



Accessible Tourism Enablers 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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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. The first to be released is the Accessible Tourism Enablers grant scheme.

1.1 Aim

The Accessible Tourism Enablers grant scheme will provide funding support to not-for-profit disability peak organisations and/or accessible or disability-specific service organisations to develop and/or enhance products and services that tourism and event businesses can access.

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
- 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 Enablers grant scheme are:

- the development and/or enhancement of products, services and materials that Queensland tourism and event businesses can use to improve disability inclusion including the visitor and worker experience; and/or
- increase the capability of Queensland tourism and events businesses to support accessible visitor experiences.

2. Available funding

Funding of between \$50,000 and \$250,000 (GST exclusive) for up to 100% of total project costs is available under the Accessible Tourism Enablers grant scheme.

Eligible applicants are able to apply for one (1) project only.

Conditions of funding are:

- funding will be offered over one round
- 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	30 June 2024

4. Eligibility criteria

4.1 Applicants

To be eligible to apply for funding an organisation must:

- be an established not-for-profit disability peak organisation and/or service organisation with demonstrated experience and expertise in disability, accessibility and inclusion best practice for at least two years; and
- compliant with relevant requirements of the *Disability Services Act 2006*, including worker screening requirements; and
- be a not-for-profit organisation that is:
 - public company limited by guarantee under the *Corporations Act 2001* (Commonwealth); or
 - an incorporated association under the *Associations Incorporated Act 1981* (Queensland); or
 - registered on the Australian Charities and Not-for-profits Commission
- have current appropriate expertise or experience to develop and/or deliver services, products and materials suitable for tourism and events businesses; and
- have people with disability or lived experience in the organisation's governance and/or management (senior executives/board/employees etc); and
- have operations or deliver services in Queensland; and
- hold public liability insurance to the value of not less than \$10 million, or provide evidence of plans to obtain insurance to the value of not less than \$10 million to cover the proposed project; and

- have an Australian Business Number (ABN), an Australian Company Number (ACN) or exemption from these; and
- be registered for GST.

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 this category include development or enhancement of accessibility products, services and materials which will support Queensland tourism and events businesses to make their experience more inclusive, for example:

- template resources that will support tourism and events businesses improve their accessibility and inclusivity
- products that can be used by tourism and events businesses to create more accessible websites, guides or images/videos
- adaptive and assistive equipment and technology that can maximise the visitor experience
- development of disability inclusion plan templates aligned with [Queensland's Disability Plan](#) to improve accessibility to visitors and ensure an inclusive workplace.

Preference will be for projects that provide resources, products and services freely or at low cost for Queensland tourism and events businesses and have a benefit beyond the life of the project.

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.

Eligible project costs:

- product development costs, including resources, software and equipment
- wages and salaries for applicant's new or additional employees, contractors or consultants who will directly develop product and/or service
- in-house capability development costs for organisation to implement the new product or activity.

4.4 Ineligible project costs

Grant funding cannot be used for:

- 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 applicant's own or tourism and events businesses, such as search engine optimisation, website set-up and development, 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
- travel and accommodation costs

- venue/facilities hire
- delivery of services to businesses that do not meet the eligibility of a business in the tourism and events industry (refer to [Appendix 1](#))
- capital works purchases
- projects to meet legislative compliance.

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
- provide a detailed project plan which includes:
 - project's objectives and benefits from the project, including how it will support Queensland tourism and events businesses
 - location/s of eligible activities
 - implementation methodology
 - evidence of project costings
 - evidence of capacity and capability to deliver the project
 - evaluation plan, including measurable outcomes the project can report against
- how it will support key industry stakeholders, targeting tourism and events businesses in Queensland
- provide evidence that the project is ready and able to commence within three months of approval and be fully completed by 30 June 2024
- provide evidence of the organisations capacity to fund any project costs over and above the grant amount (if applicable)
- 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
- 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.

Eligibility criteria

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
- 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 panel 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 Fund objectives and provide economic value. Consideration will include the extent the proposed project will support the following in Queensland:

- develop more accessible Queensland tourism and events experiences/businesses:
 - demonstrate the need by Queensland tourism and events businesses (through research and/or industry feedback) to improve the visitor experience; and
 - demonstrates what improvements there will be in accessibility of tourism and events product and service delivery; and/ or
 - to become more inclusive workplaces and actively encourage businesses to hire workers with disability
- be technically and practically feasible
- clearly defined measurable impacts/ benefits that will be generated from the funded project and reported on these outcomes to determine its success.
- detail how the project aligns to [Queensland's Disability Plan](#) and [Towards Tourism 2032](#).

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. 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
- detailed delivery and implementation, including how these will be adopted by tourism and/or events businesses
- has sound project risk assessment and mitigation strategies

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

The Assessment Panel will have regard to the details provided in the project budget and evidence of costings and the benefit to the State, particularly to provide ongoing support to tourism and events businesses.

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

Consideration will include:

- delivering a measurable, value-for-money outcome to the State by providing project budget and evidence of project costings, e.g., methodology, hourly rates, project elements and costings, and outcomes clearly identified
- evidence of the organisation's profitability through organisational financials
- evidence of the applicant's ability to contribute the required contribution to the total project cost (where applicable), including evidence confirming any financial contributions, in-kind contributions and from third parties
- whether the project provide resources, products and services freely and/or at low cost for Queensland tourism and events businesses
- the project outcome has a benefit beyond the life of the project.

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 advanced instalments (depending on the approved project):

- The first payment of 50% of the approved grant funding may be paid upon the recipient entering into a legally binding agreement with DTIS
- The second payment of 50% will be paid on successful acquittal of the first payment
- A non-payment final acquittal 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:

- engagement with people of lived experience
- outcomes that deliver accessibility benefits to Queensland tourism and events businesses, including employment of people with disability
- progress against agreed project milestones
- 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 tourism@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.

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.