

2021 COVID-19 Business Support Grants

Frequently Asked Questions

The frequently asked questions below provide further clarification on making an application for a 2021 COVID-19 Business Support Grant. Further information can also be found in the [2021 COVID-19 Business Support Grant Guidelines](#) or call the Small Business Hotline on 1300 654 687.

General.....	3
What payments are available?	3
Can I apply if I am outside of the SEQ lockdown area or Cairns or Yarrabah lockdown area?.....	3
When will applications open?	3
Will I miss out if I don't apply straight away?	3
Where do I submit my application?	3
Can I submit my application in person?.....	4
Can I apply if my business is new and I don't yet have a turnover for the last financial year?.....	4
Can I apply if I have already received a Small Business grant or loan in the past? .	4
Can I submit my application and then add further documentation at a later date?...	4
Are sole traders eligible?.....	4
Are not-for-profit organisations eligible?	5
Can medium sized businesses apply?	5
Can I apply twice if I have two businesses?	5
Can large tourism and hospitality businesses apply?	5
What evidence will I need to provide?	5
Is the application process simple?	5
Do I need to use the template accountant letter on the Business Queensland website?	5
Will businesses that have been significantly impacted by repeated lockdowns be able to apply for a grant for a decline in turnover for each lockdown period?	6
What if my businesses has an annual turnover of less than \$75,000?	6
What if English is my second language?	6
What if I have a hearing impairment?	6
Funding.....	7
Can my accountant (or other) submit an application on my behalf?	7
How much grant funding can a business receive?	7
Do I need supplier quotes to support my application?	7
What do I need to do if I receive a grant?.....	7
When will funding be available and how will payments be made?	7



When will the grant close?	7
Is there a cap on the number of grants available?	7
Can I submit an application after the portal has closed?	7
When will I know the outcome of my application?	8
Do I have to be operating an existing business and located in Queensland to be eligible?	8
Do I need to be registered for GST?	8
Will I be reimbursed for GST spent?	8
What are my tax obligations?	8
If my application is unsuccessful, can an appeal of the decision be requested?.....	8
Want more information, wish to provide feedback or have a complaint?	8

Please note that further FAQs will be added progressively.

General

What payments are available?

Eligible applicants will receive grant funding as follows:

- A **\$10,000** grant to employing small businesses and not for profit organisations with an annual payroll of less than \$1.3 million;
- A **\$15,000** grant to employing medium sized businesses and not for profit organisations with an annual payroll between \$1.3 million and \$10 million (inclusive);
- A **\$30,000** grant to employing large sized tourism and hospitality focused businesses and not for profit organisations with an annual payroll of more than \$10 million.

These grant amounts were announced as part of a joint Queensland and Australian Government support package on 13 August 2021.

Can I apply if I am outside of the SEQ lockdown area or Cairns or Yarrabah lockdown area?

Yes - if you are an eligible employing small and medium businesses or not for profit organisation or a large business operating in the tourism and hospitality industries

Small and medium businesses and not for profit organisations are defined as businesses that have a turnover of more than \$75,000 per annum and have an annual payroll in Queensland of up to \$10 million and can be operating anywhere in the state.

Large tourism and hospitality businesses are defined as businesses operating in the tourism and hospitality sector and who have an annual payroll of \$10 million or more and can be operating anywhere in the state.

Please note that other eligibility criteria, such as being directly or indirectly impacted by a lock down event and having a reduction in turnover of 30% or more during a 7 day period also apply.

When will applications open?

Applications for the 2021 COVID-19 Business Support Grants opened at midday on 16 - August 2021 and will close on 16 November 2021

All documentation relating to the grant will be able to be accessed via the Business Queensland website including the [Guidelines](#) and further supporting information, such as a [template accountant letter](#).

Further information including eligibility criteria and details of how to apply is available at www.business.qld.gov.au/supportgrant

Will I miss out if I don't apply straight away?

No. The 2021 COVID-19 Business Support Grants will be open for three months from midday 16 August 2021 and all complete eligible applications will receive funding.

Where do I submit my application?

The application portal can be accessed from the [Business Queensland](#) website.

As grant applications will be processed and paid by the Queensland Rural and Industry Development Authority (QRIDA) applicants will be required to create a profile in the QRIDA application portal to submit their application.

To create a new profile to assist with your grant application, go to:
<https://applyonline.qrida.qld.gov.au/login>.

Applicants with existing QRIDA portal profiles can use their existing profile accounts and do not need to create a new profile for the purposes of this grant application.

Can I submit my application in person?

No. Applications will only be accepted through the application portal. Applications received via email, post or in person will be ineligible.

If you need assistance accessing a computer or applying online, please call the Small Business Hotline on 1300 654 687 or email CBSG@desbt.qld.gov.au.

Can I apply if my business is new and I don't yet have a turnover for the last financial year?

Yes, so long as you had a valid ABN as at 30 June 2021 or earlier. You will be able to provide other supporting evidence to demonstrate your eligibility.

Can I apply if I have already received a Small Business grant or loan in the past?

Yes. All previously successful applicants of Queensland Government programs are eligible to apply provided all eligibility criteria are met, as per the [Guidelines](#).

Can I submit my application and then add further documentation at a later date?

No. What is originally submitted will be assessed, unless more information is requested from you. It is important that you only submit your application when all the required documentation is available.

Applications opened at midday on 16 August 2021 and will stay open for three months until 16 November 2021. Keeping applications open for this longer period gives businesses time to ensure their application is complete and is processed without delay.

Are sole traders eligible?

Employing sole traders will be eligible if they are not receiving, or are not eligible to receive, income support through the Australian Government's COVID-19 Disaster Payment.

Under the joint Queensland and Australian Government package, a \$1,000 one-off grant to non-employing sole traders across Queensland has been announced. If you are a Queensland-based non-employing sole trader who has had a decline in turnover of more than 30% due to the South East Queensland lockdown commencing 31 July 2021 or the Cairns and Yarrabah lockdown commencing 8 August 2021, you may be eligible for a one-off \$1,000 grant.

The application process for the one-off cash grant is currently being finalised, and in the meantime, you can register your interest in this grant on the [Business Queensland website](#).

Alternatively, non-employing sole traders are may be eligible for support through the COVID-19 Disaster Payment with further information available at:
www.servicesaustralia.gov.au/individuals/services/centrelink/covid-19-disaster-payment

Are not-for-profit organisations eligible?

Yes. Not-for-profit organisations are eligible to apply if they meet the eligibility criteria

Can medium sized businesses apply?

Yes. Both small and medium businesses can apply from across the state. For the purposes of this grant they are defined as businesses that have a turnover of more than \$75,000 per annum and have an annual payroll in Queensland of up to \$10 million.

Can I apply twice if I have two businesses?

Yes. Assuming you meet all the other eligibility criteria for each business, the grant is payable per ABN that you have. So if you have multiple businesses, each with a different ABN, then you can apply multiple times.

Can large tourism and hospitality businesses apply?

Yes. Large businesses in the tourism and hospitality sector can apply, subject to eligibility criteria. A large business is defined as a business with an annual payroll in Queensland over \$10 million.

What evidence will I need to provide?

Applicants are required to:

- demonstrate or declare they have experienced **a reduction in turnover of 30% or more** over a nominated 7-day period (including at least 1 full day of a lock down event) compared against the same 7-day period in 2019 (or if that period is not indicative of the entity's typical weekly turnover another nominated 7-day period).
- demonstrate they **employ staff** (in addition to the business owners and be employed on the businesses payroll)
- demonstrate **an annual payroll up to \$10 million** (except for large tourism and hospitality businesses in the identified tourism and hospitality sector)
- demonstrate **annual turnover of over \$75,000**
- verify their **trading location**.

To access a template accountant letter and for more information on options regarding supporting evidence, please refer to the Business Queensland website and Guidelines at: www.business.qld.gov.au/supportgrant

Is the application process simple?

Yes. The application process is completely online and all application requirements are covered in the short online form in the application portal.

You also have options regarding the supporting evidence that you can provide (see the [Guidelines](#) for further information). Additionally, we have also provided a [template accountant letter](#) that you may use with your accountant to meet the eligibility requirements in relation to annual payroll, annual turnover and the reduction in turnover of 30% or more.

Do I need to use the template accountant letter on the Business Queensland website?

No – this template is provided to assist businesses in streamlining their evidence requirements for the grant. There are other options in the [Guidelines](#) in providing this evidence (including business financial statements, payroll records etc).

Will businesses that have been significantly impacted by repeated lockdowns be able to apply for a grant for a decline in turnover for each lockdown period?

Businesses are eligible for one grant only. The grant provides support to employing small and medium businesses across Queensland impacted by the SEQ lockdown, the Cairns and Yarrabah lockdown and any other Queensland lockdown that commences in August 2021.

What if my businesses has an annual turnover of less than \$75,000?

If your business earns less than \$75,000 you are not eligible for a COVID-19 Business Support Grant.

Depending on your company structure and whether or not you have employees you may be eligible for support through the COVID-19 Disaster Payment with further information available at: www.servicesaustralia.gov.au/individuals/services/centrelink/covid-19-disaster-payment

What if English is my second language?

If you need an interpreter, contact the Translating and Interpreting Service (TIS National) on 13 14 50 and ask to be connected to the Queensland Small Business Hotline 1300 654 687.

What if I have a hearing impairment?

If you are deaf or have a hearing or speech impairment, please phone the National Relay Service and ask to be connected to the Queensland Small Business Hotline 1300 654 687 on:

- 13 36 77 (TTY/Voice)
- or
- 1300 555 727 (Speak and Listen).

Funding

Can my accountant (or other) submit an application on my behalf?

No. Applications, unless in exceptional circumstances, must be submitted by applicants and not by third parties.

How much grant funding can a business receive?

Eligible applicants will receive grant funding as follows:

- A **\$10,000** grant to employing small businesses and not for profit organisations with an annual payroll of less than \$1.3 million;
- A **\$15,000** grant to employing medium sized businesses and not for profit organisations with an annual payroll between \$1.3 million and \$10 million (inclusive);
- A **\$30,000** grant to employing large sized tourism and hospitality focused businesses and not for profit organisations with an annual payroll of more than \$10 million.
- A one-off cash payment of \$1,000 to non-employing sole traders (application process currently being finalised).

Do I need supplier quotes to support my application?

No. The grant funding may be spent on any business expense, and as such quotes are not required.

What do I need to do if I receive a grant?

You must:

- comply with the conditions of the grant
- complete a follow-up acquittal survey after the grant has been awarded
- retain all application evidence for audit purposes.

When will funding be available and how will payments be made?

Applications opened at midday on 16 August 2021.

All applicants will receive formal notification of the outcome of their application. Successful applications will be notified in writing via email and a single payment of \$5,000 will be made via an electronic funds transfer to the submitted bank details as stated in the application.

When will the grant close?

The grants will remain open until 16 November 2021 to ensure businesses have time to submit an application.

Is there a cap on the number of grants available?

No - all eligible businesses who apply for a grant during the three-month application period will receive funding.

Can I submit an application after the portal has closed?

No. All applications must be submitted prior to the grant closure which is expected to be on 16 November 2021

When will I know the outcome of my application?

Completed applications will be assessed in the order in which they are submitted. Following assessment and approval of the grant, payment will be made within two weeks to the nominated bank account. All applications, successful or unsuccessful, will be notified via email of the outcome.

Do I have to be operating an existing business and located in Queensland to be eligible?

Yes. The business must have a Queensland headquarters (i.e. the principal place of business is located in Queensland) and the impacted business is based and trading in Queensland.

For further information refer to the [grant guidelines](#).

Do I need to be registered for GST?

Yes. The business must be registered for GST at the time of the application to be eligible for funding under this program.

Will I be reimbursed for GST spent?

No. Grants are not subject to GST. Therefore, GST is not payable and grant funding will not compensate for any GST spent by the business. The grant amount is GST exclusive.

What are my tax obligations?

Grants are treated as assessable income for tax purposes, unless exempted by law. The Queensland Government is unable to provide any taxation advice and accordingly we recommend consulting your own professional adviser to determine any taxation implications that may apply.

If my application is unsuccessful, can an appeal of the decision be requested?

Yes. Businesses may request an appeal of the decision in respect to their application outcome. Applicants will be informed how to do so with their outcome notification from QRIDA.

Want more information, wish to provide feedback or have a complaint?

For more information about grants or your application visit www.business.qld.gov.au/supportgrants, email CBSG@desbt.qld.gov.au or call the Small Business Hotline on 1300 654 687.

If you wish to provide feedback or have a complaint please visit: www.desbt.qld.gov.au/contact-us to find out more.

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