



THE MILL HOUSE
VENTURES



SCALE
FOR IMPACT

Scale For Impact

Program Guidelines

Applications open: 8:30AM AEST, Monday, 9 September 2024

Applications close: 5:00PM AEST, Friday, 4 October 2024

The Scale For Impact program is delivered by The Mill House Ventures with funding provided by the ACT Government.

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1 DEFINITIONS

Pre-Revenue Start-up	A business that is setting up and is in the process of developing a product (good or service), is not part of an enterprise group, and is working towards a repeatable, scalable and innovative business model or product. The business has not generated revenue from customers.
Participant Agreement	The agreement between The Mill House Ventures Limited and the Program Participant which specifies the Terms and conditions of participation.
Program Participant	A social enterprise that has applied, been assessed and been accepted to participate in the program.
Scale-up	A valuable former start-up company or trust that is not part of an enterprise group, has found a repeatable, scalable and innovative business model or product and is expanding rapidly.
Social Enterprise	A business that: <ul style="list-style-type: none">• has a defined primary social, cultural or environmental purpose consistent with a public or community benefit;• derives a substantial portion of their income from trade; and• invests efforts and resources into their purpose such that public/community benefit outweighs private benefit.
Start-up	A company or trust that is not part of an enterprise group and is working towards a repeatable, scalable and innovative business model or product.
Territory	The body politic established by section 7 of the <i>Australian Capital Territory (Self-Government) Act 1988</i> (Cth), represented by the Chief Minister, Treasury and Economic Development Directorate.

2 ABOUT THE PROGRAM

CBR Switched On: ACT's Economic Development Priorities 2022-2025 is the ACT Government's mission led strategy for the economic development of the ACT to make Canberra an even better place to live, work, visit, study, do business and invest in. It is the key policy that will underpin this Program, particularly Mission 3: knowledge based economic growth - inclusive innovation and responsible investment.

The Territory has engaged The Mill House Ventures Limited (The Mill House Ventures) to develop and deliver a pilot Social Enterprise Scale-up Support Program, which has been called "Scale For Impact".

The Scale for Impact Program (the Program) is a competitive program with all applications assessed on relative merit. It is not possible to approve all requests for participation, therefore acceptance should not be deemed automatic or anticipated.

Applicants need to declare that they have read and accept these guidelines when submitting an expression of interest application.

3 PRIMARY OBJECTIVE

The Program aims to achieve the following objectives:

- Provide tailored business support to create and explore pathways to connect scale-up social enterprises in Canberra to growth, sponsorship and philanthropic opportunities.
- Encourage the growth and maturation of the local social enterprise ecosystem.
- Encourage growth opportunities of trading social enterprises.
- Strengthen and enhance the positioning of Canberra as a social innovation and entrepreneurial hub.
- Address systemic gaps in the ACT's social innovation ecosystem.

4 OUTCOMES

The intended outcomes of the Program are to:

1. Provide contextualised capability building and connection to philanthropic, sponsorship and venture capital funding opportunities.
2. Encourage growth and maturation in the local social enterprise ecosystem.
3. Strengthen the awareness of Canberra's trading social enterprises to the national philanthropic, sponsorship and venture capital funding networks.
4. Strengthen and enhance the positioning of Canberra as a social innovation and entrepreneurial hub.

5 PROGRAM STRUCTURE

The Program consists of two components.

1. Masterclass Retreat
 - A two-day intensive residential workshop program incorporating selective masterclass sessions delivered by The Mill House Ventures team and acknowledged specialist professionals, providing immersive learning and networking experiences and a focussed environment to encourage deeper learning and practical application.
2. Tailored Advisory
 - Post retreat, each Program Participant will receive assistance in the form of a diagnostic tool to develop their strategy. Each participant will receive one of the following.
 - i. Growth & Impact which will include 1x3 hour workshop with 2 expert consultants who will then provide a tailored insights report and recommendations for strategy and sequencing for growth & development or;
 - ii. Impact Investment Readiness which will include 1x3 hour workshop with 2 expert consultants who will then provide a tailored insights report and recommendations for strategy and sequencing for impact readiness journey

6 ELIGIBILITY REQUIREMENTS

6.1 General eligibility

Any social enterprise applying for the Program must:

1. have an Australian Business Number (ABN) prior to application and be registered for Goods and Services Tax (GST) if applicable.
2. have its registered office and principal place of business in the Australian Capital Territory (ACT) or have its business primarily focussed (or operating) in the ACT.
3. demonstrate sustained growth in revenue, customer base and/or market presence.
4. meet the Program's definition of a Social Enterprise.

6.2 Who is not eligible to apply?

The following are not eligible to apply:

- government Business Entities (either Australian or foreign).
- national-level industry associations or groups (membership or non-membership).
- a pre-revenue start-up.
- an individual or entity that has already received support under this Scale For Impact Program.
- any organisation that cannot meet the General eligibility criteria listed in *Section 6.1*.

7 APPLICATION

7.1 Application process

Applications including all support material, must be made through the online Scale For Impact portal at <https://podio.com/webforms/29828785/2474547>

Applications must be received by the closing date and time, as outlined in these Program Guidelines. Late applications will not be accepted without prior approval.

Those who do not receive an extension and fail to apply by the closing date and time will be required to re-apply to be considered in future program rounds.

If you do not comply with the above eligibility requirements, your application will not be assessed for participation.

Application steps:

1. Book consult with The Mill House Ventures team (optional).
 - It is recommended that you book a consult with The Mill House Ventures team through their 'book a consult' option on their website to discuss and clarify expectations and guidelines of the Program
<https://millhouseventures.com.au/scale>
2. Submit application through the online program portal (see **Item 7.1**) including all supporting documentation.

- Should The Mill House Ventures team require clarification and/or additional information they may contact you within two weeks following the closing date by email to give you an opportunity to present additional information.

Once submitted, you will not have the opportunity to add, remove or edit any part of your application.

7.2 Request Extension of Application Timeline

Any request for extension should be sent to clinic@millhouseventures.com.au at least five business days prior to the closing date and outline the reasons for seeking an extension. The request will be reviewed, and the requestor will be notified of the outcome. All decisions made by the program delivery team is final.

7.3 What evidence to include in the application?

In an application, all applicants must provide evidence demonstrating that they meet the general eligibility (**Item 6.1**) of the Program. Examples of evidence against each criterion are in the table below. Failure to submit this information may jeopardise any offer of participation.

In the program application, each applicant must include:

Criterion	Evidence
1	The Entity name and ABN for the business, used to confirm business registration and GST (if applicable).
2	For businesses not registered in the ACT, provide proof that its primary operation is in the ACT.
3	Evidence that the applicant has sustained growth in revenue, customer base and/or market presence over a period of at least six months. This evidence could include: <ul style="list-style-type: none"> • Business Activity Statement (BAS) • Financial statements which could include management accounts which may or may not be accountant-certified • Evidence of market entry • Customer lists
4	Evidence that the applicant meets the Program definition of a Social Enterprise.

In addition, all applicants must also address the include details about the project which will be assessed against the Assessment Criteria (**Item 8.2**).

The following details will be required to complete the application form.

- Applicants must also provide the following details on the social enterprise in the application form.
 1. Estimated market value (\$).
 2. Number of employees.
 3. Number of customers.
 4. Average monthly revenue (\$).

5. Australian and New Zealand Standard Industrial Classification (ANZSIC).

Successful program applicants will be required to complete a survey after completing the Program (Further details in **Item 11.2: Program Surveys**).

8 ASSESSMENT

8.1 Assessment Process

When your application is received, it will be checked to ensure eligibility for participation (refer to **Item 6.1** for eligibility requirements).

All eligible applications will then be assessed by The Mill House Ventures.

The Mill House Ventures will:

- Assess each application against the Program Guidelines and the Assessment Criteria (**Item 8.2**).
- Consider the relative merit of each application against the Assessment Criteria in determining which ones to offer participation.

Even though an application may meet the Assessment Criteria, approval will depend on the number of applications received and the relative merit of the application.

The Mill House Ventures will decide which applications to approve and is unable to provide feedback on the outcome of your application prior to the conclusion of the assessment process.

8.2 Assessment Criteria

Applications will be assessed against the following assessment criteria.

Assessment criteria	How will this be assessed - including but not limited to:
General eligibility	<ul style="list-style-type: none">• The business has a valid ABN and is registered for GST if applicable.• The business is registered in the ACT or has demonstrated that the business' primary operations are in the ACT.• The business has demonstrated evidence of sustained growth in revenue, customer base and/or market presence.• The business meets the Program definition of a social enterprise.• The business can participate in the proposed programs activities within the Program period.
Entity viability and opportunities to scale	<ul style="list-style-type: none">• The relevant experience of the team members and ability to deliver on the social enterprise's mission and goals.• The extent of the applicant's opportunities to scale up their business.• The relevant experience of the team members and ability to implement and achieve the identified outcomes from the Program
How the Program will benefit and support the social enterprise's mission	<ul style="list-style-type: none">• How the Program will benefit the social enterprise's mission.• A description of the scaling opportunities and how they will contribute to the growth and sustainability of the social enterprise.

9 NOTIFICATION OF APPLICATION OUTCOME

The Mill House Ventures will notify applicants of the outcome of their application by email.

10 ACCEPTING PROGRAM PARTICIPATION

10.1 Program Participation Agreements

Successful applicants will be required to enter into a 'Scale For Impact Participation Agreement' (Participant Agreement) with The Mill House Ventures. This will set out the terms and conditions for program participation.

10.2 Conditions of Participation

1. The declaration on the application form certifies that all information provided in the application is true and correct. Program participation may be withdrawn where information contained in the application is subsequently found to be false.
2. Program recipients must adhere to the conditions and guidelines of this Program.
3. **Acknowledgement:** All program recipients must acknowledge that they are participating or have participated in this program in any public statement including publication or website. The acknowledgement is:
"Participated in The Scale For Impact Program delivered by The Mill House Ventures with funding provided by the ACT Government."
4. **Survey:** At the completion of the Program, Program Participants must also complete a survey. The purpose of this survey is to provide:
 - an update on the information provided in the application form; and
 - feedback to improve the Program.

Information collected in surveys will be provided to the Territory to monitor the Program's performance and inform future policy and program development.

5. Participate in profile or case studies.
6. Inform The Mill House Ventures of:
 - any changes to:
 - Address
 - Nominated contact details
 - Viability of the Entity
 - if Program Participants are likely to experience any significant difficulties in participating in the scheduled activity. This may occur due to illness or prolonged absence of key entity staff or supply chain issues for example.

Once The Mill House Ventures has been informed of these changes or delays it may result in varying or terminating participation. The Mill House Ventures will use its discretion with the information provided to determine the appropriate next steps, including if a variation to the Participation Agreement is required.

10.3 Publication

At the conclusion of each program, details of the successful program recipients will be made publicly available on The Mill House Ventures website and via other channels. Information that will be in the public domain includes:

- The Program Participant's business name.

- A summary of the Program Participant's involvement and outcomes from participation.

Program applicants need to provide a summary of the proposed outcomes from participation as part of the application. This will be used as a draft of the listing if their application is approved.

11 MONITORING REPORTING

11.1 Reporting

Program Participants will be required to provide scheduled reports during the program period. The timing of these reports will be negotiated during the development of the Participation Agreement. Program Participants will be required to provide a report providing an update on the identified activities, outcomes from the Program activities and engagement or connection to any growth, sponsorship and philanthropic opportunities.

Program Participants must also complete the second program survey within twelve months of submitting a final report.

11.2 Program surveys

Each Program Participant will be required to complete two surveys during the Program:

- The first survey will be at the application stage, before the program period starts; and
- The second survey will be within twelve months of the completion of the Program. This provides an update on the information provided in the first survey and is an opportunity to provide feedback on the Program.

Program Participants may be asked to complete further surveys over time (by The Mill House Ventures or the Territory). These surveys are optional and are in addition to the two surveys that are a condition of participation in the Program.

The Territory will use the information collected in both the required and optional surveys to communicate the impact of the Program and to inform future policy decisions. Program recipients will not be identified when the Territory communicates the impact of the Program. Individual Program Participant information will not be released.

The surveys will collect:

	Application stage Survey	After program completion Survey
Estimated market value (\$) of the recipient.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Number of employees	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Number of customers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Average monthly revenue (\$)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ANZSIC Industry classification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Satisfaction with the Program		<input checked="" type="checkbox"/>
The impact and outcomes the Program has had		<input checked="" type="checkbox"/>
Areas where the Program can be improved		<input checked="" type="checkbox"/>

11.3 Case studies

Program recipients may also be asked during or after the Program to be the focus of a case study. Case studies may ask successful program recipients:

- the name of the Program Participant.
- a summary of its mission and business model.
- who is running the Program Participant - founder, key staff?
- the impact and outcomes the Program has had for the social enterprise.
- if agreed by the Program Participant, a promotional photo or video.

Some of these case studies will be made publicly available on The Mill House Ventures website and via other channels.

12 IMPORTANT INFORMATION FOR APPLICANTS

12.1 Accessibility

The ACT Government and The Mill House Ventures are committed to making these guidelines accessible to as many people as possible.

If you have difficulty reading a standard printed document and would like to receive this publication in an alternative format – such as large print or audio – please contact the Mill House Ventures using the information provided in **Item 13**.

If English is not your first language and you require the Translating and Interpreting Services (TIS) please telephone 131 450.

If you are deaf or hearing impaired and require the National Relay Service, please telephone 131 677 then ask for 133 427.

12.2 When to submit your application

- Applications open: **8:30AM AEST, Monday, 9 September 2024.**
- Applications close: **5:00PM AEST, Friday, 4 October 2024.**

Late applications will not be accepted without prior approval.

12.3 How to submit your application

All applications must be submitted via the online Program Portal at <https://podio.com/webforms/29450248/2420052>

Hardcopy or email applications will not be accepted.

If you have any questions about the Program Guidelines and/or eligibility requirements, please book a consult with The Mill House Ventures Team (at <https://millhouseventures.com.au/>) or contact via email at clinic@millhouseventures.com.au.

12.4 Addendum

Any additional information provided by The Mill House Ventures as part of this Program will be posted online at <https://millhouseventures.com.au/scale> and through their social media channels.

- LinkedIn: <https://www.linkedin.com/company/millhouseventures>
- Facebook: <https://www.facebook.com/millhouseaccelerator>

In addition, all applicants that have started or submitted an online application form will be notified via the email registered that additional information has been published. This notification will include a link to the website address.

12.5 Conflicts of Interest

A Conflict of Interest may arise that could impact the Program.

This could include any perceived, potential and/or actual Conflicts of Interest with The Mill House Ventures staff. Note that having participated in a Mill House Ventures program, activity or event does not constitute a Conflict of Interest for the applicant.

12.6 Confidentiality

All material submitted by applicants and successful recipients is provided in confidence. Details of applications will not be made available to third parties without permission.

However, The Mill House Ventures is required to:

- publish a list of successful applicants as outlined in **Item 10.3: Publication**;
- provide reporting on the progress of payment of program funding to the Territory; and
- provide information collected in the Program surveys to the Territory.

The Territory will use this information to communicate the impact of the Program and inform future policy and program development. Details of applications will not be made available to third parties without permission. However, applicants should be aware that the provisions of the *Freedom of Information Act 2016* apply to documents in the Territory's possession.

12.7 Complaints

What you can expect.

A complaint is defined as an expression of dissatisfaction in relation to the application process and/or an unsuccessful application for program participation.

You or your representatives have the right to raise your concerns. This information supports us to improve services and supports your right to ask questions about the program application process as well as decisions made in relation to an unsuccessful application.

You can expect to:

1. be treated respectfully, fairly and in-confidence;
2. have your concerns dealt with as soon as possible;
3. be informed of progress; and
4. be told of the outcome.

13 FURTHER INFORMATION

For more information on the Program Guidelines, eligibility requirements or to lodge a complaint, please contact the Contact Officer at The Mill House Ventures.

Name: Craig Fairweather

Book a consult: <https://millhouseventures.com.au/>

Email: clinic@millhouseventures.com.au

Phone: (02) 6103 0401