

NEIS Mentoring/Business Coaching program

Information for Mentors



Contents

Introduction.		3
Small Bu	usiness Training	3
NEIS Inc	come Support	4
Busines	s Mentoring	5
Your role	e as Mentor	6
Initial Me	entoring Session	6
Quarterl	ly Mentoring Sessions	7
Forms to	o be forwarded to the NEIS Office	7
Sample Forn	ns and Letters	9
Initial Me	entor Letter	9
Sample	of Mentee Information	10
Quarterl	ly Mentor Letter	11
Summar	ry of Mentor visits to be conducted	13
Mentor F	Report	14
Summar	ry of Business Mentor Visits Completed	16
NEIS Inc	come Statement	18
NEIS Bu	usiness Return Statement	20
Sample	of Donation of Business Plan Letter	21

Introduction

The New Enterprise Incentive Scheme (NEIS) is Australia's longest and most successful labour market program.

The NEIS program was introduced in 1985 as an alternative for people who were unemployed but were not interested in seeking employment; they were interested in starting their own Small Business.

NEIS is a National program delivered throughout Australia by a mixture of for profit and not for profit organisations. To provide NEIS you have to successfully tender to the Department of Employment. Typically, a NEIS contract lasts for 3 years and is reviewed for an extension of a further 3 years based on performance. However, the 2015 – 2020 NEIS contract is set for 5 years, with a further 5 years based on meeting contractual KPI's.

The NEIS program consists of 3 parts

- 1) Small Business Training
- 2) NEIS Income Support
- 3) 12 months face to face business mentoring

Small Business Training

At Holmesglen we run a 10 week face to face Certificate IV in small business management. We do not offer any subjects on line. The education philosophy underpinning our program is that we try and simulate a business environment in a classroom situation – we try and prepare our participants for the rigors of business and give them as realistic an overview of what is needed to run a business as we can over the 10 week period.

Every NEIS participant needs to go through a business training program to learn how to start and run their own small business. The major piece of assessment is the Business Plan which they write reflecting their business intentions. There are however a further 8 assessments which also must be completed for the participant to receive the Certificate IV in Small Business Management.

At the conclusion of the 10 weeks of training, NEIS participants will have completed a commercially viable, fully costed business plan that reflects their business intentions.

The business plan is vetted by a 2 person business panel, the NEIS Advisory Committee (NEISAC), at the end of the training. The panel is independent of the NEIS program.

Our facilitators and business plan assessors are all business people, experts in their fields who run their own small business. As such we use, CPA's, lawyers, sales experts, social media experts, marketing and market research experts and web/graphic design people.

This further underpins our training philosophy of using academic theory to apply it in practical and realistic terms during the 10 week training program.

Based on the evaluation by the NEIS Advisory Committee a participant will be offered a NEIS Income Support contract. Whilst NEIS participants can resubmit their business plan a number of times to ensure that their business plan is realistic and commercially viable, some NEIS participants decline the offer to resubmit their business plan and drop out. These participants are not offered a NEIS Income Support contract.

NEIS Income Support

NEIS participants who have completed a successful business plan, have taken out appropriate business insurance and are financial to start their business, will be offered a 9 month NEIS Income Support contract. The NEIS Income Support contract offers a NEIS participant non-means tested government income. NEIS participants receive the equivalent of the full time Newstart Allowance (commonly known as "the Dole").

Participants are allowed to earn as much as they want *from their business* and they will still receive their Income Support payment. Participants are allowed to earn additional income separate to their NEIS Allowance, but only up to a certain amount. This is checked by conducting a NEIS External Income Test at the end of each Financial Quarter.

There are five conditions that a candidate has to fulfil whilst receiving NEIS income support.

- 1. To maintain current appropriate insurance cover for their business
- 2. To participate in monthly contact with the office
- 3. To participate in all mentor visits
- 4. To provide quarterly reports and income statements by a certain date each quarter (dates as provided to the NEIS participant at time of signing their contract).
- 5. To have a viable business after 6 months of starting the business.

Each Quarter participants must forward to the NEIS Office the following completed forms:

- > Australian Government NEIS Income Statement and
- Holmesglen NEIS Business Return Statement.

The viability test is applied by the NEIS manager of a particular NEIS provider. Each NEIS participant hands in a quarterly Profit and Loss statement reflecting their business' income and expenditure activities for that quarter. (see forms above).

The NEIS manager assesses the quarterly reports and income statements against the forecasted sales and expenditure in the business plan. It is incumbent on the NEIS manager to apply a viability test at 6 months of business start up. Viability is based on matching forecasted figures against actual. In some cases were the business clearly shows no sign of improvement six month into start up, the NEIS Manager will terminate the NEIS Income Support contract. The NEIS participant may still want to run their business; however they will not be receiving any income support.

Business Mentoring

As part of the NEIS support package, NEIS participants are offered 5 business mentoring sessions for the first 12 months of their business (one initial and then one per quarter). The mentor sessions go for one hour.

Prior approval from the NEIS manger is required if the mentee requests a longer time frame for mentoring. (e.g. more than one hour). The mentor sessions can take place at the mentor's business premises or a neutral venue, **but not at the private address of the NEIS participant**

The Initial mentoring session will be held within the first 2 weeks of the business start-up. This session is a 'get to know you' session and to ensure the participant is ready to start their business.

Quarterly Mentoring is usually conducted between the 2nd week of the second month of the quarter and the 3rd week of the last month of the quarter.

The role of the mentor is to provide business guidance and where appropriate, challenge the NEIS participant on the direction the business is heading if the mentor feels that the business is not heading in the right direction. Ultimately it is up to the mentee to follow the mentor's advice. Neither the mentor, nor the NEIS provider can force a participant to adopt the advice. However if the Profit and Loss shows that the business is not viable and the mentee has not followed any of the advice given by the mentor, this could form the basis for the termination of the Income Support contract as an unviable business. (A very small minority of businesses fall in this category – less than 5%)

The mentee needs to bring to each mentoring session a balance day Profit and Loss for that quarter. Without the figures there is very little to discuss and the mentoring session cannot proceed.

The NEIS manager receives and reads all mentor reports and acts on those quarterly reports that show the business participant struggling.

Nationally, the NEIS program assists 6300 business start ups per year. ABS statistics show that on average 85% of participants are still trading successfully 2 years after starting the business venture. Holmesglen has been providing the NEIS program since 1996, and in that time it has supported over 2000 business start ups through this program. Holmesglen's success rate is sitting at 87% of business still operating two years after commencement.

Your role as Mentor

Our Mentees choose their mentor at the end of each training program. We run about 45 training programs per year, so from quarter to quarter your load may change. If there is an upper limit as to the number of people you want to mentor, please let our office know.

As a mentor you will guide the mentee through their business start-up phase. You will receive the business plan which has been approved by the NEISAC.

Each NEIS participant receives a monthly phone call from our office in between their mentoring sessions to ensure that they are engaged in their business. Any information that you provide outside of the written mentor reports is useful to us as it helps formulate the monthly phone discussions.

You will make your appointments with you mentees according to *your* availability (time & place). Mentees have to work in with you. You are welcome to schedule your mentoring session in one hour intervals over a full day or 2 days. Meeting rooms on Holmesglen campuses are also available - contact NEIS office to book (allow at least 3 days for booking confirmation)

You will contact you mentee to arrange an appointment. If you do not get through, please leave a message and ask them to call you back. If you have not heard back from the mentee by the following day, you call them again and leave a message. You will contact the mentee no more than 3 times. If you still have not heard from them you ring the office and we suspend their income support payment until such time as they have contacted and have scheduled a mentor meeting with you. Please do not call them over and over again – 3 calls is enough.

The Business Mentor's role includes:

- monitoring participants compliance with their approved NEIS business plan including checking Currency of Insurance - NEIS mentors are required to check the ongoing currency of NEIS business insurance at all mentoring visits and report to the NEIS Manager any participant who does not have current insurance, or if the insurance cover is not the same as that outlined in their Business Plan.
- maintaining contact with participants during the first year of business operation
- assisting participants with the development of viable businesses by giving encouragement and advice about organisational, financial and marketing issues
- providing advice, and referral to specialist business professionals, as required, at the participants' expense
- > reporting to the NEIS Manager on any follow-up action required after each visit
- > recommending to the NEIS Manager additional assistance to improve the viability of the business

Initial Mentoring Session

For the initial mentoring session you will receive:

- > A copy of the NEIS Participants Business Plan
- ➤ A letter stating who needs to be mentored and the dates all paperwork is to be returned to the office
- > A list of mentoree's and their contact details

> Forms required to be completed

With the initial mentor sessions, use this business plan as your starting point for discussion. The longer the person is in business, the less accurate their business plan becomes. (Usually 6 month mark) However for the first 6 months, the business plan should form the central point of your discussions during the mentoring sessions.

Your role is to suggest, however you cannot demand or force them to accept your advice. Do not feel deflated, angry or disappointed if your mentee does not follow your advice. If you find that your mentee is not listening to you, you may want to let the office know.

Quarterly Mentoring Sessions

As with the Initial Mentoring session you will receive:

- A letter stating who needs to be mentored and the dates all paperwork is to be returned to the office
- > A list of mentoree's and their contact details
- Forms required to be completed

If for some reason one of your mentorees "falls off" your list from the previous quarter please contact the office to ensure this is not a mistake.

Forms to be forwarded to the NEIS Office

Prior to the mentoring sessions the summary of visits to be conducted form should be completed and forwarded to the NEIS Office – emailed or faxed

After each mentoring session mentors must return their Mentor Reports and the Summary of Mentor Visits Completed for the period forms (*signed by the NEIS Participant*) for every quarter on or before the due date as outlined in the Mentor's Letter. These may be faxed or emailed.

Failure by a NEIS participant to engage in the mentoring process must be reported to the NEIS Office as soon as possible.

All Participant's Business Returns and Income Statements *must* be forwarded to the NEIS Office *by the participant*, they are not collected by the Mentor.

Please ensure your mentoree understand that this information must be forwarded to the NEIS Office by them and that you seeing them each quarter does not negate their obligation in submitting their financial information.

Please ensure that at the end of the 12months of Business Mentoring all participant business plans are either:

- Returned to the participant, or
- Returned to the NEIS Office if the participant has signed the Donation of Business Plan form

NEIS Office Email: neis@holmesglen.edu.au

Fax: 03 9209 5626

Sample Forms and Letters

Initial Mentor Letter

29 January 2016

John XXX XXX XXX

Initial Mentor Visit

Dear John

Please find enclosed a list of your latest mentoree(s), Lisa Salvo you will also find copies of the necessary paperwork included.

Please make sure that you return the form Summary of Mentor visits to be conducted NO LATER than the day prior to the visits taking place to the Area Managers for South Australia and ACT and the NEIS office for Victoria.

All participants must be *mentored within the first two (2) weeks* of operation; the following mentoree(s) will commence on the 14th of January 2016 and must be mentored by 28th of January 2016.

This initial visit must be conducted at their place of business. If you are having difficulty making contact with any of your mentorees, please contact me as soon as possible.

During this visit please ensure that you sight a "Certificate of Currency" for Business Insurance. You can then determine how often you need to sight their policy depending on the length of the policy and their payment options (ie monthly or annually).

The required mentor paperwork must be returned to our office by 31st 0f January 2016.

Please remember that under no circumstances are mentoring sessions are to be held in a mentoree's home.

Please direct any questions or concerns you may have directly to me on 9564-6835 or via email at neis@holmesqlen.edu.au or arie.moses@holmesqlen.edu.au

Many thanks

Arie Moses Manager Business Development Unit (NEIS)

Mentor:	Mentor: John Magar					66
Group NE03 Paul ROWLEY () 2 Tom Roberts Glade DIAMOND CREEK 3089	Group NE03 Grip Location: Paul ROWLEY () 2 Tom Roberts Glade DIAMOND CREEK 3089 Start Date: Agreement Start Date:	Presion Biz Address: 2 Tom Roberts Glade Biz Suburb DIAMOND CREEK	Phone (AH): Visit 1; Phone (BH): Visit 2; Mobile: 0402715681 Visit 3; Visit 4:	OnSite:	Insurance on File: Insurance Type: Type of Payment: Period of Insurance:	Business Liability Insu Annaul
Wedding/Port	Wedding/Portrait/Product Photography E-mail:	nofmail.com	in and			
Group NE03 Lisa Salvo () 590 Gilbert Road RESERVOIR 3073 Start Date: Agr	Group NE03 Gip Location: Lisa Salvo () 590 Gilbert Road RESERVOIR 3073 Start Date: Agreement Start Date: Musclan Berforming Benomina Artist	Preston Biz Address: \$90 Gilbert Road Biz Suburb RESERVOIR 14/01/2016	Phone (AH): Visit 1: Phone (BH): Visit 2: Mobile: 0421955236 Visit 3: Visit 4:	Onsteat Onsteat Onsteat Onsteat	Insurance on File: Insurance Type: Type of Payment: Period of Insurance:	
E-mail:	Isa_salvo@hotmail.com	all.com				

Quarterly Mentor Letter

9th February 2015

Kerry xx Adress Adress

Quarterly Mentor Visit

Dear Kerry

Please find enclosed your latest mentoring schedule, if any mentoree's names are missing from the attached paperwork please advise our office. You will also find copies of the necessary paperwork included.

Please make sure that you return the form *Summary of Mentor visits to be conducted* NO LATER than the day prior to the visits taking place to the Area Managers for South Australia and ACT and the NEIS office for Victoria.

All participants must be mentored by <u>26th March 2015</u> If there are any extenuating circumstances for not doing so, please contact our office immediately.

Please remind mentoree that they are required to submit the Business Return and Income statement for the quarter. Please do not collect this on their behalf.

Please ensure that you sight a "Certificate of Currency" for Business Insurance, when meeting your mentoree. If a sighting does not occur due to the policy being previously sighted (e.g. a 12 month policy) please ensure that you indicate this on the Mentor Report.

Please remember that under no circumstances are mentoring sessions are to be held in a mentoree's home.

The required mentor paperwork must be returned to our office by 2nd April 2015

Please ensure mentorees full name and Group number/name is clearly written on the form.

Please direct any questions or concerns you may have directly to me on 9564-6835 or via email at neis@holmesglen.edu.au or arie.moses@holmesglen.edu.au

Many thanks

Arie Moses Manager Business Enterprise Unit (NEIS)



articipant Name:	Address	Telephone Number	Expected start Time	Expected finish Time
oanne Bloggs	75 Smith Street, Smithtown	0412 111 222	10 am	11 am
		-		-
		-		

Holmesglen: 29-Jan-2016 Q:\Business Development\BDU\One Drive\Local Documentation Live\NEIS Forms\Mentor matters and Profiles\NEIS Mentoring Program.docx

Emergency Contact Arie Moses: 0412 843 936

Mentor Report	t: NEIS Busines	ss Performanc	e& Evaluatio	on holmesgler		
articipants Name:		M	entor:	Group:		
Meeting:		Quarter:				
Date Time	am / pm	Initial 🗆	1 st 2 nd 0	3 rd		
Where did mentori	ng take place: On	site Other (state)			
Currency of business insurance sighted: Yes □ No □ Insurance Paid Monthly Yes □ No □						
Business insurance: Current Not current						
Insurance Policy Number:						
Insurance Start Da	te Insuran	ce End Date				
The following to be	completed during first o	contact (where except	ion is made for 2 s	site visits)		
Agreement to vary n	nentoring locations who	ere the business is:				
Home based	Mobile 🗆	Located in a	regional or isolate	d area 🗆		
Details of new meeti	ng location arrangeme	nt:				
	21 1	al flavor - f 11 1				
	1/4 Planned to date	ial figures for ¼ at ti ¼ Actual to date	me or contact			
Cash In			Debtors			
Cash Out			Creditors			
Net Balance			Stock			
Business Performal For 2 nd and 3 nd qua	nce / Viability report: rter report only)	Viable □	Not Yet Viable [(please explain)			

Mentor Report: NEIS Business Performance & Evaluation
Agreed upon strategies and time frames for implementation:
Mentor's Signature: Date:
Participant's Signature: Date:
Halmosglat: +Cuo@012 H:HEDATMBRUILacul DocumentationsLacul Documentation Live WES Found they're Found they re

SUMMARY OF BUSINESS MENTOR VISITS COMPLETED FOR PERIOD ENDING:						
NAME OF BUSINESS MENTOR						
Date of	Name of Participant	Group Number	Signature of Participant			
Mentor Visit						

Date of	Name of Participant	Group Number	Signature of Participant
Mentor Visit			
	<u> </u>		
			!

Halmesgler: 40eo2012 H:HHTCATHBEUtiacai Documentaforti,acai Documentaforti avinitas Formidiluniar Formidi ummay of Montor Visits Completed Form vil, doc





New Enterprise Incentive Scheme (NEIS) NEIS Income Statement

About this form

You must complete this form every Financial Quarter during the period of NEIS Assistance. The purpose of the NEIS Income Statement is to allow you as the business owner and the Department of Employment to monitor the progress of your NEIS Business. The Department of Employment will also determine continuing eligibility for NEIS Allowance (if applicable). This is done by your NEIS organisation applying external income and viability tests based on the information that you provide (note: external income does not include income from your NEIS Business). Giving false or misleading information is a serious offence.

When to complete this form

You will need to complete a NEIS Income Statement after each Financial Quarter during which you are operating your NEIS Business. Statements must be lodged with your NEIS organisation within 10 Business Days after the end of each Financial Quarter. Failure to do so may result in the suspension of your NEIS Assistance.

A Financial Quarter is a period from:

- 1 July to 30 September;
- 1 October to 31 December;
- 1 January to 31 March; and
- 1 April to 30 June.

If you commenced NEIS Assistance less than four weeks before the end of a Financial Quarter, you are not required to submit a NEIS Income Statement to your NEIS organisation for that quarter. If this is the case, you should include the information from this period in your NEIS Income Statement for the next full Financial Quarter, which will be deemed to be your first Financial Quarter.

Who completes this form?

The NEIS Participant named in the NEIS Participant Agreement must complete this form. You must only include your personal details on this form. Any proposed partners* in the NEIS Business who are also receiving NEIS Assistance must complete a separate NEIS Income Statement.

* Definition of partner:

For NEIS purposes a person is considered to be your partner if you and the person are living together, or usually live together, and are married; or in a registered relationship (opposite or same-sex); or in a de facto relationship (opposite or same-sex).

For NEIS purposes a person is considered to be in a de facto relationship from the time they commence living with another person as a member of a couple.

Your information and privacy

Your personal information is protected by law, including the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). The personal information (including sensitive information) you provide on this form is collected by your NEIS organisation on behalf of the Australian Government Department of Employment (the Department) to determine your continuing eligibility for NEIS Assistance if there is a relevant change in your circumstances.

If you do not provide some or all of your personal information (including sensitive information), the Department may not be able to ensure your participation in NEIS and continuing eligibility for NEIS Assistance.

Your personal information (including sensitive information) may be passed onto and between State Government Departments that have an involvement with NEIS, NEIS organisations and other contracted providers of services under the Employment Services Deed 2015–2020 and the subcontractors of these entities, the Australian Taxation Office, the Department of Social Services, the Department of Veterans' Affairs, the Department of Human Services and the Department of the Prime Minister and Cabinet. Your personal information may also be used by the Department or given to other parties where you have agreed, or the use or disclosure is otherwise permitted, including where it is required or authorised by or under an Australian law or court or tribunal order.

The Department's Privacy Policy contains more information about the way in which we will manage your personal information, including information about how you may access your personal information held by the Department and seek correction of such information. The Privacy Policy also contains information on how you can complain about a breach of the APPs and how the department will deal with such a complaint. A copy of the Department's Privacy Policy can be found on the **Privacy page** of our website or by requesting a copy from the Department via email at **privacy@employment.gov.au**.

EM15-0009 Page 1 of 2

_	ur details Your Job Seeker ID	9	Cashflow su	illiai y	
1	Tour Job Seeker ID	3		BUDGET (as per NEIS Business Plan)	ACTUAL
2	Your NEIS Participant Agreement ID		A. INCOME		
			B. EXPENSES		
3	Your full name				
			C. BALANCE		
4	Your daytime contact phone number		D. DEBTORS	(\$ OWED TO YOU)	
			E. CREDITORS	(\$ YOU OWE)	
Yo	ur external income		NEIS Dueino	ss Mentoring visit	
5	Did you receive any income external to your NEIS Business (excluding NEIS business income, NEIS Allowance, NEIS Rental Assistance, Department of Human Services (DHS) or DVA Allowances/Pensions, and your partner's income) for this period? Do not include income you may have received before commencing NEIS Assistance. (Have you had this Financial (a visit from your NEIS E Quarter? No ople working in your N Irself)?	IEIS Business
	If YES, give amount of gross income			Full-time	Part-time
6	Source of income	De	claration		
					nis form is complete and
р.	almost Income commons			of my knowledge. I ackn ad to termination of NEI.	owledge that false S Assistance and where
DU	isiness income summary		licable, NEIS Alle by obtained wil	owance and action to re	ecover any payment
_	Financial period being assessed	0.000		ng this form electronical	lly please print the
7	Quarter from (DD/MM/YYYY)	com	pleted form, sig	gn in the provided signa sation. If you are unable	ture block and send
8	Quarter number (✓ appropriate box)	a di	sability, please o	complete all required fie	lds, mark the signature
	First Second Third Fourth	orgo	nisation. They	ds "unable to sign" and e will contact you to conf nents based on your circ	irm alternative
		Sign	nature		
				Date (DD/MM/YYYY)
			d this form to y our records.	our NEIS organisation	and make a copy

EM15-0009 Page 2 of 2

NEIS BUSINESS RETURN STATEMENT



FIRST NAME	SURNAME	GROUP _	
BUSINESS NAME			
QUARTERLY BUSINESS RETURN (PLE 4 Wks 1st Ctr 1	ASE TICK THE APPROPRIATE BOX) 2 ^{nd Otr} 3 ^{rd Otr}	4th Qtr	5th
THE PERIOD COVERED BY THI	S BUSINESS RETURN STATEMENT		
From / /	to /	/	
2. BUSINESS CASH FLOW			
	PLANNED \$ (as per the Business Plan)	ACTU.	AL\$
CASH INFLOW (receipts)	· ·		
CASH OUTFLOW (payments)			
CLOSING CASH BALANCE -	→		
DEBTORS (\$ owed to you)			
CREDITORS (\$ you owe)			
STOCK ON HAND			
□ Visit to business premis 4. WERE THE MENTORING SE		phone Other:	
INDICATE PAYMENT TY	Has a copy been provid URANCE BELOW: Intents Prof Indemnity Product L	-	YES NO
	on this form is complete & correct to the best of NEIS assistance & action to recover any allo		
SIGNATURE OF PARTICIPANT: This form is to be emailed or faxed to the NEIS Office		ATE:/	_/

Holmesglen: SAug-2015 Of Business Development BDUAdministration Local Documentation Livel NEIS Formul Business Return Formul NEIS Business Return Statement +4.doc

Sample of Donation of Business Plan Letter

29 January 2016

Name Address

Donation of your Business Plan

As you have now completed all the required Mentoring visits and your NEIS Agreement will soon end, we will begin the process of archiving your file.

One copy of your Business Plan must remain in your confidential file for the Department of Education (DoE) requirements, whilst the second Mentor's copy is available to be returned to you.

We would be very pleased if you would consider donating this second copy (Mentor's Copy) of your business plan as a resource for future NEIS participants. We will ensure that all confidential information is removed prior to making your Business Plan available to future NEIS students.

To confirm your agreement to allow students access to your Business Plan please complete the section below (circling "agree") and give this letter to your Mentor (who will return your Business Plan to our office).

If you do not wish to donate your Business Plan then please circle "do not agree" on the section below sign and date, and give this letter to your Mentor, who will return your business plan to you.

We wish you all the very best for the success of your future business endeavours.

Regards

Arie Moses Manager Business Development Unit (NEIS)		
I	lease print name clearly)	
agree / do not agree (circle as appropriate) to don Program.	ate my Business Plan to the Ho	olmesglen NEIS
By agreeing to donate my Business Plan I unders will have access to this document after all confide		er NEIS participants
Business Name:		
Signature:	Date:JJ	Group: