


**Productivity Education and Training Fund (PET Fund)****Australian Chamber of Commerce and Industry****Outline Plan****From: 1 July 2015 to 30 June 2016**

Approval of this Outline Plan		Signature and Date
Australian Chamber of Commerce and Industry	Delegate: Manager – Productivity Unit	31/7/15
Department of Employment	Delegate: Branch Manager responsible for programme	 19/11/15

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## 1 Introduction

This document is the Outline Plan for the implementation of the Productivity Education and Training Fund (PET Fund) in 2015-16. It establishes:

- what the project is to deliver in 2015-16;
- critical dates and project schedule;
- any changes to the Milestones and Deliverables Plan No. 2 in how the project will be governed – who is responsible for what; and
- any changes to the Milestones and Deliverables Plan No. 2 in how the project will be managed – for example how will changes be dealt with; handling of risks and issues.

This document reflects the agreement between the Department and the Australian Chamber of Commerce and Industry about the work to be undertaken and how it will be undertaken.

This document and the Milestones and Deliverables Plan No. 2 will be reviewed regularly by the Project Team to ensure that they accurately represent the project status and intentions.

## 2 Deliverables

Provide a schedule of planned activities that will be undertaken as the project, from 1 July 2015 to 30 June 2016 including:

- Detail of activities proposed, for example: courses, research projects, publications
- Delivery Targets (number of courses, projects, publications completed)
- Coverage targets (industry, geographic)
- Participation Targets (number of participants, users)
- Participant Evaluation Targets (overall participant and/ or user satisfaction level regarding deliverables)

It may be more convenient to provide the Schedule of Activities as an attachment to this Outline Plan (eg: spreadsheet or table).

As listed in Attachment C, the focus of activity during the period will be two-fold:

1. Continued delivery of initiatives/projects already in progress
2. Activities scoped in the Milestones and Deliverables Plan V2

Initiatives/projects underway that will be progressed during the period include:

1. CRM & CMS – implementation of the new Content Management System and Customer Relationship Management platform
2. NSWBC: Services Export Program
3. Australian Retailers Association: Future Productivity Leaders
4. National Retailers Association: Productive Rostering and Business Red Tape Reduction
5. NECA: Maximising Apprentice Productivity
6. NSWBC: Increasing workplace productivity for road transport & freight SMEs
7. NSWBC: Increasing workplace productivity for aged care providers
8. VACC: Apprentice retention in the automotive industry
9. CCIWA: The Experience Gap – a work integrated learning initiative

10. AMCA: BIM Productivity Protocols – the development of standards to enable greater uptake of Building Information Modelling technology within the construction industry

Key performance indicators have been established for each of the above activities during the relevant subcontractor approval process. ACCI will provide performance reporting against these indicators in its FY1516 Annual Report to the Department.

The key activities from the Milestones & Deliverables Plan V2 to be completed during the period include:

- Business Engagement Plan
- Research and Content Scoping

The outputs of the above two activities will inform the program of activities and events to be undertaken during the remainder of the contract period.

In addition, ACCI will deliver two professional development opportunities for industry advisors during FY1516, as well as undertake a mobile app scoping exercise.

ACCI intend on increasing the staffing profile to deliver on the Milestones & Deliverables Plan V2. The following additional resources will be put in place for FY1516:

- Engagement Manager – a senior team member responsible for developing and delivering the program of events. This will include building and maintaining relationships with key companies and relevant subject matter experts, scheduling and marketing of events etc.
- Events & Admin Officer – provide administrative support for the Unit, including assistance with running events, maintaining databases, tracking program finances etc.
- Communications Officer – a communications professional (ideally with a journalism/social media background) engaged to produce content. This will include materials for the website, the sharing of information on social media, and articles for relevant publications (print and online).

The attached budget reflects estimated expenditure. The budget will need to be revised at such time as the Business Engagement Plan and Research and Content Scoping Report are agreed (as these will specify the activities to be undertaken during the remainder of the contract period).

### **3 Governance**

*Describe any proposed changes to Governance arrangements outlined in the Milestones and Deliverables Plan No. 2 and previous Outline Plans in regard to the means by which:*

- *the monitoring of funding received under the agreement will occur;*
- *the monitoring of the progress in developing and carrying out the Project will occur; and*
- *Australian Chamber of Commerce and Industry will manage subcontractors, including reporting, risk management, monitoring of payments of funding received under the agreement and of the progress in developing and carrying out the Project.*

The governance arrangements will remain as outlined in the Milestones and Deliverables Plan V2, with the Productivity Unit Manager and Advisory Group in place. The table below provides updated contact details for key personnel.

*Provide:*

- *Updated contact details of managerial or specified personnel.*

Managerial and Specified Personnel	Role/Responsibilities	Contact information
, Manager – Productivity Unit, ACCI	r is responsible for managing the Productivity Unit and implementing the program.	<p>MANAGER - PRODUCTIVITY UNIT            AUSTRALIAN CHAMBER <sup>OF</sup>            COMMERCE AND INDUSTRY            ABN 85 008 391 795</p> <p>LEVEL 3, COMMERCE HOUSE            24 BRISBANE AVENUE BARTON ACT            2600</p>
Jenny Lambert, Director – Employment, Education and Training (EET), ACCI	Ms Lambert managed the establishment of the Productivity Unit within ACCI and has strong input into the key activities associated with this Programme. Ms Lambert has overall responsibility for the ACCI Productivity Unit	<p>Jenny Lambert, Director EET,            ACCI Canberra            LEVEL 3, COMMERCE HOUSE            24 BRISBANE AVENUE BARTON            ACT 2600            P: +61 2 6273 2311            F: +61 2 6273 3286  <a href="mailto:jenny.lambert@acci.asn.au">jenny.lambert@acci.asn.au</a></p>
Kate Carnell – Chief Executive, ACCI	As the Chief Executive of ACCI, Ms Carnell will oversee the operation of this Unit. The Director EET reports to the CEO.	<p>Kate Carnell            Chief Executive            AUSTRALIAN CHAMBER OF            COMMERCE AND INDUSTRY            LEVEL 3, COMMERCE HOUSE            24 BRISBANE AVENUE BARTON            ACT 2600            P: +61 2 6273 2311            E: <a href="mailto:kate.carnell@acci.asn.au">kate.carnell@acci.asn.au</a>            W: <a href="http://www.acci.asn.au">www.acci.asn.au</a></p>
Productivity Programme Advisory Group	Providing advice and input to the Productivity Unit Manager and Engagement Manager in appropriately targeting the programme (including input on the central theme) and generating strong business engagement	<p>Current membership is as follows:            David Goodwin (Chair)</p> <p>Kate Carnell            John Osborn            Jenny Lambert</p> <p>Additional expertise will be added as required to reflect the new direction</p>

#### 4 Risk Management

Provide any updates to your risk management strategy in the Milestones and Deliverables Plan No. 2 and previous Outline Plans including any new risk you have identified.

Identified Risk	Risk Rating Level	Mitigation Strategy
N/A – potential additional risk will be uncovered through the planning work to take place during FY1516		

## 5 Approvals

Clause 8.1 of the Funding Agreement requires the Australian Chamber of Commerce and Industry to provide a list of any Assets it proposes to purchase or create during the relevant project period for departmental approval. Approval of the Outline Plan will constitute approval to purchase those Assets specified in the agreed Outline Plan. Assets mean any item of tangible property which has a value of over \$5,000 inclusive of GST (Clause 33 of the Funding Agreement).

- Provide a list of all assets the Australian Chamber of Commerce and Industry intends to purchase or create during this project period and the associated in the budget

ACCI purchased two computers for the Productivity Unit in 2012. The budget reflects no more than \$10,000 over the life of the project on assets.

Clause 7 of the Funding Agreement provides for the Department to give written approval of subcontractors.

- The Australian Chamber of Commerce and Industry will not be engaging subcontractors for this project. (Remove as necessary)
- A list of subcontractors is provided as part of this Outline Plan as follows: (Remove as necessary)

To date ACCI has been making extensive use of subcontractors in the delivery of initiatives, however the intent moving forward is for ACCI to directly engage staff to undertake the majority of Program activities.

At this time, ACCI has not identified a requirement to engage any further subcontractors. Should any subcontractor requirements be identified in future, approval will be sought in accordance with Clause 7 of the Funding Agreement.

Subcontractor	Role/Responsibilities

## 6 Budget

Provide a comprehensive budget including:

- Itemised income and expenditure for the 2015-16 financial year;
- A general outline of income and expenditure with regard to the remaining financial years of the

Programme;

- Details of any assets Australian Chamber of Commerce and Industry intends to purchase as referred to at Clause 8 of the Funding Agreement.

Please ensure that all budget figures are GST exclusive.

*It may be more convenient to provide the Budget as an attachment to the plan. (eg: spreadsheet or table).*

Please refer to the attached spreadsheet for budget details. At this time, ACCI has not identified any specific assets it intends to purchase. Should any asset requirements be identified in future, approval will be sought in accordance with Clause 8 of the Funding Agreement.

## **7 Evaluation of Performance against Objectives**

*Describe any proposed changes to mechanisms specified in the Milestones and Deliverables Plan No. 2 and previous Outline Plans by which the Australian Chamber of Commerce and Industry intends to evaluate performance against objectives.*

Please note that data required to evaluate performance will need to be collected consistently throughout the life of the project.

The evaluation of performance against objectives will remain as outlined on page 20 of the original Milestones and Deliverables Plan, with specific targets and metrics to be developed around activities over the life of the Program.

## **8 Submitting your Outline Plan**

*Please email a signed copy of the completed PET Fund Outline Plan by close of business on Friday 31 July 2015 to: Damien Booth – Programme Manager, at the:*

**PET Fund Inbox - [PETFund@employment.gov.au](mailto:PETFund@employment.gov.au)**

## PET - ACCI Milestones and Deliverables FY1516 – Activities

### Existing Unit Projects

Economy-wide Initiatives	NSWBC: SME Services Export	Project to be finalised during the period
Industry-specific Initiatives	ARA - Future Leaders	Project to be finalised during the period
	NRA: Roster Coster	Project to be finalised during the period
	NECA: Electrical Apprentice Productivity	Project to be finalised during the period
	VACC: Apprentice Retention in Automotive	Project to be finalised during the period
Innovative Projects	CCIWA: Work Integrated Learning Program	Project to be finalised during the period
	AMCA: Building Information Modelling Technology Program	Project to be largely finalised during the period

### New Program

Engagement Plan Development	Detailed business Engagement Plan, including identification of the Central Theme and the breakdown of events and activities that will occur (and the relevant KPIs that will apply).	Plan to be delivered by the end of October 2015
Initial Research & Content Scoping	Report detailing: <ul style="list-style-type: none"> <li>- Overview of existing research/content</li> <li>- Any gaps identified</li> <li>- Recommended plan to make content channel ready and relevant and accessible meaningful to businesses to excite them</li> <li>- Timelines for any next steps in the development of that content or undertaking of further research</li> <li>- Risk assessment and treatments</li> </ul>	Report to be delivered by the end of September 2015
Research & Content Development	Following the initial Research & Content Scoping, the recommendations of the report will be implemented. This will include the development of content to support the other activities of the Unit and generate business engagement	To be determined based on the Initial Research & Content Scoping Activity
Website (CRM/CMS platform)	A new fully integrated CRM/CMS platform will be implemented. This will underpin the ability of the Unit to promote events, take online registrations, and build a large list of direct contacts.	New website to be launched in August 2015
Newsletter	Once the new website is in place, monthly email based news summaries will be developed (tailored to the interests of the recipient business)	To be determined based on the Engagement Plan
Social Media	Relevant information will be distributed via social media channels with the aim of initiating comment. Similarly, ACCI will monitor these channels to see what businesses are saying, identify trending issues etc.	To be determined based on the Engagement Plan



Business Leadership Forum	The forum will be positioned as a leading annual business event that brings together a wide range of stakeholders. The next Forum is scheduled to take place in 2016. It is intended that this can be developed into a self-sustaining annual event	To be determined based on the Engagement Plan
Professional Development Series	The Professional Development series (previously called Capacity Building Workshops) is focused on up-skilling ACCI and member staff (as well as key business advisors). The types of topics to be covered include: workplace relations, submission writing, policy development, member/business engagement, providing advice to business etc.	2 Professional Development Workshop to be conducted over the period
Workshops/Seminars	Designed to upskill a wide range of stakeholders on workplace relations issues (drawing on the research & content development)	To be determined based on the Engagement Plan
Webinar Series	Unit run webinars on workplace relations topics (drawing on the research & content development)	To be determined based on the Engagement Plan
Mobile App	An application that businesses can download to receive relevant productivity info (news/hints/suggestions on business best practice), engage with the program, answer survey type questions etc.	A mobile app scoping exercise will be undertaken during the period, taking the Engagement Plan into consideration

PRODUCTIVITY EDUCATION AND TRAINING FUND

Income	Total Budget	FY12/13 Actuals	FY13/14 Actuals	Q1 & Q2 FY14/15 Actuals	Total Actuals	Allocation in New Plan	Q3 & Q4 FY1415 Budget	Q3 & Q4 FY1415 Actuals	Q3 & Q4 FY1415 % Variation	FY1516 Budget	Notes	
Grant	\$5,000,000	\$5,000,000	\$0	\$0	\$5,000,000		\$0	\$0		\$0		
Interest	\$310,000	\$172,111	\$166,047	\$73,846	\$412,004	\$100,000	\$5,000	\$59,824	1096%	\$50,000		
<b>Income total</b>	<b>\$5,310,000</b>	<b>\$5,172,111</b>	<b>\$166,047</b>	<b>\$73,846</b>		<b>\$100,000</b>	<b>\$5,000</b>	<b>\$59,824</b>		<b>\$50,000</b>		
<b>Carried Forward Grant</b>						\$4,114,000						
<b>Total Funds Available</b>						\$4,214,000						
<b>Expenditure</b>												
Audit Fees	\$15,000	\$1,680	\$0	\$2,000	\$3,680	\$13,000	\$0	\$0	0%	\$2,000		
Bank Charges	\$500	\$55	\$3	\$1	\$59	\$467	\$100	\$1	-100%	\$100		
Computer Costs	\$6,600	\$3,838	\$0	\$0	\$3,838							
Equipment	\$3,000	\$0	\$1,069	\$0	\$1,069	\$8,000	\$3,000	\$0	-100%	\$4,000		
Staff/Consultants												
<i>Closed (Capacity Building &amp; Economy-wide)</i>	\$140,000	\$12,500	\$8,848	\$0	\$21,348	\$0	\$0	\$28		\$0	<i>Remaining funds reallocated to Forums</i>	
Staff/Consultants	\$1,293,400	\$0	\$0	\$0	\$0	\$1,100,000	\$200,000	\$90,582	-55%	\$500,000	<i>Previously industry-specific, now staff: Unit Manager, Engagement Manager, Admin &amp; Events Officer,</i>	
Conference/Workshops:												
Business Leadership Forum	\$170,000	\$73,919	\$4,111	\$0	\$78,030	\$120,000	\$0	\$0	0%	\$0		
Professional Development Series (2B)	\$90,000	\$0	\$35,950	\$0	\$35,950	\$55,000	\$12,000	\$0	-100%	\$25,000		
Initiatives											<i>Initiatives: Remaining ISIs, and costs associated with Unit run events that aren't staff (e.g. venue hire,</i>	
Economy Wide Initiatives (3A)	\$80,000	\$0	\$25,635	\$39,727			\$29,000	\$9,900	-66%	\$29,000	<i>\$29k required for ongoing</i>	
Industry Specific Initiatives (3B)	\$800,000	\$0	\$141,000	\$290,417			\$200,000	\$187,475	-6%	\$152,000	<i>\$152k required for ongoing</i>	
Unit Initiatives (e.g. workshops/webinars)							\$100,000	\$1,953	-98%	\$300,000	<i>\$632k in total available (after excluding projects in progress)</i>	
<i>Closed (Workshop and Learning Materials)</i>	\$360,000	\$0	\$225	\$0	\$498,864	\$1,000,000	\$0	\$0	0%	\$0	<i>Workshop and learning materials are produced for events, therefore they should be captured in event costs</i>	
<i>Closed (Couriers and Copying)</i>	\$8,000	\$1,191	\$505	\$163			\$0	\$0	0%	\$0	<i>Couriers and copying is done for events, therefore it should be captured in the event costs</i>	
Research & Content Development						\$0	\$880,000	\$200,000	\$0	-100%	\$440,000	<i>Research and the development of content for delivery via the identified channels</i>
Management Fee	\$250,000	\$50,000	\$50,000	\$0	\$100,000	\$150,000	\$50,000	\$50,000	0%	\$50,000		
Website												
Main domain site	\$70,000	\$6,352	\$600	\$8,125	\$15,077	\$65,000	\$25,000	\$16,250	-35%	\$16,250		
Site maintenance	\$50,000	\$0	\$0	\$0	\$0	\$50,000	\$7,000	\$189	-97%	\$14,000		
Online tools (e.g. survey/webinar tools)	\$150,000	\$15,888	\$23,832	\$0	\$39,720	\$100,000	\$10,000	\$36	-100%	\$50,000		
Innovative Projects	\$400,000	\$0	\$0	\$57,167	\$57,167	\$292,833	\$110,000	\$57,167	-48%	\$235,666		

Mobile App	\$280,000	\$0	\$0	\$0	\$0	\$60,000	\$25,000	\$0	-100%	\$60,000	Previously Survey/Diagnostic, now Mobile App
Closed (Staff)											
Closed (Intro and wind down)	\$104,000	\$32,906	\$0	\$0	\$32,906	\$0	\$0	\$0	0%	\$0	Remaining funds reallocated to Travel
Closed (Director)	\$525,000	\$70,348	\$160,319	\$77,500	\$308,167	\$0	\$0	\$0	0%	\$0	Remaining funds reallocated to Staff/Consultants
Closed (Support part-time)	\$225,000	\$12,307	\$33,917	\$16,550	\$62,774	\$0	\$0	\$0	0%	\$0	Remaining funds reallocated to Initiatives
Transitional costs	\$200,000	\$0	\$0	\$0	\$0	\$200,000	\$0	\$0	0%		
Travel	\$72,000	\$7,543	\$18,497	\$11,178	\$37,218	\$100,000	\$10,000	\$5,741	-43%	\$40,000	Additional funds have been allocated to travel due to expansion in team size and extension of program timeframes
Meeting Expenses						\$6,700	\$2,000	\$0	-100%	\$3,000	Added
Telecommunications	\$7,500	\$0	\$988	\$399	\$1,387	\$8,000	\$800	\$431	-46%	\$3,500	
Publications/Subscriptions	\$10,000	\$0	\$449	\$300	\$749	\$5,000	\$1,500	\$1,560	4%	\$2,000	
<b>Total Expenses</b>	<b>\$5,310,000</b>	<b>\$288,527.64</b>	<b>\$505,947</b>	<b>\$503,529</b>	<b>\$1,298,004</b>	<b>\$4,214,000</b>	<b>\$985,400</b>	<b>\$421,314</b>	<b>-57%</b>	<b>\$1,926,516</b>	
<b>Remaining Funds</b>					<u>\$4,114,000</u>	<u>\$0</u>					

Title	FTE	Annual Cost	Start	End	Duration	Total
Unit Manager	1		Jan-15	Jan-16	1.0	
Program Manager	1		Apr-15	Jul-17	2.3	
Admin & Events Officer	1		Mar-15	Jul-17	2.3	
Social/Comms Officer	1		Mar-15	Jul-17	2.3	
Unit Manager - contract	0.2		Jan-16	Jul-17	1.5	

\$1,095,192

FY1516 Costs		
Jul-15	Jan-16	50%
Jul-15	Jul-16	100%
Jul-15	Jul-16	100%
Jul-15	Jul-16	100%
Jan-16	Jul-16	50%

\$484,219