

Additional Services- NEIS Highly Disadvantaged Trial 2018–19 to 2019–20

Additional Services

This document sets out the terms and conditions for the provision of the New Enterprise Incentive Scheme (NEIS) Highly Disadvantaged (HD) Trial. The NEIS HD Trial has been extended for refugees and migrants only from 1 July 2018 to 30 June 2020.

The NEIS HD Trial will allow greater flexibility with the delivery of existing NEIS Services provided to NEIS Participants under the jobactive Deed 2015-2020 (the Deed) and the Guidelines. The NEIS HD Trial 2018–19 to 2019-20 is implemented under clause 14 (Additional Services) of the Deed and in accordance with the terms and conditions set out in this document and the Deed.

NEIS Providers must refer to the Deed and Guidelines for any processes that are not outlined in this document.

Policy Intent

The NEIS HD Trial provides an opportunity for people who face greater challenges, such as poor literacy and numeracy, cultural issues or find traditional classroom based training difficult, to establish a small business. The trial allows NEIS Providers to find innovative ways of supporting people into self-employment. From 1 July 2018, all NEIS Providers can deliver the HD Trial Services to refugees and migrants using their general allocation of NEIS Places for 2018–19 and 2019–20 as appropriate.

Note: The previous HD Trial commenced on 5 December 2016 and ended on 30 June 2018. HD Cohorts supported under the previous HD Trial included:

- under 25 years of age (Youth<25);
- Indigenous;
- ex-offenders;
- refugees;
- from a culturally and linguistically diverse (CALD) background;
- with language, literacy and numeracy needs;
- ex-service personnel.
- sole parents;
- a personal who has been made redundant;
- people with disability.

From 1 July 2018, other HD cohorts previously supported under the HD Trial will continue to receive assistance from their NEIS Provider to help them start their own business.

Interpretation

All capitalised terms have the same meaning as in the Deed, except where otherwise specified. The terms of the Deed apply to a Highly Disadvantaged Participant (**HD Participant**) as if they were included in the definition of ‘Participant’ within Annexure A1 – Definitions of the Deed.

Definitions specific to the *Additional Services –NEIS Highly Disadvantaged Trial 2018–19 to 2019–20*.

‘**HD Cohort**’ means refugees and migrants.

‘**HD Participant**’ means an individual from the HD Cohort who agrees to participate in the NEIS HD Trial and is identified as a HD Participant on the Department’s IT Systems.

‘**NEIS HD Trial**’ means the trial from 1 July 2018, which allows NEIS Providers to trial innovative ways of supporting refugees and migrants into self-employment by modifying some of the existing NEIS servicing requirements under the Deed.

‘**NEIS HD Trial Services**’ are the Services specified in this *Additional Services –NEIS Highly Disadvantaged Trial 2018–19 to 2019–20* document.

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.

Relevant Deed clause/s

The relevant clauses in the Deed include:

- Annexure A1 - Definitions
- Clause 14.1 – Additional Services
- Clause 24.2 – General Reporting
- Clause 97.1 – NEIS Services
- Clause 127 – General (NEIS Services)
- Clause 128 – NEIS Services for NEIS Prospective Participants
- Clause 130 – NEIS Fees
- Section A3.4 – Records Management

Relevant references

Reference documents relevant to this *Additional Services –NEIS Highly Disadvantaged Trial 2017/18* include:

- [How people access NEIS and participate in NEIS Training Guideline](#);
- [Support NEIS Participants to start and run their small business Guideline](#);
- [Direct Registration Guideline](#).

Commencement and NEIS HD Trial Service Period

The NEIS HD Trial Service Period for 2018–19 to 2019–20 commences on 1 July 2018. There are no allocated HD Trial Places and all NEIS Providers have the opportunity to provide HD Trial Services to the HD Cohort. HD Participants will use a place from their general 2018–19 or 2019–20 NEIS Place allocation as appropriate.

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1. Eligibility to participate in the NEIS HD Trial

A person is eligible to participate in the NEIS HD Trial if they are NEIS Eligible and are identified as coming from the HD Cohort.

The NEIS Provider can identify if a person is from the HD Cohort either through the person self-identifying and/or by accessing information in the Department's IT Systems.

The NEIS Provider must also check that the person is NEIS Eligible (they meet both the personal and NEIS Business Eligibility Criteria outlined in the [How people access NEIS and participate in NEIS Training Guideline](#)) and explain their obligations if they go on to participate in NEIS Assistance.

Following confirmation that the person is from the HD Cohort and NEIS Eligible, the NEIS Provider must confirm that the person agrees to participate in the NEIS HD Trial.



System step: If the person agrees to participate in the NEIS HD Trial, the NEIS Provider must record this in the Department's IT Systems by applying the Special Placement type 'NEIS HD Trial Participant'.

The NEIS Provider must identify the HD Cohort (if not included in the person's registration information) in the HD Training Activity Placement description. The person is now referred to as a 'HD Participant'.

2. NEIS HD Trial Services

HD Participants receive mentoring (additional to NEIS Business Mentoring) and have access to flexible training. The NEIS Provider must deliver the NEIS HD Trial Services in accordance with these terms and conditions, the Deed, [How people access NEIS and participate in NEIS training Guideline](#) and [Support NEIS Participants to start and run their small business Guideline](#).

Training services

The NEIS Provider must identify and arrange for HD Participants to participate in appropriate training.

HD Participants are not limited to the current NEIS Training requirements.

NEIS Providers must ensure that the training is tailored to the HD Participant and as such, the training may be formal or informal. If formal training is chosen, the NEIS Provider is not limited to the current NEIS Training under the Deed (Certificate IV in New Small Business and Certificate III in Micro Business Operations).

The appropriately tailored training undertaken by the HD Participant will satisfy the NEIS Training requirements outlined in the Deed.

Once the specific training or assistance is identified, the NEIS Provider is responsible for arranging the training and paying all relevant fees. The NEIS Provider and the relevant third-party organisation should negotiate the fee structure, timing of payment and administrative process.



System step: NEIS Providers must ensure the HD Participant’s training is recorded in the Department’s IT Systems. Where the HD Participant is placed in training that is not one of the two certificates available under NEIS Training, the NEIS Provider must:

- select the ‘HD Training Activity’ sub-type;
- include details of the training/assistance being provided, the reason this training was chosen, and any other relevant details (including mentoring services) in the comments section; and
- set an appropriate end date, noting that NEIS Training for HD Participants does not need to be for the 13 weeks (may be longer or shorter) depending on the assistance that is required for the HD Participant to develop a viable business plan.

Monitoring HD Participants

NEIS Providers must monitor the HD Participant’s attendance for all organised activities.

If a HD Participant’s attendance is unsatisfactory, the NEIS Provider should:

- meet with the HD Participant to discuss the surrounding circumstances, and
- if relevant, inform the Other Provider of any concerns.

If the non-attendance continues, the NEIS Provider should:

- advise the HD Participant, and where relevant, the Other Provider, that the HD Participant can no longer participate in NEIS Training, and
- if the HD Participant is connected to an Other Provider, refer the HD Participant back to their Other Provider for alternative Services in accordance with the Deed.



System step: the NEIS Provider may exit the training activity and end the NEIS contract referral in the Department’s IT Systems.

Mentoring Services

HD Participants will be provided mentoring while they undertake NEIS Training. This is in addition to receiving NEIS Business Mentoring while they are in NEIS Assistance.

If possible, the NEIS Provider should assign a mentor to support the HD Participant throughout the entirety of their participation in NEIS HD Trial Services.

When assigning a mentor, the NEIS Provider should take into account any cultural competencies and other experience that may be appropriate.

The NEIS Provider must ensure that the mentoring is tailored to the requirements of the HD Participant. These mentoring services may include (but are not limited to):

- assisting the HD Participant to access other support services, such as language and interpretation services
- providing guidance to the HD Participant to assist them in developing a viable NEIS Business Plan
- assisting the HD Participant to investigate and identify suitable premises for their proposed NEIS Business
- providing advice and support to assist the HD Participant access a small business loan or microfinance

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HD Trial Participants must receive the minimum number of NEIS Business Mentoring visits as set out in the Deed and [Support NEIS Participants to start and run their small business Guideline](#).



System step: Details of mentoring visits or conversations during the NEIS Training period should be recorded in the comments section of the training activity referred to under NEIS HD Trial Training Services.



System step: When the HD Participant commences their NEIS Business, NEIS Providers must record each NEIS Business Mentoring visit on the mentoring screen in the Department's IT Systems. NEIS Providers can create multiple mentoring visits per quarter in the Department's IT Systems.

Assessing the NEIS Business Plan

Once the HD Participant has completed a NEIS Business Plan, it must be assessed and approved by the NEIS Provider as per the Assessing NEIS Business Plans section in the [Support NEIS Participants to start and run their small business Guideline](#).

The NEIS Provider must assist the HD Participant to access and maintain appropriate NEIS Business insurance. This includes assisting the HD Participant to access financial assistance through their Other Provider (at the Other Provider's discretion).

Information on NEIS Business insurance can be found in the NEIS Business insurance section in the [Support NEIS Participants to start and run their small business Guideline](#).

Services during NEIS Assistance

Following acceptance of the HD Participant's NEIS Business Plan, the NEIS Provider must deliver the NEIS Services outlined in the Deed and the [Support NEIS Participants to start and run their small business Guideline](#).

The NEIS Provider must deliver services to HD Participants whilst they are receiving NEIS Assistance, including but not limited to:

- supporting HD Participants to maintain appropriate financial information and prepare for the NEIS Provider's quarterly visits
- supporting the HD Participants to maintain current business insurance
- linking the HD Participants to business advisory services as needed and
- identifying marketing opportunities.

3. Financial Incentives

NEIS Providers will not be entitled to any additional payments for delivering the NEIS HD Trial Services, and existing NEIS Fees will apply.

NEIS Providers will be entitled to claim Fees in accordance with the requirements in the Deed in relation to the NEIS Places. For more information on NEIS Fees, see the [Support NEIS Participants to start and run their small business Guideline](#).

4. Reporting requirements for the NEIS HD Trial 2018–19 to 2018–19

The Department will monitor NEIS Providers delivering HD Trial Services in 2018–19 and 2019–20 through the Special Placement type 'NEIS HD Trial Participant'.

The Department may request reports from NEIS Providers, as required, to assist in monitoring the delivery of the HD Trial. NEIS Providers may be asked for information about the unique servicing arrangements used for the HD Cohort and any challenges experienced delivering the HD Trial.