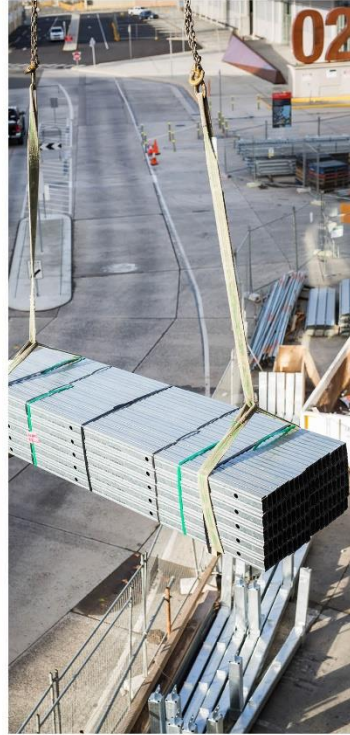
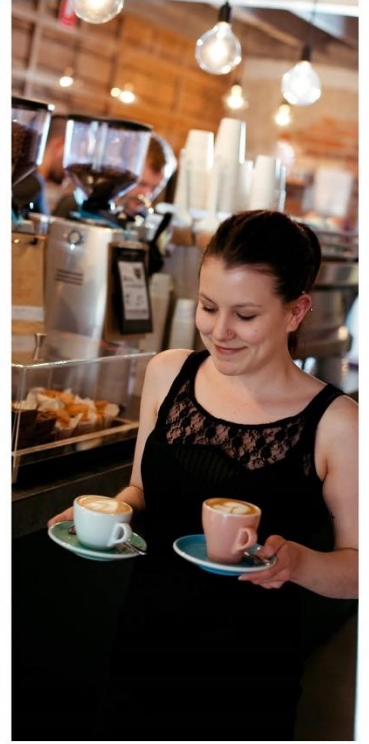


# Frequently Asked Questions



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# 1. What tips can you give me to result in a successful application?

## **Tip 1 – Service Provider appointment**

Ensure the initial appointment time/activity with your nominated service provider is at least 14 calendar days and not more than six months from the date you submit your application.

## **Tip 2 - Invoicing**

Include all the required elements on your invoice to the Department of State Growth (State Growth) For further details see question 26, 'What information do I need to include on the invoice I submit to State Growth?' (page 11).

If you need an invoice template, one can be found at [www.business.tas.gov.au/managing/invoices](http://www.business.tas.gov.au/managing/invoices). If your invoice is incorrect or has missing information you will be contacted and asked to correct it.

Further invoicing tips are as follows.

- Make sure the bank account details on your application form match those on your invoice to State Growth.
- Do not include GST on your invoice.
- You need to provide a separate invoice from your business to State Growth as the grant is paid to you as the applicant, not your nominated service provider. If your application is successful, we cannot pay you unless you provide a valid invoice.

## **Tip 3 – Bank account details**

Pay attention when entering bank account details on your application form. Successful applicants who provide incorrect bank account details may have their funds paid to an incorrect account. These funds will need to be returned to us before we attempt another grant payment. This process may result in significant delays in your funding being received. We cannot guarantee that funds paid to an incorrect bank account will be returned to us.

## **Tip 4 – Small Business Advice and Financial Guidance Program – Round Three**

If you were successful in receiving a grant in round three of this program, you must tell us in this round about the work undertaken and the value of the grant to your business, and upload supporting evidence such as a report from your service provider.

An application in this round for work that is the same or very similar to your round three application will be re-opened and you will be asked to provide further explanation and evidence to differentiate your applications.

## **Tip 5 – Grant request amount**

Make sure the grant request amount you enter on your application matches the total amount on your invoice to State Growth. You can only apply for a grant between \$1,000 and \$1,500. If your service providers quote exceeds \$1,500 your invoice to State Growth cannot be more than \$1,500.

## 2. How much money is available?

A total of \$275,000 has been allocated for round four of this program.

## 3. How much can I apply for?

If you are eligible you can apply for a grant of between \$1,000 and \$1,500 to obtain financial or business guidance services from a suitable qualified specialist/consultant.

Grant payments are available to a capped amount of \$1,500 per eligible applicant. Grant payments can be used as part payment for costs exceeding \$1,500 but the total grant amount paid to any applicant will not exceed \$1,500.

Applications for less than \$1,000 are not eligible.

If the quote from your service provider is less than \$1,000 you could consider expanding the scope of works in order to reach the minimum grant application amount.

The grant payment is made to the applicant, not your nominated service provider/s.

## 4. How are applications assessed?

Applications will be assessed against the eligibility criteria detailed in the program guidelines and the evidence submitted.

Applications will be assessed in order of receipt.

Assessments will continue until the program round closes or all funding allocated is exhausted, whichever occurs first.

## 5. How long will it take to receive my grant if my application is approved?

Whilst every effort will be made to process applications as quickly as possible, applicants should allow up to two calendar weeks from the time of submission to be notified of the outcome of their application.

If successful, applicants will receive the grant payment within five business days of being notified via email of the outcome.

## 6. Can I apply if my ABN was registered after 17 July 2023?

No, to be eligible your ABN must be continuously registered on or before 17 July 2023. This requirement also applies to your nominated service provider/s.

Exceptions to eligibility criteria include (refer to the Program Guidelines Item 4.1):

- purchase of a business that was actively trading for at least 12 months before 17 July 2023
- a change in business structure that resulted in a new active ABN issued after 17 July 2023, but the business was in operation for at least 12 months from the time of applying for the grant.



## 7. Can I submit more than one application using the same ABN?

No, only one successful application per ABN per round of the program can be submitted.

## 8. I own two businesses with different ABNs and the businesses deliver similar goods and/or services. Can I submit an application for each business?

Yes, to be eligible:

- each ABN must be active on or before 17 July 2023, AND,
- the intended work to be delivered by the nominated service provider/s must relate specifically to the business ABN in the application.

Example scenarios are as follows.

8.1 I want to apply for a grant for each of the businesses I own for the purpose of obtaining cash flow analysis relating to each business, using the same service provider.

- This would be eligible as the body of work undertaken and outputs would be specifically related to each individual business.

8.2 I want to apply for a grant for each of the businesses I own for the purpose of obtaining strategic website advice for a website shared by multiple businesses (i.e. each business does not have a standalone website).

- This would not be eligible as the body of work undertaken and outputs would be shared by multiple businesses. As such only one application relating to one of the businesses would be eligible.

## 9. Can I apply for a service I have already used before receiving the grant?

No, applicants cannot apply for a grant to pay for services or activities with a service provider that have already concluded or commenced at the time of application. Your grant application needs to be approved first before you commence work with your service provider.

The initial appointment with your service provider must be at least 14 calendar days into the future from the date of submitting your grant application.

## 10. I'm a sole trader, can I apply?

Yes, applicants with no paid employees can apply but at least 50 per cent of their total annual income (income from all sources) in either 2022-23 or 2023-24 financial year must be derived from the applicant's business as sales turnover (the sale of goods and/or services to customers excluding GST).

The 50 per cent must be sales turnover from the business and must be more than \$40,000.

During the assessment process, sole traders may be asked to provide their tax return as submitted to the ATO as evidence to demonstrate their eligibility.

## 11. I was approved for a grant in a previous round of this program, can I apply again?

Yes, however if you received a round three grant you will be required to provide evidence of how you spent that grant and the value of work to your business.

If applying for a similar service in this round, you will need to detail how the round four activities are either an extension of the work from round three, or how it differs from your round three activity.

Examples of evidence could include one or more of the following:

- A report outlining the work undertaken with your service provider.
- A receipt of payment you made to your service provider detailing the work undertaken using the round three grant funds.
- An email from your service provider detailing the work undertaken.

## 12. I applied for less than \$1,500 and have been paid my grant. I now have additional services I would like to claim, can I update my application or submit another application?

No, if you have received a grant in the current round, you cannot update your application.

Only one successful application per ABN is allowed in each round of the program.

\$1,000 is the minimum and \$1,500 is the maximum amount that can be applied for in an application and is a once off payment. You must nominate all the advice/service activities you wish to undertake at the time of applying.

## 13. What evidence do I need to include when I submit my application?

At time of applying, you must submit the following evidence:

- An itemised quote, with detailed description of the scope of work being undertaken, from each nominated service provider, including GST if applicable as a separate line item.
- Evidence of a confirmed appointment. For example, a letter or email from your service provider confirming the date, time and location of the appointment.
- If you received a grant in round three of the program, you must provide evidence of how your round three grant funds were used.
- A recent bank statement with business name, business address, name of bank/financial institution, BSB and account numbers.
- An invoice to the Department of State Growth for the total grant amount requested (the sum of all quotes received from your nominated service provider/s) excluding GST.

## 14. What can the grant money be used for?

The grant funds can be used to pay for financial or business guidance services from a suitably qualified and easily recognisable specialist/consultant.

The intent of this program is to support businesses to access specialised advice and/or financial guidance.

Examples of what the funding can be used for includes (but not limited to):

### Managing cash flow

- Advice and/or development of strategies to address financial/operational difficulties.
- Advice and/or analysis regarding the management of cash flow, preparation of cash flow budgets and projections.
- Profitability analysis.

### Risk management

- Advice and/or the development of plans regarding:
  - business cyber security.
  - emergency preparedness (for example, flood, fire, pandemic).
  - creating a safe workplace, including employees and customers.
- Advice on minimising business's exposure to risk by having the right and adequate business insurance.

### Business planning and growth

- The development of business plans.
- The development of business governance frameworks.
- Strategic business analysis and planning.
- Sustainability analysis and planning (for example, reducing carbon footprint, forming new partnerships, improving profitability whilst reducing costs).

### Marketing

- Advice and/or the development of a marketing strategy and/or plan to:
  - Improve the business's online presence.
  - Identify marketing activities to be undertaken.

### Innovation and diversification

- Advice and/or the development of plans to pivot, diversification or undertake product innovation.

### Other small business advice and/or financial guidance

- Any other relevant specialist advice that will assist in the growth, transition, business recovery from unexpected events or application of other management strategies.

## 15. What can't I use the grant money for?

Examples of what funding cannot be used for (but not limited to) are as follows:

- Servicing creditors or personal debts and expenses.
- Eligible services or activities that have commenced or concluded prior to applying and/or receiving confirmation of funding from this round of the grant program, or eligible services or activities that will commence within 14 calendar days from the date of submitting an application.
- Annual, quarterly or regular business tax preparation or accounting services (such as, but not limited to BAS, PAYG, all Tax and Annual returns, and data input entry) and IT services such as day to day operations including installing/upgrading software or fixing computer software/hardware.
- Costs associated with attending a training course, group workshops or conferences.
- The purchase, hire or lease of physical goods, equipment and licenses.
- Activities that could ordinarily be described as expenses incurred in the normal course of business such as but not limited to:
  - New and/or upgrades to websites or other online platforms, including the creation of content and photography and costs associated with licensing, hosting and SEO.
  - Operating expenses, stock purchases, utility payments, salaries/wages.
  - Subscriptions and/or membership fees.
  - Fees associated with IT activities such as installing/upgrading software/license fees, training, or purchasing/fixing/replacing computer hardware/software and other electronic devices.
- Payment of fines/regulatory charges.
- Payments and costs related to opening a new business or relocating/expanding business operations to Tasmania.
- Payments and costs related to selling a business.
- Assistance in obtaining other government assistance packages including grants and loans.
- Rental property reviews and advice (for residential, commercial, and shared accommodation services).
- Any fees associated with entering into administration/bankruptcy.
- Legal services that do not meet the intent and objectives of the program.
- Administration of trusts and investment entities.
- Advice and activities relating to brokerage, negotiation and dispute resolution.
- Activities that do not meet the intent and objectives of the program which is to *'provide eligible small businesses with access to relevant and current specialist financial services or business support to assist in their growth, transition, business recovery from unexpected events or application of other management strategies'*.



## 16. Can I use the grant for marketing activity such as an upgrade of my business website?

No, the intent of this program is to support businesses to access specialised advice and/or financial guidance that will add value to the ongoing future of your business.

The grant cannot be used for activities such as a new website, upgrade to an existing website, delivery of a marketing campaign, preparation of web copy, implementation of social media, photography or search engine optimisation (SEO).

An example scenario is as follows:

If your nominated service provider will be providing business advice about your online presence and one of the outputs is a marketing plan which includes an upgrade to your website, this may be eligible. This would need to be described in detail in your grant application and reflected in the quote from your service provider.

## 17. Who qualifies as a professional service provider?

Your nominated service provider must be a business that is registered for tax purposes in Australia with an active ABN on or before 17 July 2023.

They must be easily recognised as a business that regularly provides financial and/or business expertise and services, aligned to those to be funded under this program, to a range of businesses.

Examples of eligible service providers includes (but are not limited to) recognised business consultants, accountants, human resources consultants, bookkeepers, marketing specialists, risk managers, and business counsellors.

## 18. Can I use a Tasmanian Business Advice Service or New Business Support Pilot Program business advisor as my service provider?

Yes, however you must have used all your available free service hours prior to applying.

## 19. What information do I need to provide in relation to the service provider I want to use?

At the time of applying, you will need to include the ABN of your nominated service provider, as well as other information including their contact details, a quote detailing the business advice/financial guidance they will provide and evidence of an appointment you have with them (at least 14 calendar days and no more than six months from submitting your application).

## 20. Can I apply if the appointment with my service provider is scheduled in the distant future?

No, your initial appointment must be within six months of submitting your application.

The intent of the program is to provide immediate support to Tasmanian small businesses. Applications will not be eligible where work to be undertaken with the service provider is to be completed more than six months into the future.

## 21. Can I nominate more than one service provider on my application?

Yes, you can use multiple service providers.

At the time of applying, you will need to provide the details of each of your nominated service providers, as well as an itemised quote from each service provider that lists the activities to be undertaken.

A grant payment can be used as part payment for costs exceeding \$1,500 but the total grant amount paid to any applicant will not exceed \$1,500.

The grant payment is made to you as the applicant, not the nominated service provider/s.

## 22. What evidence do I need to provide about my appointment/s with my service provider?

You can provide a letter or email from your nominated service provider/s confirming the appointment place, date and time.

The confirmed appointment/s must be at 14 calendar days but not more than six months from the date of submission of your grant application.

Submitted evidence that shows the appointment/s were before the date of submission of an application will result in your application being assessed as ineligible.

## 23. What information needs to be included on the quotes from my nominated service provider/s?

A separate quote from each nominated service provider must be provided at the time of applying.

Each quote must include the following:

- The service provider's business name, ABN, business address and contact information.
- An itemised list of services to be provided, including any GST payable as a separate line item.
- The number of hours they will work on the project.
- If the nominated service provide is going to develop a business plan (or similar plan), this should be explained in your application.
- What format the finished product will be provided in. For example, a Word document or electronic file.
- The date that the services will commence (you are advised to allow a minimum of 14 calendar days between the date of applying and the initial activity/appointment with the nominated service provider).

## 24. If asked to demonstrate that my business is currently operating and located in Tasmania, what evidence do I need to provide?

The evidence provided must be linked and include the business address stated on the application form.

The definition of current is '*at the time of submitting the application*'.

Evidence that the business is currently operating and located in Tasmania includes:

- A copy of your most recent business bank account statement highlighting recent business transactions.
- A copy of your most recent business utility account. For example, Aurora Energy bill.
- Evidence of recent sales of goods and/or services to customers in the days prior to submitting your application.
- Your current business building lease agreement.
- Evidence of online business activity within the 14 calendar days, showing your business address and must be time stamped.

## 25. Do I add GST to my invoice to State Growth?

No, you do not add GST to your invoice to State Growth.

GST, where applicable, has already been included in the quotation provided to you by your service provider.

## 26. What information do I need to include on the invoice I submit to the State Growth?

The grant is paid to you the applicant, not your nominated service provider. At the time of submitting your application you must provide a valid invoice to the State Growth.

You must submit an invoice that includes:

- Addressed to the "Department of State Growth".
- Your business name, ABN, business address and contact information.
- Your business bank account details (name of bank/financial institution, account name, BSB and account number).
- A description using the words, "Grant payment under the Small Business Advice and Financial Guidance Program Round Four".
- The grant amount payable (without GST).

An example invoice can be found at [www.business.tas.gov.au/managing/invoices](http://www.business.tas.gov.au/managing/invoices)

## 27. What happens if I receive an email requesting further information?

During the assessment process State Growth may request further information to support or clarify your application.

You will receive an email detailing what is required.

You will be required to update your application form within SmartyGrants with the requested information then re-submit your form.

You will have one calendar week to re-submit your application form with the requested information.

If you do not re-submit your application form within the specified timeframe, your application will be assessed as ineligible.

## 28. How do I know that the person contacting me and asking for additional information is from the Tasmanian Government?

When we contact you via email or phone, we will quote your application submission number that relates to your specific application.

If you receive a call or email and this reference number is not included, please do not supply any information and immediately contact Business Tasmania on 1800 440 026.

## 29. Can a third party submit an application on behalf of my business?

No, third party submissions are not allowed unless you have provided the third party with written permission to do so on your behalf, and this permission is submitted as evidence with your application.

## 30. If I am unsuccessful with my application, can I re-apply?

Yes, each application is assessed based on the information contained in the application as per the program guidelines. An application may be unsuccessful for specific reason/s. If your circumstances have changed, you can submit a new application anytime while the program remains open.

## 31. I've been sent an acquittal form to complete, what does it mean?

An acquittal is a statement that provides evidence that grant funding was used for the intended purpose. The intended purpose in this program are the statements made on your application form of the work being undertaken with your service provider.

For this program, randomly selected spot-check acquittals will be conducted. If you receive an acquittal form, you will have 14 calendar days to complete the form. You will be asked to provide evidence that you attended your appointment/s with your service provider. For example, a copy of a paid invoice from your service provider. Failure to provide this information by the required date will result in you having to repay the full grant funds to State Growth.

## 32. I've been sent a feedback survey form in SmartyGrants, what does it mean?

Successful grant recipients may be emailed a feedback survey form via SmartyGrants regarding your experience with Round Four of the program.

Completing the survey is encouraged but not compulsory. The aim of the survey is to assist State Growth to improve the delivery of future grant programs.

Any information provided will be managed by State Growth in accordance with the *Personal Information Protection Act 2004*.