



Slingshot

PARTICIPANT GUIDE

JUNE 2004

'Doing Slingshot made me realise that my idea to design and make jewellery was not a silly dream. My parents kept telling me that there was no way a young person like me with absolutely no experience making anything would be able to have a business making jewellery.'

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Developed by the
Equity Research Centre
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 from **Slingshot** program materials

Welcome

Welcome to Slingshot and congratulations for taking the initiative to develop a self-employment pathway. This guide has been designed to familiarise participants with the Slingshot program and its components. Topics covered include:

- What the Slingshot program is,
- The history of Slingshot,
- How the Slingshot program works,
- Who participates in the Slingshot program,
- What the participant training includes, and
- Information about Slingshot mentors.

What is Slingshot?

Slingshot is a program specially designed to give young people with a business idea the opportunity to learn about starting a business and take that first step. The program provides business skills with training, networking opportunities and a business mentor to give you advice. It is a comprehensive and holistic program, which supports you to pursue your dreams and goals. Slingshot will also support participants who are already on a self-employment pathway but experiencing difficulty in maintaining commitment or confidence, or need to increase their business skills.

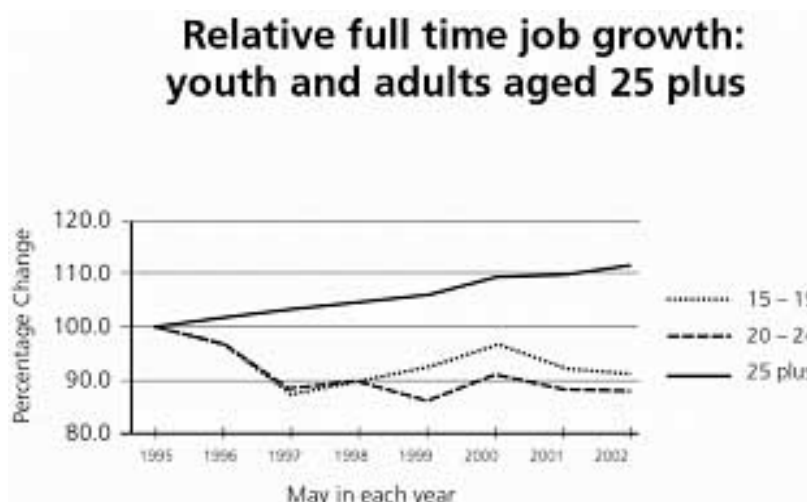
Slingshot can serve as a stepping-stone for those wishing to enter the Federal Government's New Enterprise Incentive Scheme (NEIS). Slingshot incorporates accredited training that complements the NEIS training and, if participants should wish to apply for the NEIS program, Slingshot will assist participants in preparing their NEIS application.

Slingshot also aims to provide access to financial support programs for business start up purposes.

Slingshot is run by agencies dedicated to providing new opportunities for young people who need their help.

Please note –The Slingshot approach is specific to people between the ages of 18 and 24

Why Slingshot?



Source: Labour Force Australia, May for specified years, ABS Catalogue No 6203.0

Although it can be argued that there is support for young people to enter the workplace and become self-employed, the main federally funded self-employment program, New Employment Incentive Scheme (NEIS) does not sufficiently focus on the needs and potential of young people between the ages 18 – 24. These young people are not as inclined to consider self-employment as a viable career option due to inexperience, lack of skills and confidence. Being self-employed often requires a significant network of peers and resources to draw on. Young people typically do not have access to these resources or do not have work experience to have developed business networks.

A specifically targeted and tailored program was needed, one that understood issues faced by young people, particularly around self-employment and that offered concrete support and training to reduce barriers to a self-employment pathway. ***Slingshot is that program!***

The first Slingshot program ran in May 2001 and was deemed extremely successful with 75% of participants becoming either self-employed or finding employment, or entering some form of training or study. There were also some unexpected successes on a personal development level. Participants reported more self-confidence and a greater clarity as to what they wanted out of a career and employment.

Slingshot's success is achieved through the development of an individually created pathway program that provides training, and capitalises on the expertise and goodwill of businesses, government, educators and the community.

Participant profile

Slingshot participants are predominantly aged between 18 and 24 years. They come from diverse educational, employment and cultural backgrounds. Slingshot encourages a broad and diverse range of young people to participate in the program – almost any young person who has a business idea and wants to become self-employed is welcome to apply.

Slingshot believes in bringing young people with different skills, qualifications and networks together so they can share their talents and knowledge with the group. While some participants may be early school leavers or have little family support, others may have undertaken study at TAFE or UNI (?) and yet others may have a well-developed craft or technical skill that they want to use. Every Slingshot intake of participants is different and the dynamic of each new group leads the program to respond and grow to meet their needs. Many past participants have remained in touch with the friends they make at Slingshot.

Participant case studies

Liza

Liza was 22 and unemployed. She had been thinking about starting her own screen-printing business for some time and had applied for the NEIS program but was unsuccessful. She believed this was because she didn't have her business idea fully formed, nor did she have the necessary experience. Liza heard about Slingshot through her Job Network provider. Liza said she has always had a good attitude about her future and a good work ethic but she really didn't think anyone would take her ideas seriously. Slingshot gave her an opportunity to meet many people who took her idea seriously. Liza found the staff, mentors and trainers in the Slingshot program very supportive. "The Slingshot staff would do anything to see you succeed."

Liza had a dedicated mentor to ask questions and get advice from, and she found the one-to-one mentoring really useful.

While Liza believed she was already prepared for hard work, she learned more about her strengths and weaknesses from the personal development sessions of the Slingshot Program and how she could apply this to self-employment. Liza made some really good friends from the Slingshot program and liked the friendly environment Slingshot made for everyone. Liza developed a good network of people through Slingshot and says she understands the importance of maintaining it and keeping in touch with her contacts. Much of the business she is getting now is through her network.

Liza has now successfully completed the NEIS program and her screen-printing business is developing. She is also developing her business to incorporate design work. She has a part-time job to ensure income is in coming in but hopes in the future that she will be able to work full-time in her business

Duong

Duong was working as a waiter when he heard about Slingshot in 2003. He had been thinking about setting up a computer centre for the people in the high-rise housing estate where he lives to provide cheap access to computers and the Internet. He said "many of my friends have no where to go to surf the Internet, especially to look for jobs. And they have nowhere to write an application for a job". Duong aims to start a not-for-profit business to service his estate.

Duong knew he should learn about starting a business first before he tried to start the computer centre. He looked into doing a two-year business course but couldn't wait that long. He saw a poster about Slingshot and after looking into the program he saw that Slingshot could teach him enough about starting a business in a few months.

Duong found the classes on taxation, financial management and preparing for losing your business really interesting and a good reminder of the reality of starting a business. Duong really liked hearing from the guest speakers. They had lots of good information and advice. At first Duong wasn't sure if he could trust his mentor but now says, "I am glad my mentor was persistent and was patient with me. My mentor has really helped me develop my business idea and gives me good advice and encouragement. We still see each other every week, which is important because I get frustrated about still not having my business started. I have some family problems as well so he makes sure me and my family are okay".

Duong also enjoyed meeting other participants. He is still in touch with some of them and gets advice from them. He thinks Slingshot staff make the program friendly and relaxed. With the help of his mentor and Slingshot staff he has put his business plan proposal to a few grant agencies and his local government. "Everyone thinks my business plan is good, so hopefully one day soon I'll have enough money for it."

The Slingshot Program

The Slingshot program is composed of four main areas:

- Training,
- Mentoring,
- Networking,
- Slingshot support.

Participants are given training that covers a range of business development skills, personal development, assistance with financial planning, and the opportunity to become a part of a mentoring relationship.

Slingshot Program Components

<i>Case Management</i>	<ul style="list-style-type: none"> • Individual needs assessment • Induction • Enrolment • Pathway development support
<i>The 8-10 week Accredited Training module in Certificate IV Small Business Management.</i>	<ul style="list-style-type: none"> • Pathway planning • Assistance for NEIS application • Networking events • Business skills training • Business panel review sessions
<i>Mentoring</i>	<ul style="list-style-type: none"> • Allocated individual mentor • Guest speakers • Work shadowing opportunities • Individual assessment
<i>12 months ongoing support</i>	<ul style="list-style-type: none"> • Access to start-up loans of \$400-\$5,000 • Literacy & numeracy support • Individual case management support • Pathway tracking

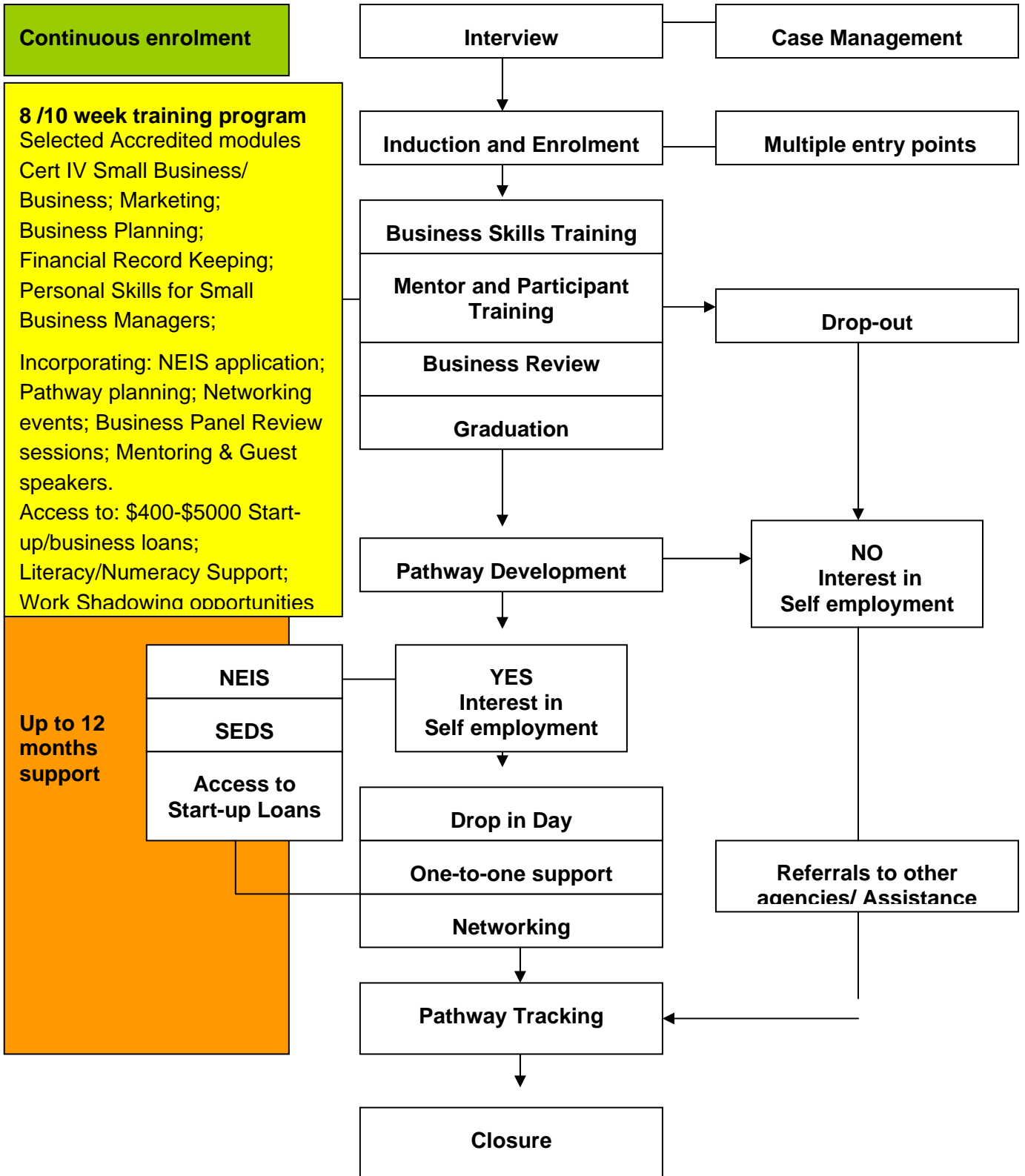
Overview

- Introductory session: Initial session introduces the aims of the program, project staff, the concept of mentoring, training providers and NEIS providers.
- Eight-week training: Three days a week 9.30 am - 3.30 pm, with four evening mentoring training sessions.
- Networking sessions: For participants and mentors, held approximately four times a year.
- Field trips: Included in the program appropriate to participant's needs and Work Shadowing opportunities may be arranged on a needs basis.
- Guest speakers: Address the participants during training and program events.
- Product testing activities: Undertaken where feasible.

At the beginning and throughout the formal training, self-employment pathway planning is negotiated with the participant to develop and review their progress, and ascertain the level of support required from Slingshot staff. At the end of training you should have:

- A pathway plan,
- Where appropriate, a developed NEIS application,
- A better understanding of self-employment and enhanced business skills, and
- Competencies from the training modules/knowledge about their business.

Program model



Training

In the course of the accredited training, you will cover material for three modules from BSB40401 Certificate IV in Business (Small Business Management). You will also develop a practical business plan for your business idea using a business plan template. Training will be run by a registered training organisation and they will provide the training materials you will need. Training will run three days a week for eight weeks.

The Modules

BSBSBM301A Research Business Opportunities

Identify business opportunities

- Legislation codes and national standards relevant to the workplace
- Influences affecting business opportunities
- Factors determining business viability

Identify personal business skills

- Personal skills/attributes
- Business risks

BSBSBM403A Promote the Business

Develop marketing strategies

- Legislation codes and national standards relevant to the workplace
- Marketing strategies
- Relevant people

Determine a marketing mix for the business

- Marketing mix

Implement marketing strategies

- Distribution channels

Monitor and improve marketing performance

- Level of customer service
- Customer reaction

BSBSBM406A Manage Finances

Maintain financial records

- Financial information records identified to meet business needs
- Relevant accounting procedures maintained
- Administration and financial record keeping procedures developed in accord with legal requirements

Implement financial plan

- Financial budgets are produced and distributed to relevant people
- Taxation records are maintained
- Client credit policies developed
- Key performance indicators selected to monitor financial performance

Monitor financial performance

- Financial plan is assessed
- Ensure financial plan accords with business plan and legal requirements

Networking

Network events are held about four times a year and provide an informal social setting in which you can meet with other like-minded people. Most mentors and participants (past and present) and invited guests come to share their ideas and experiences with everyone else. Network events are a good opportunity for participants to promote their business ideas and showcase their products or plans. This is a good place for you to start developing your own business network.

Mentoring

The mentoring component of Slingshot engages young people in a relationship that provides practical business support tailored to their individual needs: from developing a business idea to developing a business plan. The mentor will assist you to develop a pathway plan, advising and listening to your ideas. The mentor supports the young person by providing encouragement and through having a genuine interest in seeing them succeed. The mentor relationship is also designed to expand your business networks. At the evening functions, you will have the opportunity to talk to all the other mentors involved with the current group, and can seek specific business advice and input from mentors with different skills.

Wherever possible, mentors are matched to participants by their particular area or industry of self-employment/interest. The mentor relationship may continue for a 3-12 month period. This range is large because there are various factors that can affect a mentor- participant relationship, including personality interaction and your enthusiasm for this mentor-style of support.

Who are the mentors?

Slingshot mentors come from a range of professions, and industries, including self-employed project managers, consultants and designers, and from small-business, large commercial enterprises, and private businesses. They often have a wealth of experience and knowledge in self-employment and running businesses that they want to share with young people. Slingshot mentors are all volunteers.

Slingshot mentors are recruited through personal and industry networks, coaching schools and from Slingshot corporate pitches. To be selected as a mentor they must undergo a police check and initial interviews with the Slingshot team. The selection process ensures that only mentors with a genuine interest in helping young people succeed in business are chosen.

What do mentors do?

Effective mentoring is about good communication skills. Mentors will:

- Ask open-ended questions,
- Accept and respect other points of view,
- Demonstrate flexibility and openness,
- Share their experiences – good and bad,
- Use coaching skills and behaviours,
- Offer constructive feedback,
- Relate well to young people.

With the mentors, you will attend mentoring training sessions in parallel with the accredited training. These sessions aim to help you establish a positive and durable mentoring relationship.

The mentor may help you with developing a business plan and timeline, assist with presentation skills or give advice on their own experience in industry. You will be encouraged to begin these processes during the training, but you will benefit from arranging additional meetings with your mentor.

What Mentors don't do

There are a number of things you should know are not an acceptable part of a mentoring relationship. Here are some guidelines:

- Mentor should have no financial interest in participants business. If they wish to invest or financially support participant's enterprise, then Slingshot mentoring will need to finish.
- Mentors should keep information participants discuss with them in confidence. Mentors should request participant's permission if they want to discuss their ideas with a third party.
- Maintain moral and ethical standards as outlined in the rights and responsibilities.
- Both the mentor and participant should determine at the earliest time if a conflict of interest exists between each other.
- Mentors will inform the Slingshot project manager if they feel they are not competent to provide support in a specific area, or if you are at risk of being in physical or moral danger.
- Whilst mentors are legally permitted to transport participants in a private vehicle, the vehicle must be currently registered, including third party person insurance, and the driver must hold a current driver's licence (not provisional). It is the policy of Slingshot for mentors to only transport participants by private vehicle when public transport is not a viable option.
- Mentors should not touch participants, (hand shaking excluded!).
- Mentors should not provide participants with gifts, including money.
- Mentors are not to take you on overnight outings.
- Although all Slingshot participants are adults, mentors should not encourage the consumption of alcohol.

Mentoring – your responsibility

Mentoring is a two-way relationship and you have an important role to play in the success of this relationship. You will need to be prepared to be open and honest and assist the mentor to understand your ideas and how you want to go about realising your self-employment dreams.

You will also need to be reliable and try to meet with your mentor regularly. We encourage participants to keep all appointments, or contact your mentor if you are unable to meet. These sessions are very important to the mentoring process, and if you give them the respect they deserve, you are likely to benefit from the relationship.

Below are some tips:

- Be open and honest
- Don't be afraid to ask for help,
- Prepare for meetings and bring with you whatever is necessary,
- Keep a record of your meetings in a diary,
- Respect that meetings are important – but our life is full of the unpredictable! When you have to cancel make sure you let your mentor know as soon as possible,
- Enjoy yourself!!

The mentoring program is as effective as you both make it, so your commitment to the mentoring program is as vital as their commitment to you.

Exiting the mentoring relationship prior to program completion

If you decide that there is a problem with your mentoring relationship, you will need to talk to Slingshot staff about your concerns and they will try to resolve the problem as quickly as possible. If the problem is unresolvable, Slingshot staff will attempt to find you another more suitable mentor.

Mentor & Participant Agreement

The mentor agrees wherever possible to:

- Make available contact details as agreed,
- Take the lead in establishing regular contact,
- Visit the young participant's place of work,
- Offer guidance and advice in a professional and friendly manner,
- Listen without judgement – guide, do not teach.
- Identify resources available to help the young participant develop their ideas,
- Assist the young participant in thinking through the NEIS questions,
- Seek help from the Slingshot team if the participant has a problem beyond the expertise of the mentor, or the mentor needs assistance with time/resources,
- Encourage the participant to keep abreast of market trends and corporate news,
- Keep any information about the participant and business strictly confidential (between mentor, participant and Slingshot team) unless specifically agreed with by the participant.

The young participant agrees wherever possible to:

- Co-operate with any reasonable request from the mentor,
- Meet with mentors as required by the Slingshot program,
- Work with the mentor to develop a list of the competencies required for the success of the business and follow up any identified training and personal development needs,
- Produce regular progress reports and agree to actions that need to be taken,
- Contact the mentor whenever necessary to seek advice and guidance,
- Keep the mentor and Slingshot team informed of any changes of name, home address, telephone number etc,

Mentor name _____ Date _____

Signature _____ Contact number _____

Participant name _____ Date _____

Signature _____ Contact number _____

Please sign and keep a copy.

Footnotes: The mentor should not have any commercial interest in the business of the young person they are mentoring. If there is a desire for such a relationship the Slingshot project team should be notified immediately and a new mentor will be appointed.

In the case of a mismatch between the mentor and the young person, resulting in them being unable to work together, every attempt will be made to resolve the issue.

This agreement is not legally binding: its purpose is to outline the commitment undertaken by both parties.

Mentor and participant responses

Following are some responses recorded after previous Slingshot programs.

What was your purpose in attending this training?

- I wanted to have a mentor who I can learn from and make business solutions with,
- Give something back, honing skills, working in a group with other mentors and the young people; self-fulfilment,
- To obtain contacts and learning the financial/management aspects of business,

How well did the training satisfy this purpose?

- It worked well, but I think the mentor sessions could have been more regular,
- Very well - the interaction, hearing others was great. Gave me time to think about new ideas,
- The training satisfied all of my expectations,
- Great step by step help in starting the process

What were the most useful parts of the program?

- Talking about each other's lives (personal) and business. Constructive thoughts,
- The networking and financial aspects, promotion, marketing aspects,
- Meeting with the young people, understanding their needs. Ditto for mentors,
- Improving listening and communicating skills with young people

What were the least useful parts of the program?

- Not seeing them enough, this makes us lose the flow, and the connection,
- I would like it if we got up and went somewhere together more (outdoors),
- Some of the info on mentoring was a bit trite/basic

What actions will you take as a result of this training?

- Take advice, and follow through; keep regular contact; take steps towards success
- Look for ways to use new learnings; think about what I've learnt - REFLECT
- Be available for my mentoree, contact him more
- Think broader about ways I can help my participant

What further help are you interested in?

- Lots of contact with many mentors
- The financial management/marketing aspects
- Network ways with others as support for my role

Graduation and celebration

At the conclusion of the training, a graduation and celebration occurs. Participants often look forward to involving the mentors in this event. The continuing relationship between you and your mentor will now depend upon what you have decided to do and on the mentor's time and other commitments.

If you have decided to seek employment and/or re-enter training, it is usually appropriate to end the mentoring relationship. If you have chosen to pursue your self-employment dreams, further support and encouragement from the mentor for another 3 – 8 months can prove valuable and constructive.

Beyond the Slingshot program, the mentor relationship could continue in an informal way through network meetings or by email.

Slingshot Program bits and pieces

Action plan

Objective	Strategy	Outcome	Person responsible	Budget
Find Work premises	Look in local newspapers and register with local real estate firms.	Premises sought	Me	?
AA	Get references organised	Paperwork organised	Me and referees	Nil
AA	Attend local networks and send the word out that I am looking for a medium sized workroom			

Timeline

Tasks	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	N0v	Dec
Find Premises:						√						
• Organise references			■									
• Source funding			■									
• Register w Real Estate				■								
• Looking for rooms				■	■							

Centrelink

Slingshot is a Centrelink ‘approved activity’. For those who are on Centrelink benefits, this means that participating in Slingshot fulfils your ‘mutual obligation’ requirements. There is some paperwork you will need to fill out. Slingshot project staff can let you know what is required and help you with this.

Confidentiality and privacy

A mentoring relationship is based on trust. At times this trust is tested by the confidentiality of the information received. Most communication between the mentor and the participant should be considered confidential. Examples of this type of communication are:

- Sensitive, personal or medical information concerning participants. If the mentor believes the circumstances might be placing the participant at risk, then referral to the appropriate service through the Slingshot manager should occur.
- Commercial ideas developed by the participant that are critical to the development of their self-employment pathway. This is protected as intellectual property and mentors are requested not to disclose any such information to unauthorised persons. However, participants can give permission for their ideas to be discussed.

Duty of care

Slingshot has a duty of care to anyone involved in the program. A duty of care is breached if a person behaves unreasonably. Failure to respond to any given situation can also be deemed unreasonable, so duty of care can be breached either by action or inaction. Mentors and participants are expected to take steps to avoid risk of injury.

Occupational health and safety

The Slingshot program aims to achieve the highest possible standards of health, safety and wellbeing of employees, visitors, mentors and participants. Slingshot seeks the cooperation and support of all participants in realising this aim. Participants are responsible for:

- Taking action immediately to rectify any unsafe situation or actions,
- Immediately reporting any illness, injury, hazard or unsafe act that occurs while involved in the training or mentoring,
- Maintaining good housekeeping standards at all times.

Grievance issues

Grievance procedure: Summary information

Our philosophy is to recognise the rights of participants to raise complaints about Slingshot services and to have them dealt with fully, fairly and within a reasonable time frame.

Specifically while receiving Slingshot services participants have the right to:

- Be treated with respect,
- Be treated fairly and equally,
- Be free from physical and other forms of abuse, intimidation and harassment,
- Be informed about services available,
- Actually participate in decisions that affect them,
- Have all issues or information treated confidentially, except where this information may endanger their life, or the life or well being of another person
- Make suggestions about the delivery and effectiveness of the service.

****If a mentor believes a crime has been committed against them they should be advised to report this to the police.****

Slingshot Complaint form example from Melbourne Citymission

(The client (complainant) and the person officially receiving the complaint must fill this out)

Initial complaint

Client Details

Advocate Details

- 2. **What is the complaint?**
- 3. **Are there any other pertinent issues to be noted?**
- 4. **What is the remedy sought?**
- 5. **What is the agreed course of action?**
- 6. **Client's consent**

In signing this you are stating that the information contained in this form, is to the best of your knowledge, true and correct and that you are giving consent for Slingshot management to investigate your complaint.

Client's signature:.....Name (Print).....

Receiver's signature:Name (Print).....

4. **Action taken**

DATE	PERSON'S CONTACTED	DETAILS
------	--------------------	---------

The client will receive copies of all action taken.

5. **Resolution**

Resolution considered satisfactory / not satisfactory by client

Client's Signature:

6. **Higher investigation request**

In line with Melbourne Citymission Client Grievance Policy, I request a higher-level investigation of my complaint listed above.

Client's Signature:

Receiver's Signature:

Date:

7. **Referral to avenues external to Melbourne Citymission (for complaints dealt with at the CEO level)**

I have been advised of and referred to the following bodies, etc - followed by signatures of client, CEO and Witness.

Resources

ATO Tax Reform Office	www.taxreform.ato.gov.au 13 24 78
Australian Bureau of Statistics	www.abs.gov.au
Australian Financial Review Boss Magazine	www.boss.afr.com.au
Australian Securities and Investments Commission	www.asic.gov.au
Australian Society of Certified Practising Accountants	www.cpaonline.com.au 03 9606 9606
Australian Tax Office	www.ato.gov.au
BizStart - free seminars for small business	9215 3742
Business Entry Point	www.business.gov.au
Business Licence Information Service	www.business.gov.au 1800 136 034
Business Review Weekly Magazine	www.brw.com.au
Business Victoria	55 Collins Street, Melbourne Helpline@business.vic.gov.au www.business.vic.gov.au Helpline - 132260
Consumer and Business Affairs Victoria	www.consumer.vic.gov.au
Department of Employment, Workplace Relations and Small Business	www.dewrsb.gov.au
GST Business Assist Helpline	13 30 88
IBIS – Business Information / Industry Research	www.ibis.com.au
Institute of Chartered Accountants in Australia	www.icaa.org.au 02 9290 1344
My Business Magazine	www.mybusiness.com.au
National Occupational Health and Safety Commission (Work Safe Australia)	1800 252 226
Small Business Victoria	Level 5/55 Collins Street, Melbourne www.sbv.vic.gov.au Hotline - 132215
Tax information for Small Business	13 28 66
Tax reform for small business	13 24 78
Yellow Pages – Small – Medium business site	www.pacificaccess.com.au
Youth Enterprise Networks	www.enya.org.au

NEIS Application Form Questions

The Business

1. Why do you want to establish a business?
2. Describe the business you propose to start?
3. Why have you chosen this as your business idea?
4. What do you know about your industry?
5. Do you personally know any business people in this industry?
Name..... Business
- Contact number..... Relationship

Your Market

6. Who will buy your product/service?.....
7. Have you made contact with any potential customers? Give details.
8. Does anyone already offer this product/service? Give details.
9. How will your product/service be better or different?
10. How will you advertise and promote you product/service?

Your research to date

11. Have you sought advice about your business idea? Yes / No Give details.
.....

12. Name sources of information about your industry eg. Trade associations, Small Business Victoria, Bureau of Statistics
.....
.....

Location

13. What address will your business operate from?

14. Is this your home address? Yes / No

15. Why is this will be a good location?
.....

Your product or service

16. Where will you buy your product/raw materials? Please supply names and addresses of suppliers?
.....

17. What price will you charge for your product/service and how have you calculated this? (If more than one product give range)
.....
.....

18. Price normally charged by others for the same/similar product/service? .
.....
.....

Your set-up costs/equipment needs

19. Describe the equipment that you will need for the business?
Already owned by you.....

Need to buy or lease

Financing your business

20. What funds do you estimate you will need to get you business started. Here is a checklist of business start up expenses. You may not know the answer to these questions yet, but give a general idea.
Rent/ bond (one months rent) _____
Electricity gas connection _____
Phone connection _____
Tools _____

- Stock _____
- Clothing _____
- furniture _____
- Shop fittings _____
- Vehicle _____
- Business Registration _____
- Business licences/ Permits _____
- insurance _____
- stationery _____
- advertising _____
- renovations _____
- other _____

- 21. What funds do you have to put towards this?
- 22. If you need additional funds from where do you expect to obtain these funds?
- 23. Have you applied for finances to date? If yes, please provide details:
.....

Your skill abilities and ambitions

- 24. Do you have any previous experience of starting up a business venture? Provide details.
- 25. Have you been on a NEIS program before? Provide details.
.....
.....
- 26. Within the last 12 months, have you applied for the NEIS program? YES / NO Where?
.....
- 27. What qualities do you have that you believe will be valuable in running your own business?
- 28. What do you think will be the critical factors that will make your business succeed?
.....
.....
.....
- 29. Given your present financial commitments, what take home pay do you desire out of your small business?
- 30. How many hours a week do you expect to spend working at your business?
- 31. What do you consider your greatest strengths?
- 32. What personal areas do you feel need strengthening?.....
.....

33. How would your friend's describe you?
-
34. What have you done in the past 12 months to improve yourself?
-
35. Excluding money, what factors would you say have been handicaps in preventing you from moving ahead with your business?
-

36. Existing Business Management Skills:

Bookkeeping	Good	A little	Not yet
Marketing	Good	A little	Not yet
Time management	Good	A little	Not yet
Communication skills	Good	A little	Not yet
Insurance	Good	A little	Not yet
Legal Issues	Good	A little	Not yet
Record Keeping	Good	A little	Not yet
Personal management	Good	A little	Not yet
Motivation	Good	A little	Not yet
Planning and goal setting	Good	A little	Not yet
Business licensing & Regulation	Good	A little	Not yet
Customer service.	Good	A little	Not yet
others			

37. What business management skills are you most interested in developing during the training?
-
38. Why are you considering going into business now?
-



Youth team leader

Centrelink

RE: Job Seeker No:

Dear Youth Team Leader,

MCM is running the Slingshot program again this year, and one of your clients _____ has been accepted to the program.

This project is for young people between 18 and 24. It aims to support them to develop a business idea. In particular, it is targeted at young people who may not otherwise have the opportunity to explore the possibilities of self-employment.

The program consists of eight weeks of accredited training, 3-4 days per week, with participants enrolled in the Certificate IV in Small Business. They spend the other 2 days developing their ideas and undertaking targeted industry research, networking, and liaising with a business mentor from the community, to further develop their self-employment pathway.

After completing this training, participants remain enrolled in the Slingshot program, which assists them to gain entry into NEIS, part-time employment, or further training. It may provide further support to pursue their business idea. This is a commitment intensive period of time where for a 1-month period they will have face-to-face contact with either the coordinator or other workers involved with the Slingshot program 3 times a week. Participants attend weekly network meetings, have onsite visits and listen to guest speakers. Ongoing project support is provided to assist participants to qualify for seed capital to further their business ideas. (To summarise, Slingshot, covers at a minimum a 12-week period ending _____).

From the initial interview with _____ I believe Slingshot is highly relevant to _____ and will be able to give them structure and support in pursuing their passions. I hope Slingshot will also enable _____ to make a success of their business idea and we are delighted that they have been accepted to the program.

Yours sincerely,

Slingshot Project manager

