s22

From:	s22
Sent:	Thursday, 23 January 2020 3:55 PM
To:	s22
Subject:	64169 v2_GT16.1.20 [SEC=~~UNCLASSIFIED~~]
Attachments:	64169 v2_GT16.1.20.docx

Security Classification:

~~UNCLASSIFIED~~

~~UNCLASSIFIED~~

s22

s22

From:	s22
Sent:	Friday, 24 January 2020 11:19 AM
To:	s22
Subject:	Emailing: Attachment A - Complaint email from s22 Attachment D - RIF Feedback on s22 Draft Application [SEC=▬▬▬▬▬
Attachments:	Attachment A - Complaint email from s22 .msg; Attachment D - RIF Feedback on s 22 Draft Application.msg

Security Classification:

UNCLASSIFIED

Your message is ready to be sent with the following file or link attachments:

Attachment A - Complaint email from s22   Attachment D - RIF Feedback on s22   Draft Application

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

UNCLASSIFIED

s22

From:	s22
Sent:	Wednesday, 29 January 2020 8:39 AM
To:	s22
Subject:	Attachment H - PM notes on s22 complaint email [SEC=~~UNCLASSIFIED~~]
Attachments:	Attachment H - PM notes on s22 complaint email.docx

Security Classification:

~~UNCLASSIFIED~~

~~UNCLASSIFIED~~

s22

From:	s22
Sent:	Monday, 20 January 2020 3:57 PM
To:	s22
Cc:	s22
Subject:	FW: FOR ACTION: Final s22 Letter for your signature [SEC=~~UNCLASSIFIED~~]

Security Classification:

~~UNCLASSIFIED~~

Hi s22,

Re-drafted letters for your signature thanks.

s22

~~UNCLASSIFIED~~

s22

s22

UNCLASSIFIED

s22

From:	s22
Sent:	Monday, 20 January 2020 4:28 PM
To:	s22
Subject:	FW: Request to undertake eligibility assessments [DLM=~~For Official Use Only~~]

Security Classification:

FYI

s22

s22

s22

s22

From:	Incubator Support Programme Management
Sent:	Thursday, 30 January 2020 10:40 AM
To:	s22
Subject:	FW: HOD Minute - s22 [DLM=Sensitive]
Attachments:	Attachment A - Complaint email from s22 .msg; Attachment B - Application - s22 .pdf; Attachment B - Application s22 .pdf; Attachment C - Eligibility Letter - s22 - 's22 '.pdf; Attachment C - Eligibility Letter - s22 - 's22 '.pdf; Attachment D - RIF Feedback on s22 Draft Application.msg; Attachment E - Timeline of interactions with s22 .docx; Attachment F - s42 .docx; Attachment G - s22 NEI Application Eligibility Checklist -s22 .docx; Attachment G - s22 NEI Application Eligibility Checklist -s22 docx; Incubator Support Program Guidelines.docx; Attachment H - PM notes on s22 complaint email.docx

Importance: High

Security Classification:

~~Sensitive~~

s22

Incubator Support initiative
AusIndustry – Support for Business

Phone +s22
Internet: www.business.gov.au

~~Sensitive~~

s22

s22

s22

-----Original Message-----
From: s22
Sent: Wednesday, 29 January 2020 9:44 AM
To: s22   <s22   @industry.gov.au>
Subject: FW: HOD Minute - s22   [DLM=Sensitive]

Having issues sending links. Driving me freaking nuts.

It does this after I send it.

Grrrr

Was previously having issues forwarding on the attachments, it was renaming two of them

Grrr
Sensitive

s22

s22

From:	Incubator Support Programme Management
Sent:	Wednesday, 22 January 2020 11:17 AM
To:	s22
Subject:	FW: s22 complaint question [DLM=~~Sensitive~~]

Security Classification:

~~Sensitive~~

s22

s22

s22

From:	Incubator Support Programme Management
Sent:	Wednesday, 15 January 2020 7:57 AM
To:	s22
Subject:	FW: ISI NEI Application Eliqibility Decision letter for delegate signature - s22 - s22 [DLM=~~For-Official-Use-Only~~]
Attachments:	ISI NEI Application Eligibility Decision letter for delegate signature - s22 - s22 .docx

Hi s22 – this is the draft letter I came up with, s42   .

I was wondering what your thoughts are on the letter too of course.

Cheers

s22

~~For Official Use Only~~

s22

s22

From:	s22
Sent:	Tuesday, 7 January 2020 9:33 AM
To:	s22
Subject:	FW: information for incubator support initiative email! [SEC=~~UNCLASSIFIED~~]
Attachments:	master_entrepreneurs_programme_members_export_10c5fd9444.zip

Security Classification:

Hey can you please check these spreadsheets to see if there is an entry for

s22
s22
s22
s22
s22

s22

From:	Incubator Support Programme Management
Sent:	Friday, 3 January 2020 12:38 PM
To:	s22
Cc:	Incubator Support Programme Management; s22
Subject:	FW: s22 January dot points [SEC=~~UNCLASSIFIED~~]
Attachments:	Document1.docx

Security Classification:

~~UNCLASSIFIED~~

Hi s22

Should s22 , CEO, s22 . contact you regarding today's announcement, here's some points that might be useful to you to have handy.

s22

s22
A/g Assistant Manager
Incubator Support initiative
AusIndustry – Support for Business

Phone: s22

UNCLASSIFIED

s22

s42

s22

From:	s22
Sent:	Friday, 31 January 2020 8:09 AM
To:	s22
Subject:	S 22 SEC=~~UNCLASSIFIED]~~

Security Classification:

~~UNCLASSIFIED~~

You know, I think the reasons you originally gave s22   are still the clearest reasons for why s22   is not an incubator and we should not hesitate to inject them into the letter or clear points for s22 to use if the customer calls.

- This project does not appear to be delivering services to Australian start-ups that will directly (through an Incubator program) help them to develop the capabilities to commercialise in overseas markets.
- The majority of the activities and costs are associated with setting up a MVP and then launching a platform, which is not in line with the intent of the ISI.

s22
Incubator Support initiative
AusIndustry – Support for Business

Phone +s22
Internet: www.business.gov.au

s22

From:	s22
Sent:	Monday, 22 June 2020 10:14 AM
To:	s22
Cc:	s22 ; Incubator Support Programme Management
Subject:	s22 Minute and attachments [SEC=~~UNCLASSIFIED~~]
Attachments:	B $^{s\ 22}$ 2020 (main attachment).pdf; B OriginalSubmission - s22

- s22   .pdf; B OriginalSubmission - s22   - s22   .pdf; C
Eligibility Letter - s22   - 's22   '.pdf; C
Eligibility Letter - s22   - 's22   '.pdf; D RIF
Feedback on s22   Draft Application - 20Nov18 DLM ~~━━━━━━━━━~~ ~~e-~~
~~Only~~.msg; E Timeline of interactions with s22   updated..docx; F s22   - s42
.docx; G s22   NEI Application Eligibility Checklist - s22
docx; G s22   NEI Application Eligibility Checklist - s22
.docx; H PM notes on s22   complaint email.docx; I HOD response letter.docx; _
HOD Minute - s22   .docx; A Complaint email from s22   DLM ~~For Official Use~~
~~Only~~.msg

Security Classification:

~~UNCLASSIFIED~~

Hi s22 resent, the order changed in the final minute I see.

B s22   2020 (main attachment)
B OriginalSubmission - s22   - s22   B OriginalSubmission - s22   - s22   C
Eligibility Letter - s22   - 's22
C Eligibility Letter - s22   - 's22   '
D RIF Feedback on s22   Draft Application - 20Nov18 DLM ~~For Official Use Only~~ E Timeline of interactions
with s22   updated.
F s22   - s42
G s22   NEI Application Eligibility Checklist - s22   G s22   NEI Application Eligibility Checklist
- s22   H PM notes on s22   complaint email I HOD response letter _ HOD Minute - s 22   A
Complaint email from s22   DLM ~~For Official Use Only~~

Note: To protect against computer viruses, email programs may prevent you from sending or receiving certain types
of file attachments. Check your email security settings to determine how attachments are handled.
~~UNCLASSIFIED~~

s22

From:	s22
Sent:	Wednesday, 29 January 2020 3:37 PM
To:	Incubator Support Programme Management
Subject:	s22 applications follow up [SEC=~~UNCLASSIFIED~~

Security Classification:

~~UNCLASSIFIED~~

Hi team,

I don't have a record of s22 making the decision to fund the two s22   applications not eligible.

Also, the letters that s22   told me were sent to the customer a few weeks back are not in DocHub, as far as I can see.

Can we please have a quick chat tomorrow and figure out how to square this all away.

Thanks
s22

s22
Assistant State Manager, Queensland State Office
Accelerating Commercialisation & Incubator Support Delivery
Entrepreneurs' Programme Branch
AusIndustry - Support for Business

Phone +s22
Mobile: +s22
Internet: www.business.gov.au |Subscribe to news updates

Department of Industry, Innovation and Science
Level 13, 100 Creek Street, Brisbane QLD 4000
GPO Box 2013 Canberra ACT 2601
ABN 74 599 608 295

The department acknowledges the traditional owners of the country throughout Australia and their continuing connection to land, sea and community. We pay our respect to them and their cultures and to the elders past and present

~~UNCLASSIFIED~~

s22

From:	s22
Sent:	Monday, 20 January 2020 3:17 PM
To:	s22
Subject:	ISI NEI Application Eligibility Decision letter for delegate signature - s22 [SEC=~~UNCLASSIFIED~~]
Attachments:	ISI NEI Application Eligibility Decision letter for delegate signature - s22 .docx

Security Classification:

~~UNCLASSIFIED~~

~~UNCLASSIFIED~~

s22

From:	s22
Sent:	Wednesday, 8 January 2020 2:46 PM
To:	s22
Cc:	Incubator Support Programme Management
Subject:	s22 _s22 _Application outcome Letter [DLM=~~For Official Use Only~~]
Attachments:	s22 _s22 Application outcome Letter.docx

Security Classification:

~~For Official Use Only~~

Hi s22

I wanted to share another recent letter sent to a customer advising them there application was ineligible.

Of note is its brevity.

In the draft I have sent you for s22 I trust have tied all points to a Guidelines point and tried to provide constructive examples direct from the guidelines.

For what it is worth, we do not consider s22 to be an Incubator in the context of ISI, but there seems little value in attempting to make that point.

s22

~~For Official Use Only~~

s22

From:	s22
Sent:	Friday, 24 January 2020 10:09 AM
To:	s22
Subject:	s22 NEI Application Eligibility Checklist - s22 [SEC=~~UNCLASSIFIED~~]
Attachments:	s22 NEI Application Eligibility Checklist - s22 .docx

Security Classification:

~~UNCLASSIFIED~~

~~UNCLASSIFIED~~

s22

From:	s22
Sent:	Friday, 24 January 2020 10:32 AM
To:	s22 s 22
Subject:	Minute to HOD - omplaint [DLM=~~Sensitive~~]
Attachments:	Attachment A - Complaint email from s22 .msg; Attachment C - Eligibility Letter - s22 - 's22 '.pdf; Attachment C - Eligibility Letter - s22 - 's22 '.pdf; Attachment D - RIF Feedback on s22 Draft Application.msg; Attachment E - Timeline of interactions with s22 .docx; Attachment F - s42 .docx; Attachment G - s22 NEI Application Eligibility Checklist - s22 .docx; Attachment G - s22 NEI Application Eligibility Checklist - I s22 .docx; Attachment H - PM notes on ˢ ²² complaint email.docx; Attachment I - HOD response letter.docx; Incubator Support Program Guidelines.docx

Security Classification:

~~Sensitive~~

Hi s22

For your consideration, the draft Minute to s22   is here, and the draft response letter is here.

Attachment A - Complaint email from s22   Attachment C - Eligibility Letter - s22   - 'I s22
'
Attachment C - Eligibility Letter - s22   - 's22   '
Attachment D - RIF Feedback on s22   Draft Application Attachment E - Timeline of interactions with ˢ²²
    Attachment F - s42   Attachment G - s22   NEI Application Eligibility Checklist - s22
    Attachment G - s22   NEI Application Eligibility Checklist - s22   Attachment H - PM notes on
s22   complaint email Attachment I - HOD response letter Incubator Support Program Guidelines

Kind regards

s22
Incubator Support initiative
AusIndustry – Support for Business

Phone + s22
Internet: www.business.gov.au

s22

From:	s22
Sent:	Monday, 20 January 2020 4:25 PM
To:	s22
Cc:	s22
Subject:	RE: FOR ACTION: Final s22 Letter for your signature [SEC=~~UNCLASSIFIED~~]

Hi s22

s42

s22

s22

s22

s22

s22

From:	s22
Sent:	Wednesday, 29 January 2020 9:34 AM
To:	s22
Subject:	RE: HOD Minute - s22 [DLM=~~Sensitive~~]

Security Classification:

~~Sensitive~~

Thanks s22 - looks good.

ta

~~Sensitive~~

s22

s22

s22

From:	s22
Sent:	Wednesday, 29 January 2020 9:38 AM
To:	s22
Subject:	RE: HOD Minute - s22 [DLM=~~Sensitive~~]

Security Classification:

~~Sensitive~~

Its all good - I just made some v small edits - good job on pulling all that together!

~~Sensitive~~

s22

s22

s22

From:	s22
Sent:	Wednesday, 29 January 2020 10:56 AM
To:	s22
Subject:	RE: HOD Minute - s22　　[DLM=~~Sensitive~~]

Security Classification:

~~Sensitive~~

Ah, it sounds like it is in one of those modes that wont let you edit, etc. I had one last week and had to re-start a whole new email.

BTW, can you forward me the response from s22　　　that s22 got - just out of interest

Ta!

~~Sensitive~~

s22

s22

s22

From:	s22
Sent:	Thursday, 30 January 2020 1:04 PM
To:	Incubator Support Programme Management
Subject:	RE: s22 applications follow up [SEC=~~UNCLASSIFIED~~]

Thanks, I have now closed off both applications in eSGMS as 'not eligible'.

s22

~~UNCLASSIFIED~~

s22

s22

s22

From:	s22
Sent:	Friday, 31 January 2020 8:35 AM
To:	s22
Subject:	RE: s22 [SEC=~~UNCLASSIFIED~~]

Security Classification:

~~UNCLASSIFIED~~

There are probably various ways you could come at it but I think we've landed on the most sensible..

~~UNCLASSIFIED~~

s22

	s22
	Friday, 31 January 2020 8:35 AM
	RE: s22 [SEC=~~UNCLASSIFIED~~]

s22

s22

From:	s22
Sent:	Wednesday, 22 January 2020 11:29 AM
To:	s22
Subject:	RE: Incubator Support initiative - applications from s22 [SEC=~~UNCLASSIFIED~~]

Security Classification:

~~UNCLASSIFIED~~

Oh, cool sorry I will tell s22 not to bother responding… !

Not sure what we put in the letter then, apart from … 'we have no record of further contact following the feedback…"?

~~UNCLASSIFIED~~

s22

s22

s22

s22

s22

s22

From:	s22
Sent:	Wednesday, 22 January 2020 11:30 AM
To:	s22
Subject:	RE: Incubator Support initiative - applications from s22 [SEC=~~UNCLASSIFIED~~]

Security Classification:

~~UNCLASSIFIED~~

Ha, sorry ☺

~~UNCLASSIFIED~~

s22

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s22

s22

s22

From:	Incubator Support Programme Management
Sent:	Monday, 13 January 2020 1:43 PM
To:	s22
Cc:	Incubator Support Programme Management; s22
Subject:	RE: Complaint email from s22 [DLM=Sensitive:Legal]

Hi s22

Do feel free to – s22 has I understand been copied in previously.

Cheers, s22

s22
Incubator Support initiative
AusIndustry – Support for Business

Phone +s22
Internet: www.business.gov.au

Australian Government
Department of Industry,
Innovation and Science

Business

business.gov.au
13 28 46
Delivered by AusIndustry™

Sensitive: Legal

s22

s22

s22

s22

s22

s22

From:	s22
Sent:	Monday, 20 January 2020 5:45 PM
To:	s22 ; s22
Subject:	RE: FOR ACTION: Final s22 Letter for your signature [SEC=UNCLASSIFIED]

Security Classification:

UNCLASSIFIED

Great, thanks so much s22 and s22

UNCLASSIFIED

s22

s22

s22

s22

From:	s22
Sent:	Wednesday, 22 January 2020 11:34 AM
To:	s22
Subject:	RE: s22 complaint question [DLM=Sensitive]

Security Classification:

Sensitive

That's it, I'll just have a sentence summarising such things

Cheers!

Sensitive

s22

s22

s22

s22

From:	Incubator Support Programme Management
Sent:	Wednesday, 29 January 2020 3:58 PM
To:	s22 ; Incubator Support Programme Management
Subject:	RE: s 22 pplications follow up [SEC=UNCLASSIFIED]

Security Classification:

~~UNCLASSIFIED~~

Hi s22

The eligibility letters went last week. Chat tomorrow and I'll load/share relevant docs.

Cheers!

~~UNCLASSIFIED~~

s22

s22

s22

From:	s22
Sent:	Wednesday, 22 January 2020 11:29 AM
To:	s22
Subject:	RE: Incubator Support initiative - applications from s22 [SEC=~~UNCLASSIFIED~~]

Security Classification:

~~UNCLASSIFIED~~

That's basically it!

~~UNCLASSIFIED~~

s22

s22

s22

s22

s22

s22

From:	Incubator Support Programme Management
Sent:	Wednesday, 29 January 2020 10:57 AM
To:	s22
Subject:	RE: Incubator Support Initiative - s22 - application outcomes [SEC=~~UNCLASSIFIED~~]

Security Classification:

~~UNCLASSIFIED~~

~~UNCLASSIFIED~~

s22

Incubator Support Programme Management
Wednesday, 29 January 2020 10:57 AM
s22
RE: Incubator Support Initiative - s22

- application outcomes

1

s22

s22

s22

From: s22
Sent: Wednesday, 15 January 2020 7:55 AM
To: s22   <s22   @industry.gov.au>
Cc: s22   <s22   @industry.gov.au>; Incubator Support Programme Management
<IncubatorSupport.ProgrammeManagement@industry.gov.au>; s22
<s22   @industry.gov.au>
Subject: RE: ISI NEI Application Eligibility Decision letter for delegate signature - s22   - s22
[DLM=~~For Official Use Only~~]

Hi s22

Just seeking an update on where this it at – we're keen to take the next steps in our response to s22
complaint.

Kind regards

s22

s22
Incubator Support initiative
AusIndustry – Support for Business

Phone s22
Internet: www.business.gov.au

Australian Government
Department of Industry,
Innovation and Science

Business | business.gov.au
13 28 46
Delivered by AusIndustry

s22

s22

s22

From:	s22
Sent:	Monday, 13 January 2020 10:43 AM
To:	s22 ; s22
Cc:	Incubator Support; Incubator Support Programme Management; s22
Subject:	RE: Request to undertake eligibility assessments [DLM=~~For Official Use Only~~]

Security Classification:

~~For Official Use Only~~

Hi s22 s22

Thanks very much for carrying out this review work.

We have noted that your team has independently determined that neither application is eligible.

Kind regards

s22
Incubator Support initiative
AusIndustry – Support for Business

Phone +s22
Internet: www.business.gov.au

~~For Official Use Only~~

s22

s22

s22

Dot points for a possible post 3 January call from s22

- As I advised you on 24 December, we are actioning your complaint and giving due consideration to the questions you have raised. We will respond as soon as possible.

    Email text from 24 December: Thank you for your reply. We are in the process of actioning your complaint and considering the questions you have raised, and I assure you we will reply as soon as possible. Please note that will be in the new year, given the holiday period that is shortly upon us.

- As you <mark>noticed on BGA/were advised in the stakeholder email</mark> the

    - *ISI will be expanded to provide funding to incubators supporting first generation migrants and refugees that are interested in establishing a start-up enterprise with the potential to commercialise in overseas markets.*

    - *Applications for funding under existing ISI Guidelines will close on* ***Friday 31 January 2020, COB AEDT****. This will allow time for customers that have been working on an application to submit a final version for assessment.*

    - *New Program Guidelines will be made available in February 2020. Further information will be updated on this page in due course.*

s 22

- s47C

    s47C