



Australian Government
Department of Industry,
Innovation and Science

Business

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Customer Information Guide

Entrepreneurs' Programme - Supply Chain Facilitation

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Disclaimer

Business Management services are undertaken by Business Advisers and Facilitators employed by Industry Partners. Using the information you supply, the Adviser or 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 Facilitator.

1 Purpose of this guide

This Customer Information Guide (Guide) explains Supply Chain Facilitation services 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 and the commercialisation of novel products, processes and services.

The Programme has three elements:

- Business Management
- Research 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 Business Management overview

Business Management encourages and assists small and medium businesses to improve their capabilities, extend their networks and take advantage of growth opportunities.

Applicants may apply for one or more of the following Business Management Activities:

- **Business Evaluations** – a range of Services initially comprising an evaluation by a Business Adviser to tailor the Service to the participants needs, based on the participant's capacity, commitment and need to undertake significant improvements.
- **Business Growth Services** – a range of Services that support a participant, over an extended engagement, to achieve growth through strategic business improvements and connections. A Business Adviser conducts initial growth opportunity and capability analysis, 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.
- **Supply Chain Facilitation** – a range of Services delivered to a participant to facilitate access to supply chain opportunities in the Growth Sectors. Participants may attend Customer Connections events or undertake a Supplier Improvement Plan to improve their capability in meeting supply requirements.
- **Business Growth Grants** – small, co funded grants to engage external expertise to assist businesses with implementing improvements recommended through a Business Evaluation, Supply Chain Facilitation or a Business Growth Service.
- For further information on Business Management Activities refer to business.gov.au or call the contact centre on 13 28 46.

2.2 Supply Chain Facilitation overview

Supply Chain Facilitation services are part of the Entrepreneurs' Programme and reside within Business Management.

Supply Chain Facilitation services are tailored to assist and enable eligible Australian small and medium businesses to participate in domestic and global supply chains, generate sustainable business growth and find opportunities to connect and network with their customers.

Supply Chain Facilitation services include activities to:

- work within a supply chain to find opportunities, improvements and linkages
- support the entry of eligible businesses into supply chains
- create and implement a plan which builds and strengthens the business' capability and skills
- facilitate connections between an eligible business and customers, both domestically and globally
- share practical information on specific supply chains with industry via business.gov.au.

Businesses that don't meet the eligibility criteria can still access information guides and fact sheets at business.gov.au. Businesses can also register for information services being held throughout the year at business.gov.au.

2.2.1 Supply Chain Opportunities

Supply Chain Facilitation services (Supplier Improvement Plan and Customer Connections) are tailored around Supply Chain Opportunities. A Supply Chain Opportunity provides a driver to embed a capability or capacity benefit to an EIP eligible business, has the commitment of both the supplying and buying stakeholders within the supply chain, and is either a Tourism business in Northern Australia or within one of the growth sectors:

- Advanced Manufacturing;
- Food and Agribusiness;
- Medical Technologies and Pharmaceuticals;
- Mining Equipment, Technology and Services; and
- Oil, Gas and Energy Resources.

See [Appendix A](#) for detailed descriptions of these sectors.

In order to provide the greatest benefit and a targeted service to eligible businesses, the Department engages with decision makers within supply chains, project proponents and delivery partners to identify and characterise Supply Chain Opportunities.

Through the [Supplier Improvement Plan](#) and [Customer Connections](#) webpages on business.gov.au all Supply Chain Opportunities will be published and open to eligible businesses.

3 Supplier Improvement Plan

The Supplier Improvement Plan provides a framework for eligible businesses to work with their suppliers and customers to scope supply chain opportunities and efficiencies, and embed capability improvements.

An eligible business will be matched with an experienced private sector Business Adviser or Business Facilitator who will:

- map suppliers and customers within a specific supply chain;

- find other suppliers which could support a specific supply chain;
- identify capability and skills gaps within the business;
- assess how these gaps could be addressed to better meet the needs of customers;
- create and implement a tailored Supplier Improvement Plan, containing practical activities to address these gaps; and
- engage with customers to gain first-hand feedback on areas of alignment and further improvement.

Supplier Improvement Plans are typically generated from the identification of a Supply Chain Opportunity.

Following the completion of a Supplier Improvement Plan you may be eligible for a [Business Growth Grant](#), see for further information on eligibility.

3.1 Who can apply for a Supplier Improvement Plan

To be eligible for a Supplier Improvement Plan, applicants must meet each of the following eligibility criteria:

- be a business incorporated in Australia under the *Corporations Act 2001 (Cth)*, that is non tax-exempt and is registered for GST, with trading activities that:
 - form a sufficiently significant proportion of its overall activities as to merit it being described as a trading corporation; or
 - are a substantial and not merely peripheral activity of the corporation.
- satisfy one of the following:
 - be operating in one or more of the Growth Sectors:
 - Advanced Manufacturing;
 - Food and Agribusiness;
 - Medical Technologies and Pharmaceuticals;
 - Mining Equipment, Technology and Services; and
 - Oil, Gas and Energy Resources; or
 - provide Enabling Technologies and Services to one or more of the Growth Sectors; or
 - demonstrate they are committed to, and have the skills, capability, intellectual property or expertise to operate in, one or more of the Growth Sectors in the future.
 - be a Tourism business in Northern Australia

See [Appendix A](#) for detailed descriptions of these sectors

- have an annual turnover or operating expenditure within the current financial year, or one of the two previous financial years, within the following thresholds:
 - between \$1.5 million and \$100 million; or
 - between \$750,000 and \$100 million for applicants from *Remote Australia* or *Northern Australia*.
- be solvent.
- have operated in Australia and filed business activity statements showing ongoing trading in at least three consecutive years.

Applicants may still be eligible if their business structure, ownership or Australian Company Number has changed within the three consecutive year period. In this case, the applicant would need to satisfy the Programme Delegate, an employee of the department who has been authorised by the Minister to administer the programme, that the business activity statements are for the same business. This could include proving evidence that, during this period, the business:

- carried out essentially the same business activities
- had essentially the same management staff
- was operating from the same locations
- was using essentially the same assets in deriving its revenue
- not be named by the Workplace Gender Equality Agency as an organisation that has not complied with the *Workplace Gender Equality Act 2012 (Cth)*.
- not have previously received a Supplier Improvement Plan or Continuous Sustainable Improvement Plan in the last five years.

You are **not** eligible to apply if you are:

- an individual
- a partnership
- a trust (however, an incorporated trustee that meets the trading activity requirements above may apply on behalf of a trust)
- a Commonwealth, State or Local Government agency or body (including government business enterprises)
- listed on the current Workplace Gender Equality Agency [list of non-compliant organisations](#).

3.2 How to apply for a Supplier Improvement Plan

If you are not already participating as part of a Supply Chain Opportunity, for your business to get the most out of a Supplier Improvement Plan, prior to applying you should engage with stakeholders in your supply chain to ensure they are willing for an Business Adviser or Business Facilitator to contact them to participate and gather information regarding your supply chain.

To apply for a Supplier Improvement Plan, you must complete the online Supplier Improvement Plan Application Form at business.gov.au.

You can apply for a Supplier Improvement Plan 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.

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.

3.3 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 10 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 If your application is successful

Your Supplier Improvement Plan will be tailored to address your business' needs. The time it takes to complete your service will depend on:

- the needs that are identified;
- discussions between the Business Adviser/ Business Facilitator and your business; and
- discussions between the Business Adviser/ Business Facilitator and your customers and suppliers.

At this stage, your business should:

- provide access to business information and key personnel that the Adviser/Facilitator requires to deliver the service; and
- work with the Business Adviser/ Business Facilitator to identify and refine areas for improvement and opportunity.

3.5 If your application is unsuccessful

If you are not approved for a Supplier Improvement Plan you will receive notification outlining why your application was not successful.

4 Customer Connections

Customer Connections events provide Supply Chain Opportunities for eligible businesses to engage with their supply chains or be introduced to an individual or small group of potential buyers. This could include an opportunity to:

- participate in guided question and answer panel sessions; or
- attend targeted meetings with a potential buyer(s).

Prior to a connection or engagement, the business will work with a Business Adviser or Business Facilitator and undertake training to refine their value proposition to maximise the businesses potential for a successful engagement.

4.1 Who can apply for Customer Connections

To be eligible for Customer Connections, applicants must meet each of the following eligibility criteria:

- be a business incorporated in Australia under the *Corporations Act 2001 (Cth)*, that is non tax-exempt and is registered for GST, with trading activities that:
 - form a sufficiently significant proportion of its overall activities as to merit it being described as a trading corporation; or
 - are a substantial and not merely peripheral activity of the corporation.
- satisfy one of the following:
 - be operating in one or more of the Growth Sectors:
 - Advanced Manufacturing;
 - Food and Agribusiness;
 - Medical Technologies and Pharmaceuticals;
 - Mining Equipment, Technology and Services; and

- Oil, Gas and Energy Resources; or
- provide Enabling Technologies and Services to one or more of the Growth Sectors; or
- demonstrate they are committed to, and have the skills, capability, intellectual property or expertise to operate in, one or more of the Growth Sectors in the future.

See [Appendix A](#) for detailed descriptions of these sectors.

- have an annual turnover or operating expenditure within the current financial year, or one of the two previous financial years, within the following thresholds:
 - between \$1.5 million and \$100 million; or
 - between \$750,000 and \$100 million for applicants from Remote Australia or Northern Australia.
- be solvent.
- have operated in Australia and filed business activity statements showing ongoing trading in at least three consecutive years.

Applicants may still be eligible if their business structure, ownership or Australian Company Number has changed within the three consecutive year period. In this case, the applicant would need to satisfy the Programme Delegate that the business activity statements are for the same business. This could include proving evidence that, during this period, the business:

- carried out essentially the same business activities
- had essentially the same management staff
- was operating from the same locations
- was using essentially the same assets in deriving its revenue
- not be named by the Workplace Gender Equality Agency as an organisation that has not complied with the *Workplace Gender Equality Act 2012 (Cth)*.
- have completed, received, or be engaged in a Business Evaluation, Supplier Improvement Plan, Growth Plan, Business Review Report, Continuous Improvement Report, Continuous Sustainable Improvement Plan or an equivalent service.

You are **not** eligible to apply if you are:

- an individual
- a partnership
- a trust (however, an incorporated trustee that meets the trading activity requirements above may apply on behalf of a trust)
- a Commonwealth, State or Local Government agency or body (including government business enterprises)
- listed on the current Workplace Gender Equality Agency [list of non-compliant organisations](#).

4.2 How to apply for Customer Connections

To apply for Customer Connections, you must complete the online Customer Connections Application Form at business.gov.au.

You can apply for Customer Connections 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.

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.

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 10 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.

4.4 If your application is successful

As Customer Connections events arise your details will be provided to participating buyers. We will then contact you to arrange a time where we will facilitate an introduction between your business and the participating buyer(s).

Prior to a connection or engagement, the business will work with a Business Adviser or Business Facilitator and undertake training to refine your value proposition to maximise the businesses potential for a successful engagement.

4.5 If your application is unsuccessful

If you are not approved for Customer Connections you will receive notification outlining why your application was not successful.

5 Information Services

Information Services are supporting event for Supply Chain Facilitation. They are designed to develop, capture and share information to fill key knowledge gaps or develop competencies specific to operating in supply chains. This service can be delivered through a variety of [different mechanisms](#), including but not limited to:

- 'Lessons learnt' reports [drawn from](#) real-world scenarios, [including both](#) successes and failures;
- [Face-to-face](#) group learning on key supply chain topics;
- In-depth training to address specific sectoral or regional supply chain issues; and
- Webinars and other facilitated on-line forums.

Information Services are of most benefit to businesses who are eligible to receive Business Management services or who are participating in Supply Chains, as they are designed to address issues that are relevant to these businesses.

5.1 Who can apply for Information Services?

Anyone can apply to attend Information Services.

5.2 How to apply for Information Services

To find out when and where supporting events are being held, or to access our knowledge centre, go to the [Supply Chain Facilitation](#) home page at business.gov.au

6 Business Growth Grant

You may be eligible for a Business Growth Grant to fund activities directly related to the implementation of recommendations identified in your Supplier Improvement Plan. A Business Growth Grant reimburses a participating business for up to half of the cost of engaging a consultant (up to a maximum of \$20,000). For further information, see the [Business Growth Grant Customer Information Guide](#) at business.gov.au

7 Other things you should know

7.1 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).

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.

7.2 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, 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.

7.3 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.

7.4 Protection of information

The use and disclosure of information provided to the Department, 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.

7.5 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 to be 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.

7.6 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, 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

7.7 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)*.

7.8 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 are bound by agreements with the Commonwealth that require the Industry Partners to:

- keep (and ensure Business Advisers and Business Facilitators keep) your Confidential or Personal Information confidential
- not disclose (and ensure Business Advisers and Business Facilitators do 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 (and to ensure Business Advisers and Business Facilitators do the same).

7.9 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.

7.10 Information storage

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

8 Public announcement

Successful projects and services 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; and
- the amount of grant funding awarded (where applicable).

Details of successful projects will also be published on the [Department of Industry and Science](#)¹ website.

9 Feedback

The *AusIndustry Customer Service Charter* is available at [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](#). Your complaint will be referred to the appropriate manager.

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

Head of Division
AusIndustry – Entrepreneur Development
GPO Box 9839
CANBERRA ACT 2601

You can also contact the [Commonwealth Ombudsman](#)² with your complaint (call 1300 362 072). There is no fee for making a complaint, and the Ombudsman may conduct an independent investigation.

¹ <http://www.industry.gov.au/Pages/default.aspx>

² <http://www.ombudsman.gov.au/>

Appendix A. Definition of Sectors

For the purposes of the Entrepreneurs' Programme, a business will satisfy the sectoral eligibility criteria where it can demonstrate it:

- is operating in one of the five growth sectors or provides enabling technologies, inputs or services to one of the five growth sectors as defined below; or
- is committed to, and has the skills, capability, intellectual property or expertise to operate in, one or more of the five growth sectors in the future.

Sector	Description
Advanced Manufacturing	Businesses that adopt innovative technologies or business practices to improve or develop manufactured products, processes or services. This includes the adoption of improvements or innovations across any of a range of manufacturing steps, such as concept, research and development, design, production, logistics, marketing and after-sales services, in order to achieve high-value products, services or business outcomes, including improved responses to market demands. Businesses that supply integral services, technologies or inputs to the manufacturing processes of businesses described above.
Food and Agribusiness	Businesses that undertake food or beverage production, or supply integral services or technologies to support food or beverage production. Businesses that provide integral services, technologies or inputs to support primary production of food and beverages. This definition excludes businesses that are food retailers (including restaurants and cafes) or primary producers, except where they can demonstrate they also substantially undertake the above activities.
Medical Technologies and Pharmaceuticals	Businesses that develop or produce therapeutic, medical or pharmaceutical products or technologies, including complementary medicines. Businesses that provide integral services, technologies or inputs to the development and production of therapeutic, medical or pharmaceutical products or technologies. This definition excludes businesses that are hospitals, medical and other health care services, residential care services, social assistance services and retailers of medical and pharmaceutical goods, except where they can demonstrate they also substantially undertake the above activities.
Mining Equipment, Technology and Services	Businesses in mineral exploration, extraction and mining supply chains, including businesses that provide integral services, technologies and equipment for mining and minerals extraction.

Sector	Description
Oil, Gas and Energy Resources	Businesses engaged in the exploration, development and extraction of energy and fuels from oil, gas, coal and uranium. Businesses that provide integral services, technologies and equipment for use in oil, gas and energy resource sectors.
Enabling Technologies and Services	Businesses that provide enabling or supporting technologies, inputs or services to drive business growth or improve business competitiveness in one or more of the five Growth Sectors. Enabling technologies and sectors underpinning the five Growth Sectors include: freight and logistics; infrastructure related construction and services; information and communications technologies; digital technologies; and professional services. Outside of these key enabling technologies and sectors, this definition includes other businesses that enable or support one of the five Growth Sectors through a direct commercial relationship, but excludes routine business operational activities such as legal advice, financial accounting/bookkeeping services, catering and insurance.
Tourism Businesses in Northern Australia	Businesses must be located and/or have significant operations in <i>Northern Australia</i>. Businesses need to derive a significant portion of their revenue from visitors, and operate in tourism-related industries, including accommodation; cafes, restaurants and take away food services; clubs, pubs, taverns and bars; passenger transport; tour operator services; cultural services; sports and recreation services; and retail trade. However this does not include intermediaries that resell tickets or vouchers for tourism-related products and service.

Appendix B. 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*.

Term	Definition
<i>AusIndustry</i>	The specialist programme delivery division within the Department. It delivers a range of industry and innovation programmes and also provides the core delivery mechanisms for the single business service including governance, programme design and best practice, business.gov.au, the 13 28 46 contact centre and a national facilitation network.
<i>Northern Australia</i>	All of the Northern Territory and those parts of Western Australia and Queensland above the Tropic of Capricorn. As defined in the Our North, Our Future: White Paper on Developing Northern Australia, July 2015.
<i>Remote Australia</i>	As defined by the Australian Bureau of Statistics Remoteness Classification 2006, see the ABS Remoteness Structure for more information.