

Frequently Asked Questions for Enterprise Centres Tasmania Program – Northern Region 2022 – 2023

1. Do I have to submit my application via SmartyGrants?

Yes.

Applications will only be accepted via the SmartyGrants portal.

2. What does an established presence in the region mean?

Preference will be given to applicants that can demonstrate existing connections, networks and relationships within the northern region.

If the applicant does not have an existing presence in the region, it is recommended that they submit a plan of how the applicant will establish and grow a presence in the region.

3. What is No Interest Loan Scheme?

The No Interest Micro-Business Loan program provides small, interest-free loans of up to \$3,000 to people on low incomes. The program is delivered in Tasmania by the No Interest Loans Scheme (NILS).

Small Businesses wishing to apply for a loan must see an Enterprise Centre first for assistance with a Business Plan.

4. Do start-up NILS Clients have to do the start-up workshops?

The NILS client should have attempted one of the workshops, however this will be at the discretion of Business Tasmania and the ECT.

5. Do NILS clients have access to an additional 2 hours on top of the assistance they receive for their NILS application.

Yes.

NILS clients have access to additional assistance of up to two hours to assist them with their Business Plan, which is a requirement of the NILS Microbusiness Loan application process.

6. How will the Department measure 80 per cent satisfaction?

The Department runs Client Satisfaction Surveys. The outcome of these will assist with this measure.

7. How are the number of businesses in the region measured?

The Department uses the Australian Bureau of Statistics publication 8165.0 *Counts of Australian Businesses, including Entries and Exits* as the data source for business statistics.

8. (a) Who writes the workshops? (b) How often do they need to run? (c) How will they be accessible?

- (a) The Department will have its own workshops that the successful provider can deliver. However, if the successful provider already has workshops that meet the department's requirements then they can run these as a replacement.
- (b) The number of workshops coordinated will be negotiated between the Department and the successful provider.
- (c) Workshops will be delivered face-to-face and can also be accessed remotely if required.

9. What is a diagnostic assessment?

The Department has access to benchmarking tools that the successful provider can use to support the delivery of the service.

10. How is the assessment criteria weighted?

The assessment criteria is weighted and outlined in the Grant Guidelines:

- i. Organisational capacity (20 per cent)
- ii. Financial capacity (20 per cent)
- iii. Regional impact (20 per cent)
- iv. Knowledge, skills and experience of business advisor (40 per cent)

11. Who can help me complete the application?

The Department does not have a list of preferred contractors who can help complete application.

If an applicant wishes to gain assistance to fill out the application they will need to research potential contractors themselves.

12. Is there anyone in the department who can review my application to check I am on the right track?

Unfortunately the Department does not offer this as a service. It is recommended that if the applicant has questions that they contact Business Tasmania on 1800 440 026.

13. What qualities are you looking for?

Applications will be assessed as part of a competitive merit based process.

The Department is looking for applicants that have met all the program's eligibility criteria.

We need to see that the applicant can demonstrate they have a sound and effective organisational capacity.

They must demonstrate that the organisation is financially stable and will be financially stable for the term of the funding period and that they have the resources to deliver the program.

Business Advisors must demonstrate that they have the knowledge, skills and experience to provide the services outlined in the ECT Program scope to small businesses.

14. How many advisors are required for the contract?

There is no specified number of advisors for the contract.

15. Can the head office be based on the mainland with a branch operating in Tasmania?

No, the business must be based in, and primarily operating in Tasmania.

16. Who is on the panel?

The panel is in the process of being consulted with and will be announced in due course.

17. I don't want to employ business advisors until I know that I am successful with the grant, what can I do or what does that mean for me?

It is strongly recommended that applicants are able to provide resumes of any anticipated business advisor who will be delivering the program as this is a selection criteria.

Part of the assessment criteria requires applicants to demonstrate the knowledge, skills and experience of their respective business advisors in providing the services outlined in the ECT Program scope.

Part of the program does require any successful ECT applicant to seek the Department's approval of the appointment of a new business advisor.

The recipient must also advise the Department in writing if a business advisor identified within its application will no longer be providing services.