

From:
To: S 22 ; S 22
Cc: [Incubator Support Programme Management](#)
Subject: S 47G [SEC=UNCLASSIFIED]
Date: Monday, 4 November 2019 3:41:00 PM

I just spoke with S 47G

I've given them my email address for attachments.

S 22

UNCLASSIFIED

From: [Incubator Support Programme Management](#)
To: [S 22](#) ; [Incubator Support Programme Management](#)
Cc: [S 22](#)
Subject: RE: ISI applications on hand [SEC=UNCLASSIFIED]
Date: Tuesday, 5 November 2019 8:55:00 AM
Attachments: [S 47G .msg](#)
[image001.png](#)
[image003.png](#)
[image007.png](#)
[image009.png](#)

Thank:[S 22](#)
Another note -[S 47G](#)
Cheers

UNCLASSIFIED

From:[S 22](#)
Sent: Monday, 4 November 2019 8:29 PM
To: Incubator Support Programme Management
Cc:[S 22](#)
Subject: ISI applications on hand [SEC=UNCLASSIFIED]
Hi all,
Here is what we have as at 8pm Monday 4 November AEDT:

Application Number	Project Title	Organisation	CSM	Project Start Date	Project End Date	Grant Amount Sought	Date Application Received
--------------------	---------------	--------------	-----	--------------------	------------------	---------------------	---------------------------

[S 47G](#)

I note that the[S 47G](#) . Probably needs a look to see what we think.
QLD handled the original[S 47G](#) so are happy to pick this one up. [S 47C](#)
[S 47C](#)
We could pick up at least a couple more on top of that I would say, though[S 47F](#) and we went from two to four AC applications on hand in the space of two hours this morning, so I am a little light on for assessors.
Let's discuss ASAP please, noting the public holiday in Melbourne on Tuesday.
[S 22](#)
Assistant State Manager, Queensland State Office
Accelerating Commercialisation & Incubator Support Delivery
Entrepreneurs' Programme Branch
AusIndustry - Support for Business
Phone :[S 22](#)
Mobile: [S 22](#)
Internet: [www.business.gov.au](#) | [Subscribe to news updates](#)





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GOVERNMENT OF AUSTRALIA

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UNCLASSIFIED

From:
To: S 22
Cc: S 22 ; [Incubator Support Programme Management](#)
Subject: RE: Applications for December [SEC=UNCLASSIFIED]
Date: Tuesday, 5 November 2019 11:02:00 AM
Attachments: S 47G .msg
[image001.png](#)

Hi S 22 just a follow up.

I spoke with S 47F

We chatted briefly and S 47F

I advised that S 47C

...

I told her you'd give her a call at your leisure.

S 47F

Cheers

S 22

UNCLASSIFIED

From: S 22
Sent: Tuesday, 5 November 2019 9:02 AM
To: S 22
Cc: S 22
Subject: Applications for December [SEC=UNCLASSIFIED]
Hi S 22,
We just wanted to flag that we received S 47G

S 22

**Assistant Manager - Innovation
Entrepreneurs' Programme Branch
AusIndustry – Support for Business**

Phone: S 22 **I Email:** S 22 [@industry.gov.au](mailto:S 22@industry.gov.au)

Department of Industry Innovation and Science | www.business.gov.au

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10 Binara Street, Canberra ACT 2600
GPO Box 2013, Canberra ACT 2601
ABN 74 599 608 295



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UNCLASSIFIED

S 47F, S 47G

From: [Incubator Support Programme Management](#)
To: S 22 ; S 22
Cc: [Incubator Support Programme Management](#)
Subject: FYI - let's wait a moment on S 47G [SEC=UNCLASSIFIED]
Date: Tuesday, 5 November 2019 12:10:00 PM

FYI
UNCLASSIFIED

-----Original Message-----

From: S 22
Sent: Tuesday, 5 November 2019 12:07 PM
To: S 22 @industry.gov.au>
Cc: Incubator Support Programme Management
<S 47E(d) industry.gov.au>; S 22
S 22 @industry.gov.au>
Subject: More on S 47G [SEC=UNCLASSIFIED]

Hi S 22

A further email from S 22

S 47C

S 47C

Kind regards

S 22

UNCLASSIFIED

S 47G

From: S 22
To: S 22
Subject: RE: Applications for December [DLM=For-Official-Use-Only]
Date: Tuesday, 5 November 2019 3:18:47 PM
Attachments: [image001.png](#)

Thanks S 22,

Yes, we were expecting S 47G

, but all good, S 47C

We can chat further tomorrow at the RIF chat if you like.

S 47G

S 22

For Official Use Only

From: S 22
Sent: Tuesday, 5 November 2019 3:07 PM
To: S 22 ; S 22
Subject: Re: Applications for December [DLM=For-Official-Use-Only]

For Official Use Only

Hi S 22

I forgot it was cup day!

S 47C

I am surprised S 47G, S 22 Please call to discuss at your convenience.
I will follow up but no answer at present (horses?).
Kind regards,

S 22

S 22

Regional Incubator Facilitator
Incubator Support Initiative
Entrepreneurs' Programme

Mobile: S 22

Email: S 22 [@industry.gov.au](mailto:S 22@industry.gov.au)

Internet: www.business.gov.au/

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For Official Use Only

From: "S 22" <S22@industry.gov.au>

Date: Tuesday, 5 November 2019 at 8:31:50 am

To: "S 22" <S22@industry.gov.au>

Cc: "S 22" <S22@industry.gov.au>

Subject: Applications for December [SEC=UNCLASSIFIED]

Hi S 22,

We just wanted to flag that we received S 47G

S 22

**Assistant Manager - Innovation
Entrepreneurs' Programme Branch**

AusIndustry – Support for Business

Phone: +S 22 **I Email:** S 22 <S22@industry.gov.au>

Department of Industry Innovation and Science | www.business.gov.au

Industry House, Level 9

10 Binara Street, Canberra ACT 2600

GPO Box 2013, Canberra ACT 2601

ABN 74 599 608 295



Australian Government
Department of Industry,
Innovation and Science

Business

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Innovation Australia

UNCLASSIFIED

From: S 22
To: S 22
Subject: RE: Applications for December [DLM=For-Official-Use-Only]
Date: Wednesday, 6 November 2019 8:13:39 AM
Attachments: [image001.png](#)
[image002.png](#)

Ok cool, thank you.!

For Official Use Only

From: S 22
Sent: Wednesday, 6 November 2019 8:13 AM
To: S 22
Subject: RE: Applications for December [DLM=For-Official-Use-Only]

Just FYI S 47G

. I'll file the

email in our box.

S 22

[Incubator Support initiative](#)
AusIndustry – Support for Business

Phone +S 22
Internet: www.business.gov.au

For Official Use Only

From: S 22
Sent: Wednesday, 6 November 2019 8:10 AM
To: S 22 @industry.gov.au>
Subject: RE: Applications for December [DLM=For-Official-Use-Only]
Yes, you're right and we sort of were expecting S 47G , S 47C
S 47C

Will be an interesting chat with S 22 if he rings me..

For Official Use Only

From: S 22
Sent: Wednesday, 6 November 2019 8:08 AM
To: S 22 @industry.gov.au>
Subject: RE: Applications for December [DLM=For-Official-Use-Only]
Yeah, S 47C
I guess you can say to him that well, S 47C
S 47C

?

S 22
[Incubator Support initiative](#)
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Phone +S 22
Internet: www.business.gov.au

For Official Use Only

From: S 47G
Sent: Wednesday, 6 November 2019 8:05 AM
To: S 47G @industry.gov.au>

Subject: RE: Applications for December [DLM=For-Official-Use-Only]

Damn!

For Official Use Only

From: S 22

Sent: Wednesday, 6 November 2019 7:56 AM

To: S 22 <S22@industry.gov.au>; S 22

S 22 <S22@industry.gov.au>

Subject: RE: Applications for December [DLM=For-Official-Use-Only]

Thanks S 22

S 47G

I'll chat with S 22 this morning about that - S 47G ...

Cheers

S 22

Incubator Support initiative

AusIndustry – Support for Business

Phone +S 22

Internet: www.business.gov.au

For Official Use Only

From: S 22

Sent: Tuesday, 5 November 2019 3:07 PM

To: S 22 <S22@industry.gov.au>; S 22

<S22@industry.gov.au>

Subject: Re: Applications for December [DLM=For-Official-Use-Only]

For Official Use Only

Hi S 22,

I forgot it was cup day!

S 47G is the one I flagged briefly last week. I advised S 47E(d)

I am surprised S 47G, S 22 Please call to discuss at your convenience.
I will follow up but no answer at present (horses?).
I am surprised S 47G, S 22 S 22 texted me last week to say they have submitted.

Kind regards,

S 22

Regional Incubator Facilitator

Incubator Support Initiative

Entrepreneurs' Programme

Mobile: S 22

Email: S 22 <S22@industry.gov.au>

Internet: www.business.gov.au/

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From: "S 22" <S22@industry.gov.au>
Date: Tuesday, 5 November 2019 at 8:31:50 am
To: "S 22" <S22@industry.gov.au>
Cc: S 22 <S22@industry.gov.au>
Subject: Applications for December [SEC=UNCLASSIFIED]
Hi S 22,
We just wanted to flag that we received S 47G

S 22

**Assistant Manager - Innovation
Entrepreneurs' Programme Branch**

AusIndustry – Support for Business

Phone: +S 22 **I Email:** S 22 <S22@industry.gov.au>

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ABN 74 599 608 295



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UNCLASSIFIED

From: S 22
To: S 22
Cc: S 22
Subject: RE: ISI - Application assessment timeline - 11 December EPC [SEC=UNCLASSIFIED]
Date: Wednesday, 6 November 2019 1:04:29 PM

Hi S 22 ,

FYI – An additional ISI application came in overnight, one we were expecting – S 47G), S 47C

S 47C
 S 47G S 22

S 22
 S 22

UNCLASSIFIED

From: S 22
Sent: Tuesday, 5 November 2019 11:20 AM
To: S 22
Subject: RE: ISI - Application assessment timeline - 11 December EPC [SEC=UNCLASSIFIED]
 Thanks so much for this – I will add this to our discussion tomorrow afternoon.
 Cheers,
 S 22

UNCLASSIFIED

From: S 22
Sent: Tuesday, 5 November 2019 9:30 AM
To: S 22 @industry.gov.au>; S 22 @industry.gov.au>; S 22 @industry.gov.au>;
 S 22 @industry.gov.au>; S 22 @industry.gov.au>; S 22 @industry.gov.au>;
 S 22 @industry.gov.au>; S 22 @industry.gov.au>; S 22 @industry.gov.au>;
 S 22 @industry.gov.au>; S 22 @industry.gov.au>
Cc: Incubator Support Programme Management <S 47E(d) industry.gov.au>; S 22
 S 22 @industry.gov S 22 @industry.gov.au>; S 22
 S 22 @industry.gov.au>; S 22 @industry.gov.au>; S 22 @industry.gov.au>
Subject: ISI - Application assessment timeline - 11 December EPC [SEC=UNCLASSIFIED]

Hi all,
 Please see below timeline for the assessment of ISI applications expected to go to the 11 December EPC meeting (with relevant RIFs listed).

Please allocate applications to CSMs as soon as possible.

Application allocations:

VICSO/QLSO	CSM	EL1 APPROVAL	RIF
S 47G	TB Allocated	TB Allocated	S 22
	TB Allocated	TB Allocated	
	TB Allocated	TB Allocated	
	TB Allocated	TB Allocated	
	TB Allocated	TB Allocated	
	TB Allocated	TB Allocated	
	TB Allocated	TB Allocated	
	TB Allocated	TB Allocated	

*Please allocate yourself as CSM to your application in SGMS, if you haven't already.

S 47C

Thanks,
S 22
S 22

UNCLASSIFIED

From: S 22
To: S 22 ; Incubator Support Programme Management
Cc: S 22
Subject: RE: ISI applications on hand [SEC=UNCLASSIFIED]
Date: Wednesday, 6 November 2019 3:07:42 PM
Attachments: [image002.png](#)
[image004.png](#)
[image006.png](#)
[image010.png](#)
[image011.png](#)

Let me forward on to you.
 Won't be a moment.
 S 22 advised today that S 47C
 S 22
 Incubator Support initiative
 AusIndustry - Support for Business
 Phone +61 S 22
 Internet: www.business.gov.au

UNCLASSIFIED

From: S 22
Sent: Wednesday, 6 November 2019 3:06 PM
To: Incubator Support Programme Management
Cc: S 22
Subject: FW: ISI applications on hand [SEC=UNCLASSIFIED]
 S 22 – the applicant has sent a link to a Slack folder which we cannot access through our firewall, so they will need to submit them properly. I can't understand how they could be having issues when S 47G ?
 I have not followed up – let's agree on a handling strategy first then go from there.
 S 22

UNCLASSIFIED

From: Incubator Support Programme Management
Sent: Tuesday, 5 November 2019 7:56 AM
To: S 22 <@industry.gov.au>; Incubator Support Programme Management <S 47E(d)@industry.gov.au>
Cc: S 22 <@industry.gov.au>; S 22 <@industry.gov.au>
Subject: RE: ISI applications on hand [SEC=UNCLASSIFIED]
 Thanks S 22
 Another note - S 47G had issues with file sizes and have sent their attachments to me, email attached. I've lodged a job.
 Cheers

UNCLASSIFIED

From: S 22
Sent: Monday, 4 November 2019 8:29 PM
To: Incubator Support Programme Management <S 47E(d)@industry.gov.au>
Cc: S 22 <@industry.gov.au>; S 22 <@industry.gov.au>
Subject: ISI applications on hand [SEC=UNCLASSIFIED]
 Hi all,
 Here is what we have as at 8pm Monday 4 November AEDT:

Application Number	Project Title	Organisation	CSM	Project Start Date	Project End Date	Grant Amount Sought	Date Application Received
--------------------	---------------	--------------	-----	--------------------	------------------	---------------------	---------------------------

S 47G

S 47G
 QLD handled the original S 47G application so are happy to pick this one up. S 47C

S 47C
 We could pick up at least a couple more on top of that I would say, though S 47F and we went from two to four AC applications on hand in the space of two hours this morning, so I am a little light on for assessors.
 Let's discuss ASAP please, noting the public holiday in Melbourne on Tuesday.

S 22
 Assistant State Manager, Queensland State Office
 Accelerating Commercialisation & Incubator Support Delivery
 Entrepreneurs' Programme Branch
 AusIndustry - Support for Business
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 Mobile: S 22
 Internet: www.business.gov.au | [Subscribe to news updates](#)

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UNCLASSIFIED

From: [Incubator Support Programme Management](#)
To: [Incubator Support Programme Management](#); S 22
Cc: S 22
Subject: RE: S 47G [SEC=UNCLASSIFIED]
Date: Wednesday, 6 November 2019 3:43:54 PM
Attachments: [image001.png](#)

Hi S 22

I've had a good chat with S 22 just now. S 47C

S 22

S 22

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AusIndustry – Support for Business

Phone +S 22
Internet: www.business.gov.au

UNCLASSIFIED

From: Incubator Support Programme Management
Sent: Wednesday, 6 November 2019 3:31 PM
To: Incubator Support Programme Management ; S 22
Cc: S 22
Subject: RE: S 47G [SEC=UNCLASSIFIED]
Hi S 22 , S 47C

I'll let you know how that goes

soonest.

S 22

[Incubator Support initiative](#)
AusIndustry – Support for Business

Phone +S 22
Internet: www.business.gov.au

UNCLASSIFIED

From: Incubator Support Programme Management
Sent: Wednesday, 6 November 2019 3:14 PM
To: S 22 @industry.gov.au>
Cc: S 22 @industry.gov.au>
Subject: S 47G [SEC=UNCLASSIFIED]
Hi S 22

Attached here.

S 47C

Do let us know what you think.
Cheers

S 22

Incubator Support initiative

AusIndustry – Support for Business

Phone +**S 22**

Internet: www.business.gov.au

UNCLASSIFIED

From: **S 22**

Sent: Tuesday, 5 November 2019 9:54 AM

To: **S 22**

Subject: Reference **S 47G** [SEC=UNCLASSIFIED]

Hi **S 22**

Please find attached the application and attachments as requested.

Have a great day ☺

Kind regards,

S 22

ICT Security Operations

End User Services

ICT Operations and Security

Digital Strategies & Operations

☎ **S 22** ✉ **S 22** [@industry.gov.au](mailto:____@industry.gov.au)

Department of Industry, Innovation and Science | www.industry.gov.au

UNCLASSIFIED

From:
To: S 22
Subject: RE: S 47G [SEC=UNCLASSIFIED]
Date: Wednesday, 6 November 2019 3:44:52 PM
Attachments: [image007.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)
[image012.png](#)
[image013.png](#)

Oh ta!

I need to provide to S 22

S 22

Incubator Support initiative

AusIndustry – Support for Business

Phone +S 22

Internet: www.business.gov.au

UNCLASSIFIED

From: S 22

Sent: Wednesday, 6 November 2019 3:42 PM

To: S 22

Subject: S 47G [SEC=UNCLASSIFIED]

Hi S 22,

Thanks for following this up. Just looking at the applications, from a very quick glance S 47C
. These include:

- S 47C

- S 47G

- S 47G

- S 47G

- S 47C

- Based on the information I have seen, S 47C

- S 47C

S 47G

:

S 47G

S 22

**Assistant Manager - Innovation
Entrepreneurs' Programme Branch**

AusIndustry – Support for Business

Phone: S 22

I Email: S 22

[@industry.gov.au](mailto:industry.gov.au)

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ABN 74 599 608 295



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From:
To: S 22
Subject: RE: S 47G [SEC=UNCLASSIFIED]
Date: Wednesday, 6 November 2019 3:45:40 PM
Attachments: [image007.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)
[image012.png](#)
[image013.png](#)

Do you mind if I forward this on to S 22 as is?

S 22

Incubator Support initiative

AusIndustry – Support for Business

Phone +S 22

Internet: www.business.gov.au

UNCLASSIFIED

From: S 22

Sent: Wednesday, 6 November 2019 3:42 PM

To: S 22

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These include:

-S 47C

-S 47G

-S 47G

-S 47G

-S 47C

-Based on the information I have seen, S 47C

-S 47C

S 47G

S 47G

S 22

Assistant Manager - Innovation
Entrepreneurs' Programme Branch

AusIndustry – Support for Business

Phone: S 22

I Email: S 22

[@industry.gov.au](mailto:industry.gov.au)

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From: [Incubator Support Programme Management](#)
To: S 22
Cc: S 22 [Incubator Support Programme Management](#)
Subject: RE: S 47G [SEC=UNCLASSIFIED]
Date: Wednesday, 6 November 2019 3:55:08 PM
Attachments: [image001.png](#)
S 47G [SECUNCLASSIFIED.msg](#)

Thanks all – we crossed emails. I've CC'd S 22 and S 22 so we are all one page.
I also attach some emailed points from S 22 re S 47G
S 47C

So whatever works best for you, S 47C

Cheers

S 22

[Incubator Support initiative](#)
AusIndustry – Support for Business

Phone +S 22

Internet: www.business.gov.au

UNCLASSIFIED

From: Incubator Support Programme Management
Sent: Wednesday, 6 November 2019 3:44 PM
To: Incubator Support Programme Management ; S 22
Cc: S 22
Subject: RE: S 47G [SEC=UNCLASSIFIED]
Hi S 22
I've had a good chat with S 22 just now. S 47C

S 22

S 22

[Incubator Support initiative](#)
AusIndustry – Support for Business

Phone +S 22

Internet: www.business.gov.au

UNCLASSIFIED

From: Incubator Support Programme Management
Sent: Wednesday, 6 November 2019 3:31 PM
To: Incubator Support Programme Management
<S 47E(d) industry.gov.au>; S 22
S 22 @industry.gov.au>
Cc: S 22 @industry.gov.au>
Subject: RE: S 47G [SEC=UNCLASSIFIED]

Hi S 22 , I'm talking with S 22 to see if S 47C

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soonest.

S 22

Incubator Support initiative

AusIndustry – Support for Business

Phone +S 22

Internet: www.business.gov.au

UNCLASSIFIED

From: Incubator Support Programme Management

Sent: Wednesday, 6 November 2019 3:14 PM

To: S 22 @industry.gov.au>

Cc: S 22 @industry.gov.au>

Subject: ^{S 47G} SEC=UNCLASSIFIED]

Hi S 22

Attached here.

S 47C

Do let us know what you think.

Cheers

S 22

Incubator Support initiative

AusIndustry – Support for Business

Phone +S 22

Internet: www.business.gov.au

UNCLASSIFIED

From: S 22

Sent: Tuesday, 5 November 2019 9:54 AM

To: S 22

Subject: Reference S 47G [SEC=UNCLASSIFIED]

H S 22

Please find attached the application and attachments as requested.

Have a great day ☺

Kind regards,

S 22

ICT Security Operations

End User Services

ICT Operations and Security

Digital Strategies & Operations

☎ S 22 | ✉ S 22 @industry.gov.au

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UNCLASSIFIED

From:
To: S 22
Cc: S 22
Subject: RE: Incubator Support initiative - S 47G [DLM=Sensitive]
Date: Tuesday, 10 December 2019 3:59:00 PM

Just an update, I spoke with S 22 just so he is aware of the applicant's current actions, and in particular if he got a call. Told him not to worry, it's a broad brush attack on everything the applicant could.

I'll talk more with him in coming days as I pull together a timeline.

Sensitive

From: S 22
Sent: Tuesday, 10 December 2019 3:17 PM
To: S 22
Cc: S 22
Subject: RE: Incubator Support initiative - S 47G [DLM=Sensitive]
Yes, agree with your thoughts and approach – thank you both!
S 22

Sensitive

From: S 22
Sent: Tuesday, 10 December 2019 3:06 PM
To: S 22 @industry.gov.au>
Cc: S 22 @industry.gov.au>
Subject: RE: Incubator Support initiative - S 47G [DLM=Sensitive]
Hi S 22
I chatted with S 22 just now. A few initial thoughts – S 22 feel free to chip in.
• S 22 is finalising the letter to the applicant and will send back to S 22 We can then chat with S 22
-S 47G

- The applicant's email constitutes a complaint that we have to lodge with the AusIndustry HOD.
- I'll need to prepare a minute to HOD providing relevant background on this matter – dates, interactions etc.
- That minute would have a letter for HOD sig, I'm sure.
- We need to give S 22 a heads up. I'll talk to him and obtain relevant points from him.
- We have EPC tomorrow so it will take a little while to work through the allegations and response.

S 47C

S 47C

Sensitive

From: S 22
Sent: Tuesday, 10 December 2019 2:19 PM

To: S 22 @industry.gov.au>
Subject: FW: Incubator Support initiative - S 47G
[SEC=UNCLASSIFIED]

UNCLASSIFIED

From: S 22
Sent: Tuesday, 10 December 2019 2:03 PM
To: Incubator Support Programme Management
<S 47E(d) industry.gov.au>
Cc: S 22 @industry.gov.au>
Subject: FW: Incubator Support initiative - S 47G
[SEC=UNCLASSIFIED]

S 47G

From:
To: S 22
Cc: S 22
Subject: RE: Incubator Support initiative - S 47G [DLM=Sensitive]
Date: Wednesday, 11 December 2019 7:11:30 AM
Attachments: [image002.png](#)
[image003.png](#)

Thanks S 22

S 22 while we now have a process to go through in terms of the complaint and I'll prepare all of that, S 47C

Here's S 22 opening point from his feedback last year:
S 47G

S 22
Incubator Support initiative
AusIndustry – Support for Business

Phone +S 22
Internet: www.business.gov.au

Sensitive

From: S 22
Sent: Tuesday, 10 December 2019 8:20 PM
To: S 22
Cc: S 22
Subject: FW: Incubator Support initiative - S 47G
[DLM=Sensitive]
Importance: High
Hi S 22

I am flagging with you the below complaint we received today from an NEI customer, and of which he has asked to be forwarded to the HOD. S 47G

S 47C
S 22 contacted S 47F
and has since received the complaint email.
A summary of the two applications as provided in the application:

S 47G

S 22 will provide a more fulsome overview to you in the next couple of days S 47C
– he has also made contact with S 22 today. S 22 can you
also provide S 22 with a timeline, of the dates they submitted their application, dates of S 22
interactions, and the departments contact, S 47G
, and to address any points S 47F has put forward in his email below.
With regard to S 47F reference to S 47F
, I can confirm that S 47F
. We may have to double check this with S 22 in terms of S 47F

We may need to organise a teleconference with S 47F

. Given that S 47F

S 47C

S 22 – can one of you log this complaint in the [Feedback and Complaints Register](#). The
standard operating procedure is also here [Feedback and Complaints page](#) if you need it.

Thank you,

S 22

S 22

Sensitive
Sensitive

From: S 22

Sent: Tuesday, 10 December 2019 3:17 PM

To: S 22 <@industry.gov.au>

Cc: S 22 <@industry.gov.au>

Subject: RE: Incubator Support initiative - S 47G

[DLM=Sensitive]

Yes, agree with your thoughts and approach – thank you both!

S 22

Sensitive

From: S 22

Sent: Tuesday, 10 December 2019 3:06 PM

To: S 22 <@industry.gov.au>

Cc: S 22 <@industry.gov.au>

Subject: RE: Incubator Support initiative - S 47G

[DLM=Sensitive]

Hi S 22

I chatted with S 22 just now. A few initial thoughts – S 22 feel free to chip in.

- S 22 is finalising the letter to the applicant and will send back to S 22. We can then chat with S 22.
- S 47G

- The applicant's email constitutes a complaint that we have to lodge with the AusIndustry HOD.
- I'll need to prepare a minute to HOD providing relevant background on this matter – dates, interactions etc.
- That minute would have a letter for HOD sig, I'm sure.
- We need to give S 22 a heads up. I'll talk to him and obtain relevant points from him.
- We have EPC tomorrow so it will take a little while to work through the allegations and response.

S 47C

S 47C

Sensitive

From: S 22

Sent: Tuesday, 10 December 2019 2:19 PM

To: S 22 <S 22@industry.gov.au>

Subject: FW: Incubator Support initiative - S 47G

[SEC=UNCLASSIFIED]

UNCLASSIFIED

From: S 22

Sent: Tuesday, 10 December 2019 2:03 PM

To: Incubator Support Programme Management
<[S 47E\(d\)@industry.gov.au](mailto:S 47E(d)@industry.gov.au)>

Cc: S 22 <S 22@industry.gov.au>

Subject: FW: Incubator Support initiative - S 47G

[SEC=UNCLASSIFIED]

UNCLASSIFIED

S 47G

From: S 22
To: S 22
Subject: RE: Incubator Support initiative - S 47G DLM=Sensitive]
Date: Wednesday, 11 December 2019 7:47:44 AM
Attachments: [image001.png](#)
[image002.png](#)

Yes, that makes sense, thanks S 22

S 22

Sensitive

From: S 22
Sent: Wednesday, 11 December 2019 6:58 AM
To: S 22
Subject: RE: Incubator Support initiative S 47G
[DLM=Sensitive]
Thanks S 22
S 47C

the customer formally lodged a complaint, I anticipate the letter needs to include a line advising that the complaint has been lodged with the HOD and that the customer will receive a response to that complaint in due course?

S 22

Incubator Support initiative
AusIndustry – Support for Business

Phone +S 22
Internet: www.business.gov.au

Sensitive

From: S 22
Sent: Tuesday, 10 December 2019 8:20 PM
To: S 22 @industry.gov.au>
Cc: S 22 @industry.gov.au>; S 22
S 22 @industry.gov.au>
Subject: FW: Incubator Support initiative - S 47G
[DLM=Sensitive]
Importance: High
H S 22

I am flagging with you the below complaint we received today from an NEI customer, and of which he has asked to be forwarded to the HOD. S 47G

S 47C

S 22 contacted S 47F

and has since received the complaint email.

A summary of the two applications as provided in the application:

S 47G

S 22 will provide a more fulsome overview to you in the next couple of days S 47C
– he has also made contact with S 22 today. S 22 can you
also provide S 22 with a timeline, of the dates they submitted their application, dates of S 22
interactions, and the departments contact, S 47G
, and to address any points S 47F has put forward in his email below.
With regard to S 47F reference to S 47F
, I can confirm that S 47F
We may have to double check this with S 22 in terms of S 47F

We may need to organise a teleconference with S 47F

. Given that S 47F

, S 47C

S 22 – can one of you log this complaint in the [Feedback and Complaints Register](#). The
standard operating procedure is also here [Feedback and Complaints page](#) if you need it.

Thank you,

S 22

S 22

Sensitive
Sensitive

From: S 22

Sent: Tuesday, 10 December 2019 3:17 PM

To: S 22 <@industry.gov.au>

Cc: S 22 <@industry.gov.au>

Subject: RE: Incubator Support initiative - S 47G

[DLM=Sensitive]

Yes, agree with your thoughts and approach – thank you both!

S 22

Sensitive

From: S 22

Sent: Tuesday, 10 December 2019 3:06 PM

To: S 22 <@industry.gov.au>

Cc: S 22 <@industry.gov.au>

Subject: RE: Incubator Support initiative - S 47G

[DLM=Sensitive]

Hi S 22

I chatted with S 22 just now. A few initial thoughts – S 22 feel free to chip in.

- S 22 is finalising the letter to the applicant and will send back to S 22. We can then chat with S 22
- S 47G

- The applicant's email constitutes a complaint that we have to lodge with the AusIndustry HOD.
- I'll need to prepare a minute to HOD providing relevant background on this matter – dates, interactions etc.
- That minute would have a letter for HOD sig, I'm sure.
- We need to give S 22 a heads up. I'll talk to him and obtain relevant points from him.
- We have EPC tomorrow so it will take a little while to work through the allegations and response.

S 47C

S 47C

Sensitive

From: S 22

Sent: Tuesday, 10 December 2019 2:19 PM

To: S 22 <S 22@industry.gov.au>

Subject: FW: Incubator Support initiative - S 47G
[SEC=UNCLASSIFIED]

UNCLASSIFIED

From: S 22

Sent: Tuesday, 10 December 2019 2:03 PM

To: Incubator Support Programme Management
<[S 47E\(d\)@industry.gov.au](mailto:S 47E(d)@industry.gov.au)>

Cc: S 22 <S 22@industry.gov.au>

Subject: FW: Incubator Support initiative - S 47G
[SEC=UNCLASSIFIED]

UNCLASSIFIED

S 47G

From:
To: S 22
Subject: RE: S 47G - eligibility decision letters [SEC=UNCLASSIFIED]
Date: Wednesday, 11 December 2019 2:10:23 PM
Attachments: [image001.png](#)

Sorry, I ask because I am not sure that S 47C

S 22

Incubator Support initiative
 AusIndustry – Support for Business

Phone +S 22
 Internet: www.business.gov.au

UNCLASSIFIED

From: Incubator Support Programme Management
Sent: Wednesday, 11 December 2019 1:59 PM
To: S 22
Subject: RE: S 47G - eligibility decision letters [SEC=UNCLASSIFIED]

Hi what did you think of the letter/s?

S 22

Incubator Support initiative
 AusIndustry – Support for Business

Phone +S 22
 Internet: www.business.gov.au

UNCLASSIFIED

From: S 22
Sent: Tuesday, 10 December 2019 3:39 PM
To: S 22 <@industry.gov.au>; Incubator Support Programme Management <[S 47E\(d\)@industry.gov.au](mailto:S 47E(d)@industry.gov.au)>
Subject: RE: S 47G - eligibility decision letters [SEC=UNCLASSIFIED]

OK thanks very much S 22, leave it with us for now.

S 22

UNCLASSIFIED

From: S 22
Sent: Tuesday, 10 December 2019 3:24 PM
To: Incubator Support Programme Management <[S 47E\(d\)@industry.gov.au](mailto:S 47E(d)@industry.gov.au)>
Cc: S 22 <@industry.gov.au>
Subject: S 47G - eligibility decision letters [SEC=UNCLASSIFIED]
 Hi S 22
 Please find links to the two 'application not eligible' letters for the S 47G

Some points to note:

1. Both letters are identical, except for the project reference number and title, which I

included for the sake of clarity
2. **S 47G**

3. I have taken text directly from the Guidelines wherever possible

4. **S 47C**

and are the final decision maker on this,
per the Guidelines. Your email to me dated Tuesday 3 December includes an
agreement with my comments on this topic, and also **S 47C**

5. I have referred to you in the signature block by the same title used in the Duty
Statements – this seems an appropriate choice in the context.

6. I have *not* included comments about:

a. **S 47C**

Let me know if these are good to sign, I can PDF them for you and you can attach an e-
signature, whatever you like.

[ISI NEI Application Eligibility Decision letter](#) - **S 47G**

[ISI NEI Application Eligibility Decision letter](#) - **S 47G**

Regards

S 22

UNCLASSIFIED

From: [Incubator Support Programme Management](#)
To: S 22
Subject: FW: ISI NEI Application Eligibility Decision letter - S 47G
[SEC=UNCLASSIFIED]
Date: Wednesday, 11 December 2019 4:28:31 PM
Attachments: [ISI NEI Application Eligibility Decision letter - S 47G](#) [.edit.docx](#)
[image001.png](#)

Note delegate language

S 22

[Incubator Support initiative](#)

AusIndustry – Support for Business

Phone +S 22

Internet: www.business.gov.au

UNCLASSIFIED

From: S 22
Sent: Wednesday, 11 December 2019 4:20 PM
To: S 22
Cc: ^{S 22} ; Incubator Support Programme Management
Subject: ISI NEI Application Eligibility Decision letter - S 47G S 22 edit
[SEC=UNCLASSIFIED]
S 22 S 47C

I've restyled in that regard.

Grateful your thoughts.

FYI S 22 and I are on a course tomorrow, so the earliest I am likely to discuss with her is Friday.

Fortunately you have already given the customer the news, and lodged his complaint.

I will separately prep all information required for the complaint action, and will consult with and loop in you and S 22 I et al.

S 47F , but we have discussed this customer and the best approach at length.

Cheers

S 22

UNCLASSIFIED

From: S 22
To: S 22
Subject: Re: ISI Handover notes [SEC=UNCLASSIFIED]
Date: Wednesday, 11 December 2019 4:42:55 PM

UNCLASSIFIED

S 47F

See you tomorrow ☺☺ :)
S 22

UNCLASSIFIED

From: "S 22" <S22@industry.gov.au>
Date: Wednesday, 11 December 2019 at 3:19:06 pm
To: "S 22" <S22@industry.gov.au>
Cc: "S 22" <S22@industry.gov.au>
Subject: RE: ISI Handover notes [SEC=UNCLASSIFIED]

Thank you –

Right back at you – make sure you both have a wonderful Christmas and break too!!!

S 22 ☺

UNCLASSIFIED

From: S 22
Sent: Wednesday, 11 December 2019 3:09 PM
To: S 22
Cc: S 22
Subject: RE: ISI Handover notes [SEC=UNCLASSIFIED]

Awesome, thanks S 22 !

Don't give ISI another thought, you've earned a good break! Everything will be fine.

Have a wonderful xmas and new year and relax and make sure you get some S 22 time.

Cheers!

☺

UNCLASSIFIED

From: S 22
Sent: Wednesday, 11 December 2019 3:07 PM
To: S 22 <S22@industry.gov.au>
Cc: S 22 <S22@industry.gov.au>
Subject: ISI Handover notes [SEC=UNCLASSIFIED]

Hi S 22

S 47F

Below are a few notes on certain things. Please don't hesitate to call me on my mobile if you have any questions about anything over the next few weeks.

RIF Leave:

S 47F

S 47F

S 47C

sign off this week.

Other:

- **S 47G** – you are across this. **S 47C** .
- Sentiment paper – handed over to you as discussed – if we can get it to **S 22** asap for review.
- BI Info – have emailed to you
- Commitments report (PM Inbox) - once **S 22** have completed spreadsheet (comments against projects in red), please email the EP Finance inbox and advise them it has been completed.
- EIR approvals – see attached process for approving applications
- ISI Case studies – **S 22** has finished all the drafts. I haven't had time to look at these so I will leave it to you to review if you get time.

- **S 47G** – **S 22 S 47C**

I will have to follow up when Im back if he hasn't done anything. I spoke to him the other day and he said he is still working through it.

- **S 47G** – audit report – **S 47C** **S 22** advice following my email to him.
- **S 47G** – deal with when Im back – I will hand over to Debt team
- all the questions and queries that come through the inbox as usual, and 6 weekly cycle stuff.

Ring me for anything.

S 22

S 22

UNCLASSIFIED

From:
To: S 22
Cc: S 22
Subject: RE: Incubator Support initiative S 47G [DLM=Sensitive]
Date: Thursday, 12 December 2019 7:37:00 AM
Attachments: [image001.png](#)
[image002.png](#)

Thanks S 22 I'll see you in the gathering today.
I'm working with S 22 on coming up with S 47C

I'll find a moment to chat with you today or failing that tomorrow.

Cheers, S 22

S 22

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

Phone: S 22

Sensitive

From: S 22
Sent: Wednesday, 11 December 2019 9:10 PM
To: S 22 ; S 22
Cc: S 22
Subject: Re: Incubator Support initiative - S 47G
[DLM=Sensitive]

Sensitive

FYI - this was raised at EPC this morning, it seems that S 47F has been directly contacting EPC members as well. They all had the appropriate reaction, and do not intend to engage directly with him.

S 22

Sensitive

From: S 22 <S 22@industry.gov.au>
Date: Wednesday, 11 December 2019 at 7:11:30 am
To: "S 22" <S 22@industry.gov.au>, S 22 <S 22@industry.gov.au>
Cc: S 22 <S 22@industry.gov.au>
Subject: RE: Incubator Support initiative - S 47G
[DLM=Sensitive]

Thanks S 22

S 22 while we now have a process to go through in terms of the complaint and I'll prepare all of that, S 47C

Here's S 22 opening point from his feedback last year:
S 47G

S 47G

S 22

Incubator Support initiative
AusIndustry – Support for Business

Phone +S 22

Internet: www.business.gov.au

Sensitive

From: S 22**Sent:** Tuesday, 10 December 2019 8:20 PM**To:** S 22 @industry.gov.au>**Cc:** S 22 @industry.gov.au>; S 22
@industry.gov.au>**Subject:** FW: Incubator Support initiative - S 47G

[DLM=Sensitive]

Importance: High

Hi S 22,

I am flagging with you the below complaint we received today from an NEI customer, and of which he has asked to be forwarded to the HOD. S 47G

S 47C

. S 47F

and has since received the complaint email.

A summary of the two applications as provided in the application:

S 47G

S 22 will provide a more fulsome overview to you in the next couple of days S 47C

– he has also made contact with S 22 today. S 22 can you also provide S 22 with a timeline, of the dates they submitted their application, dates of S 22 interactions, and the departments contact, along S 47G, and to address any points S 47F has put forward in his email below.

With regard to S 47F reference to S 47F
 , I can confirm that S 47F
 . We may have to double check this with S 22 in terms of S 47F

We may need to organise a teleconference with S 47F

. Given that S 47F

S 47C

S 22 – can one of you log this complaint in the [Feedback and Complaints Register](#). The standard operating procedure is also here [Feedback and Complaints page](#) if you need it.

Thank you,

S 22

S 22

Sensitive
Sensitive

From: S 22

Sent: Tuesday, 10 December 2019 3:17 PM

To: S 22 [<@industry.gov.au>](mailto:@industry.gov.au)

Cc: S 22 [<@industry.gov.au>](mailto:@industry.gov.au)

Subject: RE: Incubator Support initiative - S 47G

[DLM=Sensitive]

Yes, agree with your thoughts and approach – thank you both!

S 22

Sensitive

From: S 22

Sent: Tuesday, 10 December 2019 3:06 PM

To: S 22 [<@industry.gov.au>](mailto:@industry.gov.au)

Cc: S 22 [<@industry.gov.au>](mailto:@industry.gov.au)

Subject: RE: Incubator Support initiative - S 47G

[DLM=Sensitive]

Hi S 22

I chatted with S 22 just now. A few initial thoughts – S 22 feel free to chip in.

- S 22 is finalising the letter to the applicant and will send back to S 22 We can then chat with S 22
- S 47G

- The applicant's email constitutes a complaint that we have to lodge with the AusIndustry HOD.
- I'll need to prepare a minute to HOD providing relevant background on this matter – dates, interactions etc.
- That minute would have a letter for HOD sig, I'm sure.
- We need to give S 22 a heads up. I'll talk to him and obtain relevant points from him.
- We have EPC tomorrow so it will take a little while to work through the allegations and response.

S 47C

S 47C

S 47C

Sensitive

From: S 22

Sent: Tuesday, 10 December 2019 2:19 PM

To: S 22 <@industry.gov.au>

Subject: FW: Incubator Support initiative - S 47G

[SEC=UNCLASSIFIED]

UNCLASSIFIED

From: S 22

Sent: Tuesday, 10 December 2019 2:03 PM

To: Incubator Support Programme Management

<S 47E(d) industry.gov.au>

Cc: S 22 <@industry.gov.au>

Subject: FW: Incubator Support initiative - S 47G

[SEC=UNCLASSIFIED]

UNCLASSIFIED

S 47G

From: S 22
To: S 22
Cc: [Incubator Support Programme Management](#)
Subject: RE: ISI NEI Application Eligibility Decision letter - S 47G S 22_{edit}
[SEC=UNCLASSIFIED]
Date: Thursday, 12 December 2019 10:09:19 AM
Attachments: [image001.png](#)

Thanks S 22,
S 47G

Regards
S 22

UNCLASSIFIED

From: S 22
Sent: Thursday, 12 December 2019 6:33 AM
To: S 22
Cc: Incubator Support Programme Management
Subject: RE: ISI NEI Application Eligibility Decision letter - S 47G S 22
edit [SEC=UNCLASSIFIED]
Thanks S 22
let me chat with S 22, S 47C with her and get her call.
S 47C

S 47C

S 47C

. I'll chat to
you and S 22 tomorrow and hopefully we can get that letter off, whatever form it lands in.
Cheers!

S 22
[Incubator Support initiative](#)
AusIndustry – Support for Business

Phone +S 22
Internet: www.business.gov.au

UNCLASSIFIED

From: S 22

Sent: Wednesday, 11 December 2019 5:10 PM

To: S 22 <@industry.gov.au>

Subject: RE: ISI NEI Application Eligibility Decision letter - S 47G

PM

edit [SEC=UNCLASSIFIED]

Thanks S 22, I S 47C

S 47G

S 47C

S 22

UNCLASSIFIED

From: S 22

Sent: Wednesday, 11 December 2019 3:20 PM

To: S 22 <@industry.gov.au>

Cc: S 22 <@industry.gov.au>; Incubator Support Programme Management <[S 47E\(d\)@industry.gov.au](mailto:S 47E(d)@industry.gov.au)>

Subject: ISI NEI Application Eligibility Decision letter - S 47G

S 22 edit

[SEC=UNCLASSIFIED]

S 22, S 47C

. I've restyled in that regard.

Grateful your thoughts.

FYI S 22 and I are on a course tomorrow, so the earliest I am likely to discuss with her is Friday.

Fortunately you have already given the customer the news, and lodged his complaint.

I will separately prep all information required for the complaint action, and will consult with and loop in you and S 22 I et al.

S 47F, but we have discussed this customer and the best approach at length.

Cheers

S 22

UNCLASSIFIED

From:
To: S 22
Subject: S 47G you are across this. S 47C . [SEC=UNCLASSIFIED]
Date: Thursday, 12 December 2019 4:38:13 PM
Attachments: [image001.png](#)

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

UNCLASSIFIED

From: S 22
To: S 22
Subject: Conversation with S 22
Date: Friday, 13 December 2019 10:16:21 AM

S 22 10:13 AM:

Hi S 22 , got a chance to talk with S 22 this morning S 47G . Just a quick one for now, S 22 suggests that if S 47C

We will work on the eligibility letter and hopefully get it together for you on

Monday. Cheers!

S 22 10:15 AM:

ok thanks mate

From:
To: S 22
Subject: RE: ISI NEI Application Eligibility Decision letter for delegate signature - S 47G
[SEC=UNCLASSIFIED]
Date: Friday, 13 December 2019 12:34:00 PM

Cool, I'll definitely make her aware of that option.

UNCLASSIFIED

From: S 22
Sent: Friday, 13 December 2019 12:33 PM
To: S 22
Subject: RE: ISI NEI Application Eligibility Decision letter for delegate signature - S 47G
[SEC=UNCLASSIFIED]

Hi S 22
S 47C

S 22

UNCLASSIFIED

From: S 22
Sent: Friday, 13 December 2019 11:05 AM
To: S 22 <@industry.gov.au>
Subject: ISI NEI Application Eligibility Decision letter for delegate signature - S 47G
[SEC=UNCLASSIFIED]

Hi S 22
How does this version sit with you?
S 47C

S 22

UNCLASSIFIED

From:
To: S 22
Cc: [Incubator Support Programme Management](#)
Subject: Clarification of S 47G role [DLM=Sensitive]
Date: Monday, 16 December 2019 11:07:00 AM
Attachments: [image001.png](#)

Hi S 22

As discussed, if you could please provide a few points for me regarding

- a timeline of your work with S 47G
- the nature of that work
- why you are not conflicted with S 47G

Much appreciated S 22

S 22

\

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

Sensitive

From: S 22
To: S 22
Cc: [Incubator Support Programme Management](#)
Subject: Re: Clarification of S 47G role [DLM=Sensitive]
Date: Monday, 16 December 2019 12:22:11 PM
Attachments: [image001.png](#)

Sensitive

Hi S 22

S 47F

Kind regards,
S 22

Regional Incubator Facilitator
Incubator Support Initiative
Entrepreneurs' Programme

Mobile: S 22
Email: S 22 [@industry.gov.au](mailto:S 22@industry.gov.au)
Internet: www.business.gov.au/

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The security of emails transmitted in an unencrypted environment cannot be guaranteed. By forwarding or replying to this email, you acknowledge and accept these risks.

Sensitive

From: S 22 [<S 22@industry.gov.au>](mailto:S 22@industry.gov.au)

Date: Monday, 16 December 2019 at 10:37:53 am
To: "S 22" <S 22@industry.gov.au>
Cc: "Incubator Support Programme Management" <[S 47E\(d\)@industry.gov.au](mailto:S 47E(d)@industry.gov.au)>
Subject: Clarification of S 47G role [DLM=Sensitive]

Hi S 22

As discussed, if you could please provide a few points for me regarding

- a timeline of your work with S 47G
- the nature of that work
- why you are not conflicted with S 47G

Much appreciated S 22

S 22

\

S 22

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

Phone: S 22

Sensitive

From:
To: S 22
Subject: RE: S 47G question [DLM=Sensitive]
Date: Tuesday, 17 December 2019 8:36:03 AM
Attachments: [image001.png](#)
[image002.png](#)

Thanks S 22, cheers

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

Sensitive

From: S 22
Sent: Monday, 16 December 2019 4:10 PM
To: S 22
Subject: RE: S 47G question [DLM=Sensitive]

Hi S 22

I'm not aware of any such contact.

Regards

S 22

Assistant Manager - Commercialisation

Entrepreneurs' Programme Branch

AusIndustry – Support for Business

Phone | S 22 | Email: S 22 [@industry.gov.au](mailto:S 22@industry.gov.au)

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Australian Government
Department of Industry,
Innovation and Science

Business

business.gov.au
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Sensitive

From: S 22
Sent: Monday, 16 December 2019 4:00 PM
To: S 22 [<S 22@industry.gov.au>](mailto:S 22@industry.gov.au); S 22
S 22 [<S 22@industry.gov.au>](mailto:S 22@industry.gov.au); S 22 [<S 22@industry.gov.au>](mailto:S 22@industry.gov.au)
Subject: S 47G question [DLM=Sensitive]

Hi all

Does anyone have any record of S 47F seeking further advice on the draft feedback he received last year? He claims he contacted the department in February without success.

Kind regards

S 22

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

Sensitive

From:
To: S 22
Cc: [Incubator Support Programme Management](#)
Subject: S 47G actions - your further advice please [DLM=Sensitive]
Date: Tuesday, 17 December 2019 10:37:08 AM
Attachments: [image001.png](#)
Importance: High

Hi S 22

As you are aware we have a complaint from S 47F

regarding our ruling that his twin NEI applications are ineligible, and a range of allegations. I am drafting a [minute](#) for your thoughts that will need to go to S 22 as HOD. I need to clarify a couple more points, and then check with S 22 et al on timeline dates and facts.

S 47C

- In accordance with the guidelines, we need to inform S 47F in writing of our eligibility decision. The delegations empowering the PM EL2 to reject an application that does not meet the eligibility requirements in the Incubator Support grant opportunity guidelines are [here](#). You will see I have drafted a sample letter in the minute.
- S 47C, and would mean S 47F will not receive his written notice for some time. I do not think this is an issue as his complaint makes it clear that he has already been advised that his applications are ineligible. We are not bound in the guidelines to any timeframe for the letter. At any rate, I assume S 47F will be waiting for a response to his complaint rather than the letter.
- We would be seeking to clarify a range of matters – that the HOD response letter is appropriate, and advice on the appropriate way to discuss matters with S 47F
- If we hold off the letter, S 47C

Do please give me your thoughts.

Kind regards

S 22

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

Phone: S 22

Sensitive

From: S 22
To: S 22
Subject: Conversation with S 22
Date: Tuesday, 17 December 2019 11:21:12 AM

S 22 11:14 AM:
was just calling you to chat S 47G , cheers

S 22 11:14 AM:
stand by!

From:
To: S 22
Subject: RE: S 47G question [DLM=Sensitive]
Date: Tuesday, 17 December 2019 11:26:50 AM
Attachments: [image001.png](#)

Thanks S 22, it doesn't appear he has then.

Cheers

S 22

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

Sensitive

From: S 22
Sent: Tuesday, 17 December 2019 11:04 AM
To: S 22
Subject: Re: S 47G question [DLM=Sensitive]

Sensitive

Hi S 22,

I have nothing in February My records show I spoke with him on the 23rd April. Notes just say 'ongoing' so likely further questions. Next contact was 16/9 with questions prior to feedback on the new application 29/10. I have always been available for questions so not sure if he tried to contact someone else in February? That doesn't make sense to me.

Kind regards,

S 22

S 22

Regional Incubator Facilitator
Incubator Support Initiative
Entrepreneurs' Programme

Mobile: S 22

Email: S 22 [@industry.gov.au](mailto:S 22@industry.gov.au)

Internet: www.business.gov.au/

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Sensitive

From: S 22 @industry.gov.au>
Date: Monday, 16 December 2019 at 3:29:47 pm
To: S 22 @industry.gov.au>, "S 22 "
<S 22 @industry.gov.au>, "S 22 @industry.gov.au>
Subject: S 47G question [DLM=Sensitive]
Hi all
Does anyone have any record of S 47F seeking further advice on the draft feedback
he received last year? S 47F
Kind regards
S 22

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

Phone: S 22

Sensitive

From:
To: S 22
Cc: S 22
Subject: RE: S 47G - HOD Minute PD input [DLM=Sensitive]
Date: Tuesday, 17 December 2019 12:01:42 PM
Attachments: [image001.png](#)

Thanks very much for that S 22, I'll amend dates and incorporate your thoughts.
As mentioned, I'm just getting a steer from S 22 on the benefits of S 47C

Cheers

S 22

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

Phone: S 22

Sensitive

From: S 22
Sent: Tuesday, 17 December 2019 11:55 AM
To: S 22
Subject: RE: S 47G - HOD Minute PD input [DLM=Sensitive]
S 22 – a few things to update relating to dates and factual matter, so see attached.
• S 47F

- There are a few dates that were incorrect, the key dates are that on Monday 9 December I made the call to S 47F, then the following day Tuesday 10 he sent his complaint by email.
- Also, I think it should be noted that the complaint was sent by the customer *before* the eligibility letters had been finalised and sent out to him.

S 22

Sensitive

From: S 22
Sent: Tuesday, 17 December 2019 10:36 AM
To: S 22 <S22@industry.gov.au>
Subject: S 47G - HOD Minute PD input [DLM=Sensitive]
Hi S 22

Could you please check the timeline and complaint for accuracy, and anything else you might notice.

Cheers

S 22

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

Phone: S 22

Sensitive

From:
To: S 22
Subject: consensus view [DLM=Sensitive]
Date: Tuesday, 17 December 2019 12:02:49 PM
Attachments: S 47G - HOD Minute PD input - S 22 comments.docx
imageU01.png

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

Sensitive

From: S 22

Sent: Tuesday, 17 December 2019 11:55 AM

To: S 22

Subject: RE: S 47G - HOD Minute PD input [DLM=Sensitive]

S 22 – a few things to update relating to dates and factual matter, so see attached.

- S 47F

- There are a few dates that were incorrect, the key dates are that on Monday 9 December I made the call to S 47F, then the following day Tuesday 10 he sent his complaint by email.
- Also, I think it should be noted that the complaint was sent by the customer *before* the eligibility letters had been finalised and sent out to him.

S 22

Sensitive

From: S 22

Sent: Tuesday, 17 December 2019 10:36 AM

To: S 22 <@industry.gov.au>

Subject: S 47G HOD Minute PD input [DLM=Sensitive]

Hi S 22

Could you please check the timeline and complaint for accuracy, and anything else you might notice.

Cheers

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

Sensitive

From: [Incubator Support Programme Management](#)
To: S 22
Subject: FW: ISI Feedback [DLM=For-Official-Use-Only]
Date: Wednesday, 18 December 2019 10:26:05 AM
Attachments: [image001.png](#)
[image002.png](#)

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

S 47G

From:
To: S 22
Subject: S 47G [SEC=UNCLASSIFIED]
Date: Wednesday, 18 December 2019 11:17:03 AM
Attachments: S 47G [.docx](#)

UNCLASSIFIED

From: S 22
To: S 22
Subject: FW: DOI's ahead of draft application feedback - S 47G [DLM=For-Official-Use-Only]
Date: Wednesday, 18 December 2019 11:47:16 AM
Attachments: [image002.png](#)

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

For Official Use Only

From: Incubator Support Programme Management

Sent: Tuesday, 13 November 2018 11:35 AM

To: S 22

Cc: S 22 ; Incubator Support Programme Management

Subject: FW: DOI's ahead of draft application feedback - S 47G

[DLM=For-Official-Use-Only]

Thanks S 22, over to you.

FYI both applications S 47G

I've spoken with the applicant and he will do this post feedback when he submits his final applications.

S 47G

S 47E(d)

S 47G

S 47E(d)

S 22

Incubator Support initiative

AusIndustry – Support for Business

Phone S 22

Internet: www.business.gov.au

For Official Use Only

From: S 22

Sent: Tuesday, 13 November 2018 10:01 AM

To: Incubator Support Programme Management ; S 22 ; S 22 ; S 22

Cc: S 22

Subject: Re: DOI's ahead of draft application feedback - S 47G

[DLM=For-Official-Use-Only]

For Official Use Only

S 47F

Thanks

For Official Use Only

From: "Incubator Support Programme Management"

<S 47E(d) industry.gov.au>

Date: Tuesday, 13 November 2018 at 8:59:09 am

To: S 22 @industry.gov.au, S 22

@industry.gov.au, S 22 "

S 22 @industry.gov.au, "S 22 @industry.gov.au>

Cc: "Incubator Support Programme Management"

<S 47E(d) industry.gov.au>, S 22 "

S 22 @industry.gov.au>

Subject: DOI's ahead of draft application feedback - S 47G

[DLM=For-Official-Use-Only]

Hi RIFs

Attached are DOIs for S 47G

Please complete the DOIs ahead of RIF draft application feedback. S 47G

S 22 is likely to lead.

- S 47G

- S 47G

Cheers

S 22

Incubator Support initiative

AusIndustry – Support for Business

Phone +S 22

Internet: www.business.gov.au

For Official Use Only

From: [Incubator Support Programme Management](#)
To: S 22
Subject: RE: Notes from S 47G conversation [SEC=UNCLASSIFIED]
Date: Wednesday, 18 December 2019 11:49:19 AM
Attachments: [image001.png](#)

Thanks S 22

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

UNCLASSIFIED

From: S 22

Sent: Wednesday, 18 December 2019 10:54 AM

To: Incubator Support Programme Management

Subject: FW: Notes from S 47G conversation [SEC=UNCLASSIFIED]

Hi S 22 – as requested, here are my notes from the 9 December 2019 phone conversation with S 47F ISI applications.

The basic blue text is the agenda dot points I sent S 47F prior to the meeting. The bold blue type, and the final clump of text at the bottom. are my notes on his responses. The bold red words are my conclusions or key thoughts, jotted down as we talked, so I had further talking points to come back to when it was my turn to talk.

As should be clear, these are not a complete record of the conversation, but they do outline the basis structure of the conversation.

Regards

S 22

UNCLASSIFIED

From: S 22

Sent: Monday, 9 December 2019 3:50 PM

To: S 22 @industry.gov.au>

Subject: Notes from S 47G conversation [SEC=UNCLASSIFIED]

Call S 47F to discuss two ISI applications.

See your email sent to him which covers the agenda:

Specific areas I want to cover include:

S 47G

S 47G

UNCLASSIFIED

From:
To: S 22
Subject: RE: S 42
Date: Friday, 20 December 2019 1:42:15 PM

Cool! Figured you would, sorry, my emails hadn't caught up 😊

S 22

A/g Assistant Manager
Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

S 42

From:
To: S 22
Cc: [Incubator Support Programme Management](#)
Subject: RE: Incubator Support initiative - S 47G [DLM=Sensitive]
Date: Monday, 23 December 2019 5:04:56 PM
Attachments: [image001.png](#)

Hi I'll draft something first thing and S 47C

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

Sensitive

From: S 22

Sent: Monday, 23 December 2019 2:36 PM

To: S 22

Subject: FW: Incubator Support initiative S 47G

[DLM=Sensitive]

How do you reckon I should respond to this – noting our discussion this morning about new guidelines, timing etc.

I'm loathe to overcommit to an early response, but also need to manage concerns around 31/1 close off to applications.

Your thoughts?

S 22

Sensitive

S 47G

From:
To: S 22
Subject: RE: Incubator Support initiative - S 47G [DLM=Sensitive]
Date: Tuesday, 24 December 2019 10:11:02 AM
Attachments: [image001.png](#)

S 47F

Sensitive

From: S 22
Sent: Tuesday, 24 December 2019 10:10 AM
To: S 22
Subject: RE: Incubator Support initiative - S 47G
[DLM=Sensitive]
S 47F

Sensitive

From: S 22
Sent: Tuesday, 24 December 2019 10:09 AM
To: S 22 @industry.gov.au>
Subject: RE: Incubator Support initiative - S 47G
[DLM=Sensitive]
S 47F

S 22

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

Phone: S 22

Sensitive

From: S 22
Sent: Tuesday, 24 December 2019 10:06 AM
To: S 22 @industry.gov.au>
Subject: RE: Incubator Support initiative - S 47G
[DLM=Sensitive]
Done, thanks, will call you in a bit, just doing some IC grant processing. S 47F

Sensitive

From: S 22
Sent: Tuesday, 24 December 2019 10:03 AM
To: S 22 @industry.gov.au>
Subject: FW: Incubator Support initiative - S 47G
[DLM=Sensitive]
Hi S 22

I thought about this, but really just arrived at what I have here. S 47C
but really its pretty sensible. You could take or leave the point about xmas and new year.
We can chat about the points you raised in your email to me when you have time – I've given
them some thought. S 47C

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: **S 22**

Sensitive

From: **S 22**

Sent: Tuesday, 24 December 2019 7:40 AM

To: **S 22** [@industry.gov.au](mailto:industry.gov.au)>

Cc: Incubator Support Programme Management

<**S 47E(d)** industry.gov.au>

Subject: FW: Incubator Support initiative - **S 47C**

[DLM=Sensitive]

Hi **S 22**

I'd just like to check our approach to an email back to **S 47F**. The Program Manager (**S 22**) responded to her email advising **S 47F** that we are actioning his complaint (thread refers).

S 47F

Kind regards

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: **S 22**

Sensitive

Sensitive

S 47G

From:
To: S 22
Cc: [Incubator Support Programme Management](#)
Subject: RE: Incubator Support initiative - S 47G [DLM=Sensitive]
Date: Tuesday, 24 December 2019 10:37:39 AM
Attachments: [image001.png](#)

Hi S 22

Please ignore this email, we discussed and determined S 47C
so S 22 has gone ahead and responded to S 47F

with the wording below.

Cheers and have a lovely break!

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

Sensitive

From: S 22
Sent: Tuesday, 24 December 2019 7:40 AM
To: S 22
Cc: Incubator Support Programme Management
Subject: FW: Incubator Support initiative - S 47G
[DLM=Sensitive]

Hi S 22

I'd just like to check our approach to an email back to S 47F . The Program Manager S 22)
responded to her email advising S 47F that we are actioning his complaint (thread refers).
S 47F

S 22

A/g Assistant Manager

Incubator Support initiative

AusIndustry – Support for Business

Phone: S 22

Sensitive

S 47G

