

# Client Information Sheet

## Jobs Assist – Business Support

Queensland is now moving towards a preventative approach to job losses, focusing on helping businesses to be resilient to the effects of the global financial crisis and to prepare for the future as conditions improve.

The Queensland Government will provide assistance and support to help businesses to help themselves – strong, resilient businesses help to protect jobs. There is a strong link between the continuing viability of businesses in a downturn and their ability to retain workers.

The Department of Employment, Economic Development and Innovation (the Department) will implement the Jobs Assist program that will provide strong support for businesses that have been identified as requiring support services. Jobs Assist will provide support to businesses with 10 or more FTE's within the Local Priority Employment Areas identified by the Federal Government under the Keep Australia Working strategy or to businesses in other areas with 10 or more FTE's that are in key sectors considered to be critical or strategic to the State, region or industry or in a significant sectoral supply chain.

Support will be provided in two stages:

Stage 1 will provide up to \$3,000 to assist the client to engage a consultant to conduct an assessment of the client's business and develop an Action Plan to address all strengths, weaknesses, opportunities and threats of the business including an effective reporting process and select strategies and actions to support and improve the business.

Stage 2 will provide up to \$5,000 to assist the client to implement the activities identified as immediate priority tasks in their Action Plan that could include an effective reporting process, through the engagement of a consultant to mentor or provide expert advice on the implementation process or through the provision of a contribution to the application of relevant State and Federal support programs or through the provision of other support services identified in the Action Plan for the business implementation process.

### **Additional Consultant Services**

Where the costs for the provision of services for stages 1 and 2 exceed the amount specified for each stage, the amount in excess of the specified amount is to be paid by the client. Any additional arrangement between the consultant and the client is not part of the support offered by the Department and the Department accepts no responsibility for any such arrangement.

### **Outcomes for the Client**

#### **Stage 1**

A business assessment is undertaken by an experienced consultant to:

- identify issues impacting on the business
- identify management reporting processes
- develop an Action Plan to improve business performance.

#### **Stage 2**

Proposed outcomes will include:

- sustained business activity and existing employment levels maintained
- improved business knowledge
- improved business management skills and reporting processes
- increased efficiency and productivity levels
- improved business and employment outcomes
- benefit through other identified support mechanisms.

## **Eligibility**

The eligibility criteria under this activity are that the business must:

1. be one of the following:
  - located within a Local Priority Employment Area under the Federal Government's Keep Australia Working strategy
  - fall within key sectors and be considered to be of critical or strategic importance to the State, region, industry or in a significant sectoral supply chain
2. employ 10 or more FTE's
3. have an established operating base in Queensland
4. have an ABN number and be registered for GST.

## **What do I have to do? – Stage 1**

1. Complete an application form.
2. Your Regional Centre will assess your application for eligibility and advise you of the outcome.
3. Upon approval of your application you will select a consultant to be engaged by the Department.
4. The Department will engage the consultant and you will be contacted by the consultant.
5. The consultant, in collaboration with you, will provide the following services within 3 months of engagement:
  - conduct an assessment of your business that will identify and prioritise tasks the business needs to address in order to sustain and maintain existing employment and improve the overall business functions. This assessment is to include consideration of whether an effective management monitoring and reporting process to report on the key business indicators of the business is in place and if such a process is not in place, guidance to you for the development of an effective reporting process. The assessment may also include but not be limited to a skills analysis of the key staff in your business and the development of a skills improvement plan
  - develop an Action Plan identifying and prioritising tasks
  - maintain regular contact with the Regional Centre
  - provide a business assessment to you including the relevant plans developed in this stage
6. The client will complete a Client Satisfaction Report on completion of the process.

## **What do I have to do? – Stage 2**

After the successful completion of Stage 1 you will receive a letter seeking your interest to proceed to Stage 2.

1. Contact the Regional Centre and advise them of your interest to proceed.
2. You will be notified by the Regional Centre of your acceptance by the Department for Stage 2.
3. You will be assisted in implementing the activities identified as immediate priority tasks in your Action Plan that could include an effective reporting process, through the engagement of a consultant to mentor or provide expert advice on the implementation process or through the provision of a contribution to the application of relevant State and Federal support programs or through the provision of other support services identified in the Action Plan for the business implementation process.
4. The client will complete a Client Satisfaction Report on completion of the process.

For any further information please contact your local Regional Centre of the Department of Employment, Economic Development and Innovation.