

## FREQUENTLY ASKED QUESTIONS

### General

#### What is an eligible business?

Eligible businesses must meet the eligibility criteria in the Boost Your Business Voucher Program Guidelines. Businesses that are not registered in Victoria but have a significant operating presence in Victoria may apply for a Voucher. The Department will review these applications on a case-by-case basis.

Applicants will need to ensure they detail the extent of their business operations in Victoria - staff, facilities, revenue etc. Note that successful applicants must conduct the majority of proposed activities in Victoria in partnership with a Registered Service Provider (unless provision is made under the Voucher Stream and related Service Activity).

#### Are multiple service providers permitted under one Voucher?

No, a Voucher is issued to the Recipient to subsidise the service activities with a single Registered Service Provider.

#### Can a Registered Service Provider subcontract work?

It is anticipated that for some projects that there may be the need for a Registered Service Provider to subcontract work. In these instances these arrangements should be described in full in the Scope of Services – including details on the nature and extent of activities to be undertaken by the subcontractor. The Department will review these on a case-by-case basis.

#### Can an Applicant and a Service Provider that have previously worked together apply for a Voucher for a new project?

As noted in the guidelines the Vouchers are primarily intended to support projects where there is a new relationship between Applicant business and Registered Service Provider, and not any recent financial transactions between the two parties. However, an application from an applicant business that nominates a Service Provider they have worked with previously are still eligible to apply. Within the application form the applicant will need to outline the details of the relationship and recent financial transactions. There is no prescribed date limit on what determines 'recent', but ideally, within the last one to two years.

#### Can applicants nominate a new supplier, not on the Registered Service Provider list?

Applicants may email [[vouchers@ecodev.vic.gov.au](mailto:vouchers@ecodev.vic.gov.au)] nominating a supplier with a strong business case, and without an existing business relationship, for adding this supplier to the list of Service Providers. The Department will consider the request and at its discretion, and may send a link to the supplier to register interest in joining the Registered Service Provider Panel.

#### How can companies register interest in becoming a Registered Service Provider?

Applications are now closed however companies interested in becoming a Service Provider for future rounds may email the Boost Your Business Voucher inbox [[vouchers@ecodev.vic.gov.au](mailto:vouchers@ecodev.vic.gov.au)] with their contact details. A member of the Boost Your Business Voucher team will respond to your email in due course.

#### How many employees are required as a minimum?

The Boost Your Business Program is seeking applications from established SMEs. The expectation is that Victorian businesses with at least 20 FTE or with revenue greater than \$1.5 million will apply for a Voucher. For smaller companies not able to meet the employee or turnover requirements, other mechanisms may be available to assist with supporting your projects such as: LaunchVic and Small Business Victoria.

#### Can I lodge a joint application with another entity?

Joint applications are acceptable. The lead applicant should submit the application and will need to meet eligibility criteria. Note that while multiple applicants may each contribute toward the minimum cash co-contribution, the maximum Voucher remains capped at \$50,000.

#### When do applications close?

The BYB Vouchers is run through competitive rounds. The first round = opened 29 January and closed 2 March 2018. Round 2 opened 4 June and closes 5:00pm 13 July 2018. Applications which are submitted after 5pm on this date will not be considered.

**What documents need to be submitted with the formal application?**

A 'Scope of Services' (or scope of works) + quote must be provided with all applications.

It should include:

- High level objectives of the work to be undertaken;
- A description of the service activities to be delivered (e.g. business review, market review, product assessment, etc.) together with information as to the documentary evidence that will be provided in support of completion of services, e.g. report, business plan, etc.;
- Total project budget, including a payment schedule for each deliverable (and case for a split voucher payment if requested);
- Project timing.

**What information is required in a Service Agreement?**

The Service Agreement must be signed by both parties and delivered to the department after project approved and a Letter of Offer received and accepted. It should include:

Information as outlined from the Scope of Services, plus;

- Project outline description (including background, objectives, methodology and detail of the service activities)
- Key team members who will deliver the service activities;
- the location of where the activities are going to occur, if not Victoria;
- IP (where relevant);
- The Registered Service Provider's banking details, including: ABN, BSB and Account number (associated with ABN), Account name, Physical address, contact details (name, email and phone);
- any other conditions of engagement; and
- Outline of the documentation that will constitute the Final Report to the Boost Your Business Voucher Program to demonstrate project completion.

There must be no change to the original scope of work without the Department's prior consent.

**I am a food manufacturer; am I also eligible for the Advanced Manufacturing stream?**

Yes. Potential applicants should discuss the suitability of their projects with either the Advanced Manufacturing Voucher team or the Food Innovation team at [advanced.manufacturing@ecodev.vic.gov.au](mailto:advanced.manufacturing@ecodev.vic.gov.au) or [food.innovation@ecodev.vic.gov.au](mailto:food.innovation@ecodev.vic.gov.au)

**If my project is expected to take more than one year, can an exception be made to the requirement that projects be completed within 12 months of the date of Voucher issue?**

No, the requirement that projects be completed within 12 months of the voucher issue will apply to all service activities. Projects need to be structured so that the work undertaken, key deliverables and payment milestones occur within that time frame.

**Can the "annual turnover of greater than \$1.5 million" include revenue such as R&D tax credits and grants received from other local or federal sources?**

Eligibility under annual turnover is based on total annual sales revenue. Consequently, R&D tax credits, grants and other non-sales revenue should **not** be counted towards the \$1.5 million turnover requirement.

**Are split payments available?**

The request to split a Voucher payment must be made at application stage and detailed within the application form and in the Scope of Services. Refer to Program Guidelines for split payment conditions.

**Does my project have to create jobs or lead to investment outcomes?**

There are no prescribed mandatory criteria that projects provide new job opportunities.

**How quickly will I find out about the outcome of my application?**

You can expect to learn the outcome of an application within six weeks after the close date.

**Can I reapply if I am unsuccessful?**

Yes, applicants may resubmit at a later round.

**Do unsuccessful applicants have a right of appeal?**

There is no right of appeal. However, the Department will provide feedback to unsuccessful applicants.

**If I have received a letter of offer, how long do I have to accept?**

Successful recipients will receive a letter of offer outlining funding obligations and this offer remains valid for a period of four (4) weeks from the date of the letter of offer.

**If I have accepted a letter of offer, can I start my project?**

No, a Voucher will only be issued once the Department has received the accepted of the letter of offer signed by the Recipient and a Service Agreement signed by both the Service Provider and the Recipient. Any activity commenced after the issue of the letter of offer but before receipt of the Voucher is undertaken at the applicant's risk. Retrospective activities/expenditure will not be eligible.

**How will a Registered Service provider know if a project has been approved?**

Only the Recipient will be notified by the Department and they should advise their Registered Service Provider of their offer.

**How will my application be assessed?**

The Department will determine whether an application meets the Applicant and project eligibility requirements and assess the merit of the proposal against the assessment criteria as described in the BYB Voucher Guidelines.

**To whom do I address the invoice?**

At the conclusion of the project the Registered Service Provider should invoice the Department for the Voucher amount. The invoice should be addressed to:

Department of Economic Development, Jobs, Transport & Resources

121 Exhibition Street, Melbourne Vic 3000

With other documents it should be emailed to:

[vouchers@ecodev.vic.gov.au](mailto:vouchers@ecodev.vic.gov.au)

**Advanced Manufacturing Stream****What activities are considered eligible expenditure under the Intellectual Property Service Activity:**

The overarching intent of the intellectual property service activity is to support the provision of strategic advice to applicants that will enable them to capitalise on proprietary knowledge.

Activities such as advising on contractual arrangements with third parties for use/development/licensing of IP, or

strategic advice and preparation of applications for registration of IP, will generally be eligible where they form part of a strategic plan to support a manufacturer to capitalise on their intellectual property.

Please note that **ineligible** expenditure includes the following activities:

- fees and charges associated with registering domestic or international patents or other intellectual property
- IP enforcement

Advanced Manufacturing – Fastrack to Export

**Does market engagement under the Advanced Manufacturing – Fastrack to Export Voucher include support for exporting to New Zealand?**

Yes, a business can apply for a Fastrack to Export voucher to address market opportunities in New Zealand. Support under the Fastrack to Export voucher can be sought for any international market where a strong rationale can be provided for the identified opportunity.