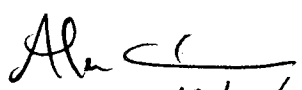


**Productivity Education and Training Fund (PET Fund)**

**Australian Chamber of Commerce and Industry**

**Outline Plan**

**From: 1 July 2014 to 31 December 2014**

Approval of this Outline Plan		Signature and Date
Australian Chamber of Commerce and Industry	Delegate: manager, Productivity Unit	5/11/14
Department of Employment	Delegate: Branch Manager responsible for programme	 12/11/14

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## 1 Introduction

This document is the Outline Plan for the implementation of the Productivity Education and Training Fund (PET Fund) for the period July – December 2014. It establishes:

- what the project is to deliver;
- critical dates and project schedule;
- any changes to the Milestones and Deliverables Plan in how the project will be governed – who is responsible for what; and
- any changes to the Milestones and Deliverables Plan 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 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 2014 to 30 June 2015 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).*

The approach undertaken to date has centred on ACCI seeking member proposals for initiatives that can boost business productivity. These initiatives were then delivered by subcontractors in collaboration with the relevant ACCI member (in some cases, the ACCI member was also the subcontractor). While this approach has achieved good results across a range of industries, members who were interested in submitting a proposal have now done so. Combined with the time delays involved when utilising subcontractors, the Productivity Program Board of Management has determined that an in-house development and delivery model is more appropriate moving forward.

It is also appropriate at this point to learn from what has and hasn't worked well. The original Milestones & Deliverables Plan set out an ambitious number of workshops to be conducted each year. While the workshops offered to date have received positive feedback from participants, in many cases the numbers were lower than targeted. The following factors likely contributed to this:

- Free events can be perceived as lower value. There is also less incentive to register (paid events often offer early bird discounts to secure registrations) and it is easier for people decide at the last minute not to attend if they haven't paid for an event.

- Running a large number of events makes it easy for businesses to decide to delay attending until a future time (there is no sense of urgency to sign up to avoid missing out).
- The initiatives have tended to focus on face-to-face workshops, which can be difficult for time-poor business people to attend.

Learning from the experience of the past 18 months, the Unit will look to produce a targeted program of events that meets the needs of business. The focus will be on:

- A streamlined offering (so as to not overwhelm business)
- A higher calibre program that draws in relevant partners to generate increased business interest
- Developing a pricing structure that ensures events remain accessible, but conveys their value to the market (and discourages no-shows). As discussed in the meeting with the Department on 24 October 2014, fees derived from any new pricing structure will be used to enrich the program i.e. be re-invested back into program activities to extend the program or enhance planned activities. Fees received by ACCI will also be presented in ACCI's future financial statements provided to the department at the relevant times specified in the funding agreement.
- Making greater use of webinars (to make content more accessible to businesses at a time and location that suits them)
- Extending the timeframe for the Program to allow time to develop a sustainable program of events. The program was previously scheduled to end on 31/12/2015, however the program will now continue to 31/12/2016, noting the overarching program must be completed by 30/06/2017 as per cl 1.2 of the funding agreement.

Key to this in-house delivery model, and the continuation of activities beyond the term of the Funding Agreement, is the implementation of a customer relationship management (CRM) database with web front end. This platform will enable the Unit to develop a large database of direct contacts that can be involved in the Program activities. As per the Department's separate approval for the re-development of ACCI's website, PET Funds will not be used to fund more than 50 per cent of the website and CRM functionality establishment costs or on-going maintenance costs.

Following discussions between ACCI and the Department of Employment on 24 October 2014 and consistent with ACCI's proposal to move future program activities in-house, ACCI will submit a revised Milestones and Deliverables Plan to the Department. This revised Milestones and Deliverables Plan will bring forward a proposal by ACCI to establish a new entity: Institute for Workplace Relations. The streamlined program model and new institute will provide ACCI with greater control over the delivery and allow us to more fully utilise our peak body status with respect to meeting the PET Fund purpose and objectives – which focus on developing a long-term program of education and skills development to support cooperative and productive workplace relations, that promotes national economic prosperity and social inclusion for all Australians.

Additional time is required to develop this new Milestones and Deliverables plan that will incorporate the details of the new Institute (and how this will integrate with the remaining activities for the Productivity Unit). Therefore, this plan only covers the period to 31 December 2014. The new Milestones and Deliverables Plan will be submitted to the Department by 31 January 2015. Establishment of the Institute for Workplace Relations is subject to the Department's consideration of the details provided in the new Milestones and Deliverables Plan and whether the new model and its key deliverables are consistent with the PET Fund's purpose and objectives.

The scope of ACCI's activities in relation to the Institute during the period to 31 December 2014 will be limited to identifying an appropriate business model for the Institute and mapping out a work plan for inclusion in the new Milestones and Deliverables Plan.

The other activities that will take place during the period 1<sup>st</sup> July – 31<sup>st</sup> December 2014 are as follows:

1. CRM & CMS – implementation of the new Content Management System and Customer Relationship Management platform
2. UN Women's Empowerment Principles (WEPs) – an ACCI run event focused on promoting the benefits of workplace diversity and encouraging businesses to sign up to the UN WEPs

Key performance indicators have been established for each of the below activities during the relevant subcontractor approval process. ACCI will provide performance reporting against these indicators in its 2014-15 Annual Report to the Department. Performance indicators for the BIM-MEP Productivity Protocols project are Attached to this plan.

3. NSWBC: Services Export Program
4. Australian Retailers Association: Future Productivity Leaders
5. Bus Industry Confederation: Operations Management, IR, Health and Wellbeing, Diversity
6. Printing Industries Association of Australia: Planning tools to support productivity improvement in an industry in transition
7. National Retailers Association: Productive Rostering and Business Red Tape Reduction
8. NECA: Maximising Apprentice Productivity
9. NSWBC: Increasing workplace productivity for road transport & freight SMEs
10. NSWBC: Increasing workplace productivity for aged care providers
11. VACC: Apprentice retention in the automotive industry
12. CCIWA: The Experience Gap – a work integrated learning initiative
13. AMCA: BIM Productivity Protocols – the development of standards to enable greater uptake of Building Information Modelling technology within the construction industry (subject to final approval)

It is not anticipated that the staffing profile will change significantly before 31 December 2014, however an administrative resource may be engaged to support the Unit (including assistance with tracking existing projects, planning events, maintaining databases, tracking program finances etc). The attached budget reflects 6 months staffing costs for the Unit manager and makes provision for the employment of the administrative support staff before the end of 2014.

### **3 Governance**

*Describe any proposed changes to Governance arrangements outlined in the Milestones and Deliverables Plan 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 original Milestones and Deliverables Plan, with the Productivity Unit Manager and Board of Management now in place. The table below provides updated contact details for key personnel.



## 4 Risk Management

Provide any updates to your risk management strategy in the Milestones and Deliverables Plan and previous Outline Plans including any new risk you have identified.

Identified Risk	Risk Rating Level	Mitigation Strategy
N/A		

## 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, the subcontractors that ACCI intends to engage are as listed in the table below. Should any subcontractor requirements be identified in future, approval will be sought in accordance with Clause 7 of the Funding Agreement.

Subcontractor	Role/Responsibilities
AMCA	Delivery of the BIM Productivity Protocols Innovative Project: this Project will help to address to breakdown in communication between managers and staff that arises from conflicting plans (please see Attachment D proposed KPIs)
Aspedia Australia	Delivery of the integrated CRM/CMS platform required to support the delivery of the Productivity Leadership Program.

## 6 Budget

Provide a comprehensive budget including:

- Itemised expenditure for the 2014-15 financial year;
- A general outline of 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 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 Thursday 31 July 2014 to: Damien Booth – Programme Manager, at the:*

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



**PRODUCTIVITY EDUCATION AND TRAINING FUND - DRAFT**

	<b>6 Months: July - Dec 2014</b>	<b>Notes</b>
<b>Expenditure</b>		
Audit Fees	\$2,000	50% of original annual budget
Bank Charges	\$25	50% of original annual budget
Computer Costs	\$0	Estimated expenditure
Equipment	\$950	50% of original annual budget
Staff	\$125,000	Estimated expenditure
Conference/Workshops:		
Business Leader & WHS Forum	\$0	Estimated expenditure
Professional Development Series (2B)	\$0	Estimated expenditure
Initiatives		
Economy Wide Initiatives (3A)	\$45,000	Estimated expenditure
Industry Specific Initiatives (3B)	\$250,000	Estimated expenditure
Unit Initiatives	\$0	Estimated expenditure
Management Fee	\$25,000	50% of original annual budget
Website		
Main domain site	\$20,000	Estimated expenditure
Site maintenance	\$2,000	Estimated expenditure
Online tools	\$0	Estimated expenditure
Innovative Projects	\$60,000	Estimated expenditure
Diagnostic	\$0	Estimated expenditure
Travel	\$15,000	50% of original annual budget
Telecommunications	\$600	50% of original annual budget
Publications/Subscriptions	\$400	50% of original annual budget

**AMCA Proposal – Key Performance Indicators and Timelines**

- 15 specifications, delivered in packages of 3
- 1 workshop per specification package = 5 workshops
  - Target 15 industry leaders per workshop
- 1 round of consultation per specification (i.e. submissions from industry)
- 300 attendees to the BIM-MEP<sup>AUS</sup> 2015 Forum
- 2 workshops at the BIM-MEP<sup>AUS</sup> 2015 forum dedicated to the use of specifications
- 1 interstate roadshow presenting total specification package (15) to BIM-MEP<sup>AUS</sup> template user groups
  - Target 30 BIM-MEP<sup>AUS</sup> users

**Start Date:** 1 November 2014

**Project Duration:** 15 months

Milestone (Deliverables)	Delivery Date	Fixed Price Fee
Specification package 1 (3 specifications) *Includes workshops and user group meetings	28 February 2015	
Website development	31 March 2015	
Specification package 2 (3 specifications) *Includes workshops and user group meetings	31 May 2015	
Specification package 3 (3 specifications) *Includes workshops and user group meetings	31 August 2015	

ATTACHMENT D

Specification package 4. (3 specifications) *Includes workshops and user group meetings	30 November 2015
Specification package 5 (3 specifications) *Includes workshops and user group meetings	28 February 2015