



Accessible Tourism Infrastructure Grant

Program Guidelines

March 2023



Queensland
Government



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ACKNOWLEDGEMENT OF COUNTRY

The Department of Tourism, Innovation and Sport respectfully acknowledges and recognises Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of the lands, winds and waters where we live, learn and work.

We pay our respects to the Elders past, present and emerging for they hold the memories, the traditions and the cultures of Aboriginal and Torres Strait Islander people across the nation.

We will walk together with Aboriginal and Torres Strait Islander peoples, communities and organisations in our journey to enrich lives and strengthen community connections.

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Published by the Queensland Government,
March 2023,
1 William St, Brisbane Qld, 4000.

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1. Overview

The 2023 Year of Accessible Tourism in Queensland is an opportunity to recognise the importance of accessible experiences for all, ignite change and create opportunities for Queensland tourism operators. This will enable everyone to participate in a tourism experience with choice and confidence and lays the foundations for making Brisbane 2032 Olympic and Paralympics Games the world's most accessible and inclusive sporting event for athletes and spectators.

The Year of Accessible Tourism directly supports outcomes under the [Towards Tourism 2032 – Transforming Queensland's visitor economy future, a tourism industry strategy](#) (Towards Tourism 2032) that sets an ambitious target to more than double the state's tourism overnight expenditure to more than \$44 billion a year by 2032. *Towards Tourism 2032* is the new course for Queensland's government-industry partnership to transform and grow the visitor economy and position for success leading up to Brisbane 2032 Olympic and Paralympics Games.

Targeted initiatives under the \$10 million Accessible Tourism Queensland Fund, will help the Queensland tourism industry better cater to visitors of all abilities and provide greater destination experiences for all holidaymakers in Queensland. Projects must demonstrate their alignment to [Queensland's Disability Plan](#) and [Towards Tourism 2032](#).

The Accessible Tourism Queensland Fund (Fund) will comprise of three grant schemes, including the Accessible Tourism Infrastructure grant scheme.

1.1 Aim

The Accessible Tourism Infrastructure grant scheme will provide funding support for sole traders, small and medium size tourism and events businesses to improve tourism and events infrastructure and accessibility.

1.2 Objectives

The key objectives of the Fund are to support projects that will deliver on the following:

- an increase in the number of tourism and events businesses that are delivering exceptional and accessible customer experiences
- have a positive impact for the community through improved accessibility to visitors
- the tourism and events industry is provided opportunities and supported to make improvements to accessibility for visitors and workers with disability.

The specific objectives of the Accessible Tourism Infrastructure grant scheme are:

- development and/or enhancement of existing tourism infrastructure/products to develop more accessible visitor experiences and/or enhance accessibility for tourism workers; and/or
- increase the capability of Queensland tourism and events businesses to support accessible visitor experiences.

2. Available funding

Funding of between \$25,000 and \$500,000 (GST exclusive) is available under the Accessible Tourism Infrastructure grant scheme.

Eligible applicants are able to apply for one (1) project only under the **Boosting Accessible Tourism Experiences grant scheme OR Accessible Tourism Infrastructure grant scheme**.

Conditions of funding are:

- funding will be offered over one round
- **3:1 Matched funding:** Applicants are required to contribute at least 75 per cent cash co-contribution to the total project cost, i.e., for a project valued at \$200,000 (excluding GST), the maximum grant funding available would be \$50,000 (excluding GST). Similarly for a project valued at \$800,000 (excluding GST) the maximum grant funding available would be \$200,000 (excluding GST).
- projects can be of a much greater value however all additional costs will need to be covered by the applicant.

3. Key dates

These dates are indicative only and subject to change as required.

Activity	Date
Applications open	21 March 2023
Applications close	11.59pm, Wednesday 31 May 2023
Outcome of applications advised	July/August 2023
Project completion date	by 30 June 2024, or by a later agreed date (no later than 31 Dec 2024)

4. Eligibility criteria

4.1 Applicants

To be eligible to apply for funding an organisation (including incorporated not-for-profit organisations) must be an eligible business (refer to [Appendix 1](#) for all eligibility definitions that apply):

- have an Australian Business Number (ABN), an Australian Company Number (ACN) or exemption from these; and
- with an established operating base in Queensland; and
- currently operating in the tourism or events industry in Queensland (as per definition of tourism and events industry at [Appendix 1](#))
- registered for GST or hold an exemption for GST.

Local, state and federal governments are ineligible to apply for funding.

4.2 Projects

Projects may be supported that meet the aims and objectives of the Fund. The types of projects that may be considered under the Fund include (but are not limited to):

- accessibility modification of transport, touring vehicles, vessels or existing infrastructure
- adaptive and assistive technology that can maximise the visitor experience:
- augmented reality, virtual reality or extended reality to improve accessibility
- support technology infrastructure that services different accessibility needs
- sensory friendly environments and space
- keyless entry
- sensor/voice/movement-controlled technology
- stair lifts.

As evidence to support the need for the project, include relevant resources and/or materials available as part of the department's [Accessible tourism toolkit](#) or similar justification in the application.

Projects must also demonstrate their alignment to [Queensland's Disability Plan](#) and [Towards Tourism 2032](#).

Applicants must demonstrate that:

- the project has a fit-for-purpose approach that enhances existing tourism infrastructure and or products through being co-designed and/or informed by people with disability
- they can store, maintain and provide staff training to operate any funded equipment and/or modification beyond the project end date and until the end of its useful life
- their funded project will meet any applicable legislative or compliance requirements.

4.3 Eligible project costs

Eligible project costs are those costs directly associated with the delivery of the project. Only new projects are eligible for funding and the project must not have commenced prior to funding being approved for the project.

- improvements to websites, signage, traditional and digital marketing materials to be more accessible
- infrastructure upgrades to enhance accessibility of the tourism service or experience for visitors or workers
- upgrades to enhance existing buildings (e.g., accommodation, common use areas) to meet accessibility requirements under the National Construction Code (NCC) and the Disability (Access to Premises-Buildings) Standards, where those upgrades are not an existing mandatory legislative or planning requirement for the existing infrastructure
- new equipment and/or technology to enhance accessibility
- value-adding to existing experiences with additional activities, e.g., interpretative or interactive tourism signage
- improvements that enhance disability access, e.g., accessible features
- labour, materials and equipment hire directly related to the project
- training specifically related to the funded project's implementation
- professional or specialist consultancy service.

Grant funding cannot be used for:

- activities or expenditure incurred prior to the approval of the grant
- costs that are not directly linked to the delivery of the project
- feasibility studies, business cases or similar activities
- business marketing and promotional activities for a business, such as search engine optimisation, website set-up, traditional and digital marketing and advertisements, subscriptions or contract fees to third party marketing distributors
- wages and salaries for applicant's existing employees or consultants who will not be directly delivering the product/deliver service
- general business administration or operating costs
- purchase of an asset or works to an asset that will not be controlled by an eligible applicant
- real estate/property purchase, hire, lease, or rental fees
- costs that are covered or are reimbursable under other funding sources and grants (including the JobAccess Employment Assistance Fund)
- costs of works that are considered maintenance of existing equipment or infrastructure
- Goods, services or fees from related parties (includes companies with common shareholdings or directors, employees or immediate family)
- costs to meet any existing, mandatory legislative accessibility requirements for new construction or existing infrastructure under the [National Construction Code \(NCC\)](#) and the [Disability \(Access to Premises-Buildings\) Standards](#)
- venue/facilities hire
- costs of activities or projects that do not align to the intent of the Fund.
- ongoing costs beyond the end of the funding period

5. Application process

The following application processes apply. Note, this is a competitive grants process, and the lodgement of an application does not guarantee that funding will be approved.

Applications will need to be submitted through the Department of Tourism, Innovation and Sport (DTIS) [Smartygrants portal](#).

To apply for this funding, applicants must:

- complete the online application form via the [Smartygrants portal](#)
- provide all necessary supporting information/evidence
- address all eligibility criteria and assessment criteria
- detail how the project will develop and/or enhance accessibility for visitors and tourism workers of all abilities
- provide evidence that the project has been co-designed and/or informed by people with disability (letter from relevant group or peak body or reference to relevant policy or accreditation)
- detail how the project meets any applicable legislative or compliance requirements (if applicable)
- provide a detailed project plan which includes:
 - project's objectives
 - location/s of eligible activities

- implementation methodology
- timeframes for all project stages up to, and including, project completion
- project budget, cash flow forecast, procurement plans and evidence of project costings, e.g., quotes
- evidence of capacity and capability to deliver the project
- identify risks and include any risk mitigation plans
- evaluation plan, including measurable outcomes the project can report against
- provide organisational financials for the past two (2) years:
 - where audited financial statements are available, copies of financial statements and auditors report
 - where audited financial statements are not available, copies of Profit and Loss and Balance Sheet reports
- provide evidence of the organisations capacity to fund the minimum 75% cash co-contribution the applicant will make towards the total activity cost, plus any additional in-kind contributions
- provide evidence that the project is ready and able to commence within three months of approval and be fully completed by 30 June 2024, or at a later date (but no later than 31 December 2024).
- submit the application by the closing date and time (Refer to [Section 3 – Key dates](#)).

6. Assessment and approval

6.1 Assessment

To be considered under this grant scheme, applicants will need to address eligibility and assessment criteria and provide financial statements for the previous two years of operation.

Organisation eligibility

- Organisation is eligible as per outlined in [Section 4.1 – Applicants](#).

Project eligibility

Eligible projects will be determined based on the following:

- project is eligible based on project description provided (Refer to [Section 4.2 – Projects](#))
- project will be delivered in the outlined timeframes – ready and able to commence within three months of approval and fully completed by 30 June 2024 or at a later date (but no later than 31 December 2024).
- project will be available and delivered in Queensland
- requested grant funding is no more than the maximum grant funding amount available.

An Assessment Panel will be formed and chaired by DTIS to assess projects and evidence against the scheme's objectives, eligibility and assessment criteria. The assessment process will include a representative with lived experience of having a disability.

A risk-based assessment will be made to determine whether there is a need for due diligence on applicants and economic assessment of projects.

Criteria 1: Objectives and economic value (weighting 50%)

The application must demonstrate the proposed project will deliver on key grant scheme objectives and provide economic value. Consideration will include the extent the proposed project will support the following in Queensland:

- develop more accessible tourism experiences/businesses:
 - demonstrates the improvements and or enhancements in accessibility of tourism product and service delivery
 - demonstrates how the project will improve the visitor experience through support by the approved project; and/or improvements to accessibility for visitors and tourism workers with disability
 - detail how the project aligns to [Queensland's Disability Plan](#) and [Towards Tourism 2032](#)
- be technically, commercially and practically feasible and viable (in line with value of the project):
 - has sound project risk assessment and mitigation strategies
 - forecast capital and operating costs and expected project revenues
- deliver a measurable, value-for-money outcome to the State:
 - create new jobs through product and experience development and operational phases
 - deliver regional economic, community impact and sustainability benefits
 - details of how the project will be stored, maintained and staff training required to operate any funded equipment and/or modification beyond the project end date and until the end of its useful life.

Note: Applicants will need to clearly define what measurable impacts/ benefits will be generated from the funded project and reported on these outcomes to determine its success

Criteria 2: Project readiness and completion (weighting 30%)

The applicant must demonstrate the proposed project will be ready to commence within three months of the date of approval and be fully complete by 30 June 2024, or by a later agreed date (no later than 31 December 2024). Consideration will include, where relevant:

- evidence that suppliers have the capacity to deliver the project within the required timeframes
- evidence that supports project delivery such as:
 - detailed project plan, Gantt chart and/or schedule showing timeframes up to and including project completion
 - has sound project risk assessment and mitigation strategies
- consideration of environmental impacts, including approvals where applicable to the project
 - compliance with cultural heritage duty of care, where applicable, including support of Traditional Owners and any native title agreement with relevant stakeholders as required
- for built activities:
 - evidence of land tenure: organisation is the owner of the site; or has a head lease/right to occupy the site and has permission to undertake the works (if applicable)
 - extensive plans, sections and elevations of each element of the proposal in the context of a functional layout of the overall facility (where required)
 - quantity surveyor quote/s (where required)

- development approval (where required) or evidence it can be quickly obtained (within 3 months of project approval)
- risk assessment to demonstrate a development will not impact on any neighbouring properties or businesses
- demonstrated to meet any legislated accessibility requirements, compliance and all other relevant approvals.

Criteria 3: Value for money and return on investment (weighting 20%)

The Assessment Panel will have regard to the details provided in the project plan, balance of risk and costs and the benefit to the State, in determining whether a project presents an acceptable proposition to the State.

The application must demonstrate significant benefits to the State, in proportion to the grant funding requested, level of risk and cost taken on.

Proposals which present a lower risk proposition to government will have a greater likelihood of successfully satisfying this criterion. Consideration will include:

- evidence of the applicant's ability to contribute the required 75% cash contribution to the total project cost (through bank statements or accountant's letter), including evidence confirming any financial or in-kind contributions from third parties
- evidence of the proponent's profitability through organisational financials
- describe how you will manage any risks associated with the project, including any risk and mitigation plans
- include details of how the project will be maintained for its useable life after the funded project is complete, for example, demonstrate any new equipment can be safely stored; ongoing maintenance, repairs or updating are conducted; ongoing staff training is provided to operate any funded equipment and/or modifications.
- letter/s of Support from key industry stakeholders, for example, from organisations/representatives of the disability sector.
- include details of any accessible/ inclusive tourism accreditation or industry assessment frameworks
- evidence of completion of an accessibility self-assessment ([Accessible tourism toolkit](#)) and any other evidence that the project will improve accessibility of the tourism or events business.

6.2 Approval

The Assessment Panel will consider initiatives/projects for funding consideration and will make recommendations to the delegate. All applicants will be notified in writing of the decision.

7. Funding agreement

Successful applicants will receive a written offer of financial assistance. If the applicant accepts the offer, they will be required to enter into a legally binding contract with DTIS.

The agreement will provide details on general and specific conditions associated with delivery of the approved project. These will set out the terms and conditions associated with the approved project and expectations in relation to delivery and reporting will be included.

8. Grant funding payments

As a guide, successful recipients may receive funding in two instalments (depending on the approved project):

Approved funding up to \$50,000 (GST exclusive)

- first payment of 75% of approved grant funding upon the recipient entering into a legally binding agreement with DTIS
- second payment of 25% of approved grant funding upon successful acquittal of the first payment, evidence of total project expenditure and project completion.

Approved funding greater than \$50,000 (GST exclusive)

- first payment of 50% of approved grant funding paid upon the recipient entering into a legally binding agreement with DTIS
- second payment of 50% of approved grant funding upon successful acquittal of the first payment, evidence of total project expenditure and project completion.

A final project report after the project is complete will also be required.

DTIS reserves the right to vary grant funding payments on a project-by-project basis having regard of risk to Government.

Note: Grants are subject to the Goods and Services Tax (GST). DTIS will increase grant recipients grant payments to pay for GST.

Some grants are considered assessable income for taxation purposes, unless exempted by a taxation law. It is recommended that grant recipients seek independent professional advice on their taxation obligations or seek assistance from the Australian Taxation Office as DTIS does not provide advice on tax.

9. Reporting requirements

Projects are monitored through progress and financial reporting in line with the Funding Agreement. In addition, photographic evidence may be requested to support claims made.

Templates are provided for these reports and when due will be generated through the Smartygrants online portal for grant recipients to complete and submit.

Grant recipients will be notified by email of reporting requirements one month prior to the agreed milestone date. Grant recipients will be expected to report on:

- outcomes that deliver accessibility benefits to Queensland tourism and events businesses, and/or employment of people with disability including measurable impacts/ benefits generated from the project,
- progress against agreed project milestones
- project risks and risk mitigation
- contributions directly related to the project
- expenditure of grant funds and the grant recipient's agreed financial contribution. Grant recipients are required to keep all project related invoices and provide evidence of payments.

10. Privacy

Any personal information will be handled in accordance with the *Information Privacy Act 2009*. Information regarding the department's privacy policy can be found [online here](#).

For audit purposes, the department is required to retain the applications and other supplied supporting material.

11. Complaints

All funding decisions made in relation to applications are final. Under the department's [Complaints Management Policy](#), DTIS has established processes for dealing with complaints and is committed to effectively managing concerns in a fair, transparent and timely manner. If an applicant has any concern in relation to the application or assessment process, a formal complaint may be submitted to the department via tourism@dtis.qld.gov.au.

12. Further Information

If you require any further information or clarification of these guidelines, please contact the Tourism Division team by emailing GrowingTI@dtis.qld.gov.au.

Appendix 1

Definitions

Queensland tourism and events business means a business that has an established operating base in Queensland and primarily delivers activities and services in the tourism and events industry in Queensland.

Established operating base in Queensland means:

- (a) ASIC business name registered in Queensland; or
- (b) a physical office address in Queensland, proven by a rates or utilities bill in the company name with a Queensland address: or
- (c) proof of a Queensland tourism operation via a letter from the company accountant or a director.

Tourism and events industry in Queensland means an industry classified under ANZSIC within the following class codes:

- (a) souvenir shops, duty free stores and travel good retailers (ANZSIC code 4279);
- (b) accommodation providers (ANZSIC code 4400);
- (c) food and beverage services including cafes, restaurants, taverns and clubs (ANZSIC codes 4511, 4513, 4520, 4530);
- (d) interurban and rural bus transport – tour bus, scenic and sightseeing operation, shopping tours, long distance (ANZSIC code 4621);
- (e) other road transport – hire car service with driver only (ANZSIC code 4623);
- (f) water passenger transport - boat charter, lease or rental (without crew), ferry, water taxi, water launch, cruise (ANZSIC code 4820);
- (g) road and water transport, including sightseeing (ANZSIC codes 4623, 4820, 5010);
- (h) aviation - airport operations and other air transport support services (ANZSIC code 5220);
- (i) rental and hiring services (ANZSIC code 6611);
- (j) transport rental and hiring – aviation, boats, buses, caravans, houseboats, motorcycles, motorhomes without crew (ANZSIC code 6619);
- (k) travel agencies (ANZSIC code 7220);
- (l) event management (ANZSIC code 7299);
- (m) heritage activities including museums, parks and gardens (ANZSIC codes 8910, 8921, 8922);
- (n) performing arts venues (ANZSIC code 9003);
- (o) amusement and other recreational services (ANZSIC codes 9131, 9139);
- (p) tourism development consulting service (ANZSIC code 69629);
- (q) performing arts operation – ballet, chamber, choir, choral group, circus, dance, musicals, musicians, opera, orchestra, performing arts, rock bands, ensembles, fireworks display, music and theatre productions, theatre restaurants, stage shows (ANZSIC code 90010);
- (r) musicians and entertainers (ANZSIC code 90021).

ANZSIC means the document called ‘Australian and New Zealand Standard Industrial Classification (ANZSIC)’ published by the Australian Bureau of Statistics, as amended from time to time.

Note— ANZSIC is available on the Australian Bureau of Statistics' website.

Owner, of an eligible business, means:

- (a) for an eligible non-profit organisation—the organisation's governing body; and
- (b) a sole trader who spends labour on, and derives income from, the business; or
- (c) in relation to a partnership, company or trust that carries on the business – the partners in the partnership, directors of the company or trustees of the trust who spend labour on, and derive income from, the business.

Eligible Business means a business if:

- (a) the business
 - (i) holds a valid Australian Business Number for the business; and
 - (ii) has continuously held the same valid Australian Business Number since 1 January 2021; and
- (b) the business is registered for GST and has been registered for GST since 1 January 2021; and
- (c) the business has an **established operating base in Queensland**; and
- (d) immediately on or from 1 January 2021 the business primarily operated for the domestic or international tourism market; and
- (e) on 1 January 2021, the business had:
 - (i) no employees; or
 - (ii) fewer than 200 full-time employees; or
 - (iii) if the business had employees other than full-time employees, fewer than 200 equivalent full-time employees.
- (f) none of the following businesses is an insolvent under administration or an externally administered business—
 - (i) the business;
 - (ii) if the owner of the business is a sole trader—the owner;
 - (iii) if an owner of the business is a partnership—the partners in the partnership;
 - (iv) if an owner of the business is a trust—the trustees of the trust;
 - (v) if an owner of the business is a company—the company or the directors of the company.
- (g) However, a business is not an eligible business if the business is a body corporate under the *Body Corporate and Community Management Act 1997* (Qld) or the *Building Units and Group Titles Act 1980* (Qld).

Non-Profit Organisations

A business is an eligible business if it is a non-profit organisation.

Non-profit organisation means a charity or other not-for-profit entity that is:

- (a) incorporated under a law of the Commonwealth or a State; and
- (b) either:
 - a. registered under:

- i. the *Australian Charities and Not-for-profits Commission Act 2012* (Cwlth); or
 - ii. the *Collections Act 1966* (Qld); or
- b. registered or otherwise authorised to raise funds under a law of another State.

However, a non-profit organisation is not an eligible non-profit organisation if –

- a) the organisation is a government entity; or
- (b) the organisation's only source of income is 1 or more of the following—
 - (i) earnings from rental properties;
 - (ii) interest earned on investments;
 - (iii) dividends.

Full-time employee of an entity means an employee of the entity who ordinarily works for at least 35 hours each week for the entity.