

Queensland Tourism Business Professional Advice Assistance Scheme Guidelines

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Overview

1. The Queensland Government has announced a \$2 million Queensland Tourism Business Counselling Service to support those tourism businesses in Queensland who have been financially impacted as a result of COVID-19.
2. The Queensland Tourism Business Counselling Service comprises three stages:
 - Stage 1 Tourism Business Health Check
 - Stage 2 Tourism Business Financial Counsellors
 - Stage 3 Tourism Business Professional Advice Assistance Scheme.**
3. The free [Tourism Business Health Check](#) enables tourism businesses to quickly assess their level of risk awareness online, identify those areas in their business where development or attention is required, and receive advice to further support. Upon completion, tourism businesses will receive a personalised and confidential report and recommended actions.
4. Recommendations of the Stage 1 report includes referral to a free Tourism Business Financial Counsellor or COVID-19 Small Business Financial Counsellor to provide face-to-face service to tourism businesses advising short, medium and long-term available options. Applicants can locate a free Tourism Business Financial Counsellor at [Department of Tourism, Innovation and Sport](#) or COVID-19 Small Business Financial Counsellors in [Northern Queensland](#) and [Southern Queensland](#). The free financial counselling services by these counsellors are extensive and may mean that a tourism business does not require additional professional advice.
5. Following a meeting with a Tourism Business Financial Counsellor or a COVID-19 Small Business Financial Counsellor, a tourism business experiencing considerable financial stress may be eligible to access the Queensland Tourism Business Professional Advice Assistance Scheme (the Program) for additional professional advice on financial, legal and/or human resource matters.

Objective

6. The COVID-19 pandemic has seen tourism business in Queensland operating within the context of international and interstate border restrictions and public health directions that are designed to help keep the community safe.
7. From March 2020 to March 2021, the Australian Government delivered the JobKeeper Payment wage subsidy to support employees and businesses affected by COVID-19.
8. The Program has been designed to provide tourism businesses with additional face-to-face professional financial, legal and/or human resource advice to assist them with the difficult decisions they may need to address when a labour support payment, such as JobKeeper, is no longer available for their business and deferred debt is due to be re-paid.
9. Tourism businesses may require specialised professional advice to guide them in resizing their business to meet new market conditions and opportunities, assist a business with contract resolutions, mothball their business until international visitors return, or take steps to leave the tourism industry.
10. The Program forms part of the Queensland Tourism Business Counselling Service and complements the free Tourism Business Health Check and free Tourism Business Financial Counsellors.
11. The Queensland Rural and Industry Development Authority (QRIDA) is administering the Program on behalf of the Department of Tourism, Innovation and Sport (DTIS).

Available funding

12. The Program will provide an eligible business in a tourism industry in Queensland assistance of up to a maximum of \$2,500 (excluding GST) per applicant for additional professional financial, legal and/or human resource advice. That is, assistance of 50 per cent of the costs of up to \$5,000 in professional advice received by the applicant.
13. Assistance is subject to the availability of funding and applying for assistance is no guarantee funding will be approved.

Timeframes

14. The Program opened on 24 June 2021.
15. The Program will close on 31 December 2022.

Eligibility criteria

16. An applicant is eligible to receive assistance if the applicant:
 - (a) is an owner of an eligible business; and
 - (b) has received eligible professional advice for the eligible business.
17. An applicant is not eligible to receive assistance:
 - (a) in relation to an eligible business for which the applicant or any other person has received or has been approved to receive assistance under the scheme; or
 - (b) for eligible professional advice received from a suitably qualified professional adviser who is a related entity or an employee of a related entity of an owner of the eligible business to which the application relates.
18. A business is not an eligible business if the business is:
 - (a) a local or regional tourism organisation; or
 - (b) a business operated by a local government or the Australian Government; or
 - (c) a non-profit organisation.

Eligible activities

19. Eligible financial advice means written financial advice about one or more of the following matters:
 - (a) business rationalisation;
 - (b) debt refinancing;
 - (c) expense management to assist in suspending a business;
 - (d) debt recovery;
 - (e) business resizing or downsizing.

20. Eligible legal advice means written legal advice about one or more of the following matters:
 - (a) contract development;
 - (b) compliance with:
 - (i) laws related to taxes or employment or
 - (ii) industrial agreements or instruments
 - (c) ending property or supplier contracts.
21. Eligible human resources advice means written human resources advice about one or more of the following matters:
 - (a) workforce planning;
 - (b) workplace relations policies and procedures;
 - (c) staff performance and disciplinary matters;
 - (d) negotiating employee contracts;
 - (e) terminating employee's employment and related payments.

How to apply

22. The Program is open to businesses in a tourism industry in Queensland who have received a free Tourism Business Health Check report and an approved eligibility referral form from a free Tourism Business Financial Counsellor or a COVID-19 Small Business Financial Counsellor to receive eligible professional advice.
23. In preparing to submit a claim, applicants should familiarise themselves with the Program guidelines and Frequently Asked Questions available at [Department of Tourism, Innovation and Sport](#).
24. To apply for a claim under the Program, please complete and submit your application and supporting information, via QRIDA's online application portal at <https://applyonline.qrida.qld.gov.au/login>.
25. The Program will provide the opportunity for applicants who have previously been refused a rebate under the scheme, on the basis that they have not paid for the cost of professional advice in full, to reapply under the amended criteria.

How applications are assessed and decided

26. QRIDA will assess claims in order of receipt. Incomplete claims or claims submitted without the correct supporting documentation will not be processed.
27. Applications are to be submitted after the applicant receives eligible professional advice and must be accompanied by:
 - (a) a copy of the Tourism Business Health Check report; and
 - (b) an approved eligibility referral form to receive eligible professional advice; and
 - (c) evidence that the eligible professional advice has been or will be shared with the Tourism Business Financial Counsellor or COVID-19 Small Business Financial Counsellor who has been assisting the applicant; and
 - (d) tax invoice(s) clearly identifying the eligible professional advice provided; and

- (e) receipt(s) clearly identifying assistance of 50 per cent of the costs of up to \$5,000 in professional advice received by the applicant; or
- (f) payment of 50 per cent of the cost of up to \$5,000 in professional advice received by the applicant will be made directly from QRIDA to the suitably qualified professional advisor on behalf of the applicant to the nominated bank account of the suitably qualified professional advisor.

Reviews

28. Applicants may request a review of a decision made by QRIDA. Please refer to [QRIDA](#) for further information.

Definitions

29. **Owner**, of a business, means:

- (a) a sole trader who spends labour on, and derives income from, the business; or
- (b) in relation to a partnership, company or trust that carries on the business – the partners in the partnership, shareholders in the company or beneficiaries of the trust who spend labour on, and derive income from, the business.

30. **Related Entity**, of an owner of an eligible business, means:

- (a) a company of which the owner is a director or shareholder; or
- (b) a director or shareholder of:
 - (i) a company mentioned in paragraph (a); or
 - (ii) a company of which a company mentioned in paragraph (a) is a shareholder; or
- (c) an employee of the business; or
- (d) a spouse, child, step-child, parent, step-parent, brother, sister, step-brother, step-sister, grandparent or legal guardian of the owner of the business.

31. **Eligible Business** means a business if:

- (a) the owner of the business
 - (i) holds a valid Australian Business Number for the business; and
 - (ii) has continuously held the same valid Australian Business Number for the business since 1 February 2020
- (b) the business is, and has since 1 February 2020, been registered for GST; and
- (c) the business has its headquarters in Queensland; and
- (d) the business primarily operates in a tourism industry in Queensland; and
- (e) immediately before 1 February 2020, the business primarily operated for the domestic or international tourism market; and
- (f) on 1 February 2020, the business had:
 - (i) at least 1, but not more than 199, full-time employees; or
 - (ii) if the business had employees other than full-time employees at least 1, but not more than 199, equivalent full-time employees; and

- (g) either:
 - (i) the business received a JobKeeper payment each fortnight between 28 September 2020 and 28 March 2021, both dates inclusive (and provide evidence such as a copy of the Australian Taxation Officer JobKeeper receipt); or
 - (ii) the annual turnover (as defined by the [Australian Taxation Office](#)) of the business for 2020 was at least a 30 per cent less than the annual turnover of the business for 2019
- (h) under the Queensland Tourism Business Financial Counselling Service, the business has received:
 - (i) a Tourism Business Health check report; and
 - (ii) an approved eligibility referral form to receive eligible professional advice; and
 - (iii) has received eligible professional advice for the eligible business; and
 - (iv) has paid in full for the eligible professional advice; and
- (j) the eligible professional advice was provided by a suitably qualified professional adviser who is not one of the following (or an employee of one of the following):
 - (a) a company of which the owner is a director or shareholder; or
 - (b) a director or shareholder of:
 - (i) a company mentioned in paragraph (a); or
 - (ii) a company of which a company mentioned in paragraph (a) is a shareholder; or
 - (c) an employee of the business; or
 - (d) a spouse, child, stepchild, parent, step-parent, brother, sister, step-brother, step-sister, grandparent or legal guardian of the owner of the business.

32. Tourism industry in Queensland means an industry classified under ANZSIC within the following class codes:

- (a) aircraft manufacturing and repair services - specialist repair services only for aircraft and helicopters (ANZSIC code 2394);
- (b) souvenir shops, duty free stores and travel good retailers (ANZSIC code 4279);
- (c) accommodation providers (ANZSIC code 4400);
- (d) food and beverage services including cafes, restaurants, taverns and clubs (ANZSIC codes 4511, 4513, 4520, 4530);
- (e) interurban and rural bus transport – tour bus, scenic and sightseeing operation, shopping tours, long distance (ANZSIC code 4621);
- (f) other road transport – hire car service with driver only (ANZSIC code 4623);
- (g) water passenger transport - boat charter, lease or rental (without crew), ferry, water taxi, water launch, cruise (ANZSIC code 4820);
- (h) road and water transport, including sightseeing (ANZSIC codes 4623, 4820, 5010);
- (i) aviation - airport operations and other air transport support services (ANZSIC code 5220);
- (j) rental and hiring services (ANZSIC code 6611);
- (k) transport rental and hiring – aviation, boats, buses, caravans, houseboats, motorcycles, motorhomes without crew (ANZSIC code 6619);

- (l) travel agencies (ANZSIC code 7220);
 - (m) event management (ANZSIC code 7299);
 - (n) heritage activities including museums, parks and gardens (ANZSIC codes 8910, 8921, 8922);
 - (o) performing arts venues (ANZSIC code 9003);
 - (p) amusement and other recreational services (ANZSIC codes 9131, 9139);
 - (q) casino operation (ANZSIC code 9201);
 - (r) takeaway food services (ANZSIC code 45120);
 - (s) tourism development consulting service (ANZSIC code 69629);
 - (t) 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);
 - (u) musicians and entertainers (ANZSIC code 90021).
33. **Eligible Professional Advice**, for an eligible business, means one or more of the following types of advice received by the business on or after the day of the commencement and up to the maximum assistance amount, if the advice relates to the operation of the eligible business:
- (a) eligible financial advice;
 - (b) eligible legal advice;
 - (c) eligible human resources advice.
34. **Suitably Qualified Professional Adviser**, for eligible professional advice, means a Queensland-based person who is an owner or an employee of a professional services business that holds a valid ABN, and:
- (a) for financial advice:
 - (i) holds a relevant qualification and experience to provide financial advice; and
 - (ii) holds membership of a professional body that entitles the adviser to give the advice including Institute of Public Accountants, Chartered Practising Accountants Australia or Chartered Accountants Australia
 - (b) for legal advice:
 - (i) is a qualified/registered solicitor or barrister; and
 - (ii) holds membership of a professional body that entitles the adviser to give the advice such as Queensland Law Society or the Bar Association of Queensland
 - (c) for human resource advice:
 - (i) holds a relevant qualification and experience to provide human resources advice; and
 - (ii) holds membership of a professional body that entitles the adviser to give the advice such as Australian Human Resources Institute.

35. **Tourism Business Financial Counsellor** means a financial counsellor with an understanding of the requirements of a tourism business as stated under the section titled 'Definitions' engaged by the Queensland Government to deliver the [Queensland Tourism Business Financial Counsellor](#) program.
36. **COVID-19 Small Business Financial Counsellor** means a financial counsellor with an understanding of the requirements of a small business engaged by the Queensland Government to deliver the Queensland COVID-19 Small Business Financial Counsellor program in [Northern Queensland](#) and [Southern Queensland](#).

Frequently Asked Questions

37. Please refer to Frequently Asked Questions available at [Department of Tourism, Innovation and Sport](#)
38. Please contact DTIS at tourism@dtis.qld.gov.au

Further information

39. For further information on the Program, contact QRIDA on **Freecall 1800 623 946** or email contact_us@qrda.qld.gov.au

Privacy

40. QRIDA's Privacy Policy, available at www.qrda.qld.gov.au/privacy, sets out general information on how QRIDA collects, uses, and discloses individuals' personal information. The application form for this program contains specific information on how personal information will be collected, used, and disclosed. Applicants should note that broad details of successful applications, agreed outcomes, progress and the level of funding awarded may be published by the Queensland Government. Some information may be used to promote funded activities. Personal information will not be disclosed to any other third party without consent, unless required by law or for the purposes of *Information Privacy Act 2009*.

Conflicts of interest

41. A conflict of interest may arise due to a business dealing with QRIDA, if the applicant's private interests conflict with their obligations under the agreement. Conflicts of interest could affect the awarding or performance of the applicant's agreement. A conflict of interest can be:
 - (a) real (or actual);
 - (b) apparent (or perceived); or
 - (c) potential.
42. QRIDA will ask the applicant to declare, as part of the application, any business dealings that may be considered an actual, perceived or potential conflict of interest or that, to the best of the applicant's knowledge, there is no conflict of interest. If the applicant later identifies that there is an actual, apparent, or potential conflict of interest or that one might arise in relation to the agreement, the applicant must inform QRIDA in writing immediately.

Disclaimer

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