshop Participant's post-Workshop options with the Other Provider prior to an Activity being entered into their Job Plan.



System step: At the completion of a Workshop, the Workshop Provider must record the actual completion date and outcome reason against the Workshop Activity in the Department's IT Systems.



System step: A Completion Payment of \$1,146.66 (GST inclusive) will be automatically paid by the Department to the Workshop Provider within 10 Business Days from the date 'Successful Completion of Activity' and the 'actual' end date is recorded in the Department's IT Systems.

Referral to NEIS

If the Workshop Participant chooses to participate in NEIS Services and was referred to the Workshop Provider by another NEIS Provider, the Workshop Participant must be directed to return to the original referring NEIS Provider for NEIS Services.

(Deed reference: Clause 91)

6. Access eligibility and availability of Complementary Placements

Complementary Placements are an opportunity for the Workshop Participant to experience first-hand what it takes to run a small business.

Assess Complementary Placement eligibility

To be eligible to participate in a Complementary Placement, a Workshop Participant must:

- have successfully completed the full two week Workshop; and
- be registered with an Employment Provider or Disability Employment Services (DES) provider.

Check eligibility for Activities available

The Activities available to a Workshop Participant for a Complementary Placement will depend on their eligibility to undertake available Activities. The Activities available for Complementary Placements include:

- National Work Experience Programme Placements
- Work Experience (Other)

The Department may notify Workshop Providers from time to time of other appropriate Activities for Complementary Placements when they become available.

It is the responsibility of the relevant Employment Provider or DES Provider to ensure that the Workshop Participant meets the eligibility requirements for the Activity chosen for their Complementary Placement.

Workshop Providers can refer to the [Activity Management Guideline](#) for further information about the eligibility requirements for the Activities available. Ultimately the Activity is owned by the Workshop Participant's Employment Provider or DES Provider, as relevant.

Availability of placements

A total of 500 Complementary Placement are available each Financial Year until the end of the jobactive Deed 2015-2020. The Complementary Placements are not

allocated to specific Workshop Providers. These placements are available on a demand driven basis.

The Department will let Workshop Providers know when the allocated number of Complementary Placements for a Financial Year has been reached.

The Workshop Provider must not arrange Complementary Placements for Workshop Participants where all Complementary Placement places for the relevant Financial Year have been utilised.

(Deed reference: Clause 91)

7. Manage Complementary Placements

Source a Complementary Placement

The Workshop Provider must actively and regularly seek to identify small businesses that are suitable and willing to host Workshop Participants in a Complementary Placement.

Workshop Providers are responsible for finding small businesses that would be suitable, safe and willing to host a Complementary Placement. Workshop Providers are responsible for connecting a contact person for the relevant small business with the Workshop Participant's Employment Provider or DES Provider who will then undertake the necessary actions to formalise the Activity.

Arrange a Complementary Placement

The Workshop Provider must work with the relevant Employment Provider or DES Provider to arrange a Complementary Placement for each Workshop Participant who:

- has completed a Workshop;
- is identified by the Workshop Provider and the relevant Employment Provider or DES Provider as being eligible and suitable to undertake a Complementary Placement; and
- has agreed to undertake a Complementary Placement.

It is at the discretion of the Workshop Provider and the Employment Provider or DES Provider to identify which Workshop Participants are suitable for, and could benefit from, a Complementary Placement.

Where a Workshop Participant meets the above eligibility requirements, the Workshop Provider must:

- contact the Workshop Participant's Employment Provider or DES Provider to discuss the possible Complementary Placement, including the Activities that the Workshop Participant is eligible to undertake
- provide details to the relevant Employment Provider/DES Provider of an appropriate small business that may be willing to host the Workshop Participant in a Complementary Placement
- facilitate the connection between the contact person for the small business and the relevant Employment Provider or DES Provider who will formalise the Complementary Placement.



System step: The Workshop Provider must create a Complementary Placement Activity. The details of the Complementary Placement Activity must match those entered into the Department's IT Systems by the Employment Provider or DES Provider. These details must include:

- the expected to start and end date
- relevant placement status
- comments outlining the agreed mentoring arrangements (Workshop Provider specific); and
- the actual start and end date.

Note: The Workshop Participant will have one entry on the Activity Management Screen managed by the Employment Provider or DES Provider and another entry (Complementary Placement Activity type) managed by their Workshop Provider.

Claim Complementary Placement Payment

The Department will pay the Workshop Provider a Complementary Placement Payment of \$600 (GST inclusive) for each Workshop Participant who commences in a Complementary Placement.

The amount of the Complementary Placement Payment recognises the time that Workshop Providers are expected to spend arranging the Complementary Placement and mentoring the Workshop Participant.

Where the Department has let the Workshop Provider know that the number of Complementary Placements available to all Workshop Providers in a Financial Year have been fully utilised, the Workshop Provider is not entitled to, and must not claim, a Complementary Placement Payment for any additional Complementary Placements arranged by them in that Financial Year.

The Department may recover any Payments paid to the Workshop Provider in accordance with its rights under the Deed where the Workshop Participant does not actually commence in the Activity chosen for their Complementary Placement.



System step: The Department will automatically pay the Complementary Placement Payment to the Workshop Provider within 10 Business Days from the date that the Workshop Participant's 'actual' start date in the Complementary Placement is entered in the Department's IT system.

Workshop Providers must ensure that the actual start date entered is an accurate reflection of what is recorded in the associated Activity created by the Workshop Participant's Employment Provider or DES Provider.

Mentoring during Complementary Placements

The Workshop Provider must provide mentoring to each Workshop Participant that commences in a Complementary Placement.

The Workshop Provider must ensure that the mentoring they agree to provide during the Complementary Placement will not impact on the relevant Employment Provider or DES Provider's servicing obligations.

The Workshop Provider can determine what mentoring arrangements are most suitable for the Workshop Participant and must do so in consultation with the

Workshop Participant's Employment Provider or DES Provider. At a minimum, the Workshop Provider must:

- contact the Workshop Participant within the first week of their Complementary Placement
- provide the Workshop Participant with the name and contact details of the person that will be providing the mentoring and request that they contact the mentor if they have any issues or concerns with the Complementary Placement, and
- continue to make contact with the Workshop Participant either weekly or fortnightly (whichever the Workshop Provider considers appropriate and as agreed with the Employment Provider or DES Provider).

Discuss suitable servicing following a Complementary Placement

Prior to the Workshop Participant's completion of the Complementary Placement, the Workshop Provider must liaise with the Workshop Participant's Other Provider and the Workshop Participant to discuss the most suitable servicing arrangement following their completion of the Complementary Placement.

This is particularly important if the Workshop Provider considers the Workshop Participant would benefit from commencing NEIS Training or NEIS Assistance.

(Deed reference: Clause 91)

8. Completion of Complementary Placement



System step: Workshop Providers must record the end reason and the actual end date of the Complementary Placement in the Department's IT Systems.

Arrange servicing following a Complementary Placement

If the Workshop Participant chooses to participate in NEIS Services, the Workshop Provider must refer the Participant to NEIS Training as appropriate. Refer to the [How People access NEIS and Participate in NEIS Training Guideline](#) for further information.

The only exception to this is if the Workshop Participant was referred to the Workshop Provider by another NEIS Provider. In this case the Workshop Participant should be directed to return to the original referring NEIS Provider for Servicing.

Alternatively, if it is determined that the Workshop Participant will not commence NEIS Training or NEIS Assistance, the Workshop Provider should refer the Workshop Participant back to their Employment Provider or DES Provider for alternative Services.



System step: If a Workshop Participant is not continuing to receive Services from the Workshop Provider, the Workshop Provider must end the contract referral in the Department's IT Systems.

The Workshop Provider should refer the Workshop Participant back to their Other Provider or original NEIS Provider as appropriate.

(Deed reference: Clause 91)

Workshop Provider Services management

Unless otherwise advised by the Department, the Workshop Provider must deliver Workshop Provider Services for the duration of the jobactive Deed 2015-2020. The Department may, at its sole discretion, extend this Service Period by giving Notice to the Provider not less than 20 Business Days prior to the end of the Deed. Any extension of the Workshop Services period will be on the same terms and conditions as set out in this Guideline.

Reallocation of Workshop Places

The Workshop Provider agrees that each reference to 'NEIS Places' in the following clauses of the Deed are to be read as 'NEIS Places or Workshop places':

- clause 20.1(e);
- clause 28.3(b);
- clause 52.2(j);
- clause 52.4; and
- clause 57.2(c).

If, at any time, the Department considers the performance of the Workshop Provider at the Employment Region level warrants it, the Department may, with the agreement of the Workshop Provider, increase the Workshop Provider's Workshop places for a period of time specified by the Department.

Without limiting the Department's rights under the Deed or the law, if, at any time, the Department considers that the performance of the Workshop Provider at the Employment Region level is less than satisfactory, the Department may, at its absolute discretion, reduce the Workshop Provider's Workshop places, including to zero.

If the Department decreases the Workshop Provider's Workshop places in an Employment Region to zero, the Department may Notify the Workshop Provider that the Workshop Provider must discontinue providing the Workshop Provider Services in the Employment Region from the date specified by the Department.

If the Department Notifies the Workshop Provider to discontinue providing Workshop Provider Services, the Workshop Provider must discontinue providing the Workshop Provider Services in the Employment Region in accordance with the Notice and provide the Department with the assistance and cooperation in clauses 57.5 and 57.6 of the Deed to ensure that Workshop Participants affected by the discontinuation of the Workshop Provider Services in that Employment Region are transferred to other Workshop Providers as specified by the Department.

For the avoidance of doubt, any decrease of Workshop places under this Guideline is not a reduction of scope or termination for which compensation is payable and does not prejudice any other right which the Commonwealth has or which may accrue to the Commonwealth under the Deed or the law.