

DESBT

Funding and support programs

About us

The [Department of Employment, Small Business and Training's](#) vision is for all Queenslanders to have the skills and opportunities to manage and adapt, now and into the future. The department's purpose is to employ and enable Queenslanders to take full advantage of employment, skilling and business opportunities, so people are ready to: invest in themselves and their future; and participate, employ and adapt to change, including to support economic recovery from the impacts of COVID-19.

Employment - We deliver programs to get people back to work and support business to employ and assist jobseekers.

Small business - We help small businesses to start, grow and employ through grants and support programs.

Training - We connect people to quality training and skills to prepare them for work now and in the future.

How we can help

Recruiting staff

Recruiting staff can be a challenge for small business. We have programs and funding to help.

[Back to Work](#) – support payments of up to \$20,000 are available for eligible employers who hire eligible jobseekers in regional Queensland and in areas of South East Queensland continuing to experience significant labour market challenges. Program has been extended until 30 June 2021 (or until the available funding of \$70 million has been fully allocated), and includes an additional payment type – Apprentice and Trainee Boost.

[Skilling Queenslanders for Work – Work Start](#) - Queensland small businesses can employ job-ready staff through this successful initiative that provides support and training to help jobseekers gain local employment. A \$10,000 payment is available for private sector employers to hire a new trainee or apprentice who has participated in a Skilling Queenslanders for Work project.

[Recruiting school leavers](#) – Small businesses can hire a year 12 graduate who can access free tafe courses in priority industries to gain practical skills and help build your workforce.

Preparing a skilled workforce

Training and re-skilling is essential to ensure your workforce is prepared for the future. We have subsidised training and incentives to help.

[Apprentice and trainee funding](#) – Funding to contribute towards the cost of training and assessment for apprentices and trainees is available.

[Certificate 3 Guarantee](#) – Helps to subsidise the training cost for individuals undertaking their first post-school certificate III qualification.



Higher Level Skills – The program gives eligible employees the opportunity to engage in priority training in selected certificate IV, diploma or advanced diploma qualifications. The aim is to assist individuals to gain the higher level skills required to secure employment or career advancement in priority industries or to transition to university to continue their studies. Employers may also be able to access training to address workforce development needs.

Trade Skills Assessment and Gap Training – For small businesses, if you have an eligible employee with substantial industry experience in a priority trade area, they can have their skills recognised to achieve a qualification.

Skilling Queenslanders for Work – The initiative provides training to people who are under-utilised or under-employed through targeted programs delivered by community organisations with not-for-profit objectives, in partnership with training providers.

Employment skills development programs – ESDPs cover a diverse range of activities aimed at re-engaging young people (aged 15-17 years), who have left school early or are at risk of leaving school. ESDPs can offer young people an eligible option for engagement during their 'compulsory participation phase'. ESDPs generally offer informal education and training activities which prepare young people for employment or further training. There may also be some accredited activities that are designed to help young people become 'job-ready'. As part of a program, assistance may also be offered to help young people find a job, traineeship or apprenticeship; enrol in a training course; or return to school.

COVID-19 support

Small Business Adaption Grant – up to \$10,000 unmatched funding.

****Applications still being accepted for Regional Queensland****

The objective of this program is to support small businesses subject to closure or highly impacted by the coronavirus (COVID-19) shutdown restrictions announced by the Queensland Government, to adapt and sustain their operations, and build resilience. The program aims to see small and micro businesses:

- prepare for the safe resumption of trading in the post COVID-19 recovery
- continue to meet operating costs
- access digital technologies to rebuild business operations and transition to a new way of doing business
- respond to online opportunities, where possible, to sustain employment and maintain potential for longer-term growth
- upskill and reskill business owners and staff to benefit from new technologies or business models
- embrace business diversification to adapt and sustain operations
- create or retain employment.

Skills Focus Queensland – provides hundreds of short courses focused on general education and job readiness to eligible Queenslanders free of charge. This project has been provided as a pop-up training hub and will be available through to the end of 2020. The following examples are just a small sample of the topics covered:

- **Job Preparation Skills** - How to prepare a CV; Resilience; Communication; Preparation Skills
- **I.T. Skills** - Office Skills (Word, Excel, PPT); PowerBI; Python; Block Chain
- **Sales & Marketing Skills** - Social Media Marketing; Search Engine Optimisation; Customer Service Skills
- **Leadership and You** - Unconscious Bias; Emotional Intelligence; Leadership Vs Management; Coaching
- **Accounting & Financial Skills** - Bookkeeping; Business Finance; Budget; Forecasting
- **Health & Wellbeing** - Personal development; Stress; Mental Health; Wellbeing

[Free micro-credentials and skill sets](#) - During this period of encouraged (sometimes forced) hibernation, there is no better time to start learning, acquire a new skill, or try something different. With **TAFE Queensland's** free micro-credentials and skill sets you can turn uncertainty into opportunity. The isolearn courses are designed for individuals who are looking to gain a new skill and add to their resume, or for those who are looking for a career change or restart.

- **Free micro-credentials** - Digital Literacy Essentials, Cyber Security Essentials, Communication Technologies for Business Success, Digital Data Essentials, Data Security Essentials, Data Analysis Essentials
- **Free* online skill sets** - Mental Health Peer Work, Customer Engagement, Mentoring and Supervision, Community Care, Health Support, Medication Assistance, Food Service, Farm Labourer, Transport (Driver) [* Eligibility criteria applies. Free skill sets are available to job seekers or workers impacted by COVID-19]

[Free online skill sets](#) - Have you been impacted by COVID-19? **CQU's skill sets** give you the opportunity to add to your current knowledge, learn up-to-date- techniques or reskill in a new industry area, without having to do a full qualification. Each skill set is made up of one or more industry-recognised competencies that provide you with the skills and knowledge that employers are looking for. [*Eligibility criteria applies. Free skill sets are available to job seekers or workers impacted by COVID-19. This program is funded by the Queensland Government.] Courses have monthly intakes until November 2020.

- Available skill sets - Community Care, Health Support, Medication Assistance, Mentoring and Supervision, Food Services.

Mentoring for Growth

[Mentoring for Growth \(M4G\)](#) offers eligible businesses free access to volunteer business experts who provide insights, options and suggestions relating to challenges and opportunities you are experiencing in your business. The M4G program assists Queensland businesses to grow and succeed in the current business environment.

Workforce Planning Connect

[Workforce Planning Connect](#) is a suite of user-friendly resources designed to support small and medium-sized businesses to undertake workforce planning, regardless of their knowledge or experience.

Workforce planning positions businesses to respond to workforce needs now and into the future. It helps businesses think ahead and manage change. Done effectively, it can deliver many benefits and positive outcomes, including:

- reduced employee turnover
- attraction of staff to key roles and reduced skills shortages
- improved identification of staff training and development needs
- improved efficiency, effectiveness and productivity
- increased job satisfaction
- better employee engagement

Industry Skills Advisors

New Industry Skills Advisory (ISA) roles align with **[Skills for Queensland – Great training for quality jobs](#)** priorities, which include delivering an expanded focus inclusive of employment, small business and regional skills needs.

Industry Skills Advisors (ISAs) engage with employers, small business and industry stakeholders to provide high quality, evidence-based industry advice and intelligence about current and emerging industry direction, regional skills needs and training solutions, jobs growth and employment opportunities.

This advice will:

- inform and align our training and skills priorities and decision-making, including program design and investment settings
- support and connect with our [industry engagement framework](#) priorities including the work of departmental regional officers, [Regional Jobs Committees](#), Jobs Queensland and the Ministerial Skills Roundtable
- support the ongoing implementation of our [VET Quality Framework](#)
- inform and contribute to national vocational education and training (VET) reform agendas and the review and development of training package product
- support employer, small business and industry's connection and engagement with VET and VET pathways and our programs, initiatives, and events.

ISAs have been contracted from 1 March 2020 to 30 June 2023.

More information available at: <https://desbt.qld.gov.au/training/employers/engage-government/industry-engagement-framework/industry-skills-advisors>

Queensland Small Business Commissioner

The [Queensland Small Business Commissioner](#) provides information and advocacy support to small businesses, and informal resolution and mediation of COVID-19 affected small business leases under the *COVID-19 Emergency Response Act 2020*.

More information

www.desbt.qld.gov.au

Small business enquiries

General small business enquiries

Phone 1300 654 687 (Monday to Friday, 8.30am to 4.45pm)

Email: smallbusiness@desbt.qld.gov.au

Grant enquiries

Email: grants@desbt.qld.gov.au

Training enquiries

General training enquiries

Phone: 1300 369 935 (Monday to Friday, 8.30am to 4.45pm)

Email: training@desbt.qld.gov.au

[Regional Offices](#)

Apprenticeship and traineeship enquiries

Phone: 1800 210 210* (Monday to Friday, 8.30am to 4.45pm)

Email: apprenticeshipsinfo@qld.gov.au

*Calls are toll free from landlines. Calls from mobiles and pay phones are extra.

Back to Work Program

Phone: 13 QGOV (13 74 68)

Online: [Back to Work program contacts](#)

Queensland Training Ombudsman

Phone: 1800 773 048