



# Queensland Tourism Business Professional Advice Rebate: Frequently Asked Questions

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# General

## Why has the Queensland Government launched the Tourism Business Professional Advice Rebate?

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.

From March 2020 to March 2021, the Australian Government delivered the JobKeeper Payment wage subsidy to support employees and businesses affected by COVID-19.

The Queensland Tourism Business Professional Advice Rebate has been designed to provide a business in a tourism industry in Queensland 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.

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.

The Queensland Tourism Business Professional Advice Rebate forms part of the Queensland Tourism Business Counselling Service and complements the free Tourism Business Health Check and free Tourism Business Financial Counsellors.

## What makes up the Queensland Tourism Business Counselling Service?

The Queensland Tourism Business Counselling Service includes three stages. Some tourism businesses may only wish to complete the first one or two stages, while those businesses experiencing considerable financial stress may wish to progress through all stages of the service.

### Stage 1

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.

### Stage 2

Recommendations of the Stage 1 report include 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 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.

### Stage 3

Following a meeting with a Tourism Business Financial Counsellor or a COVID-19 Small Business Financial Counsellor, a business in a tourism industry in Queensland experiencing considerable financial stress may be eligible to access the Queensland Tourism Business Professional Advice Rebate for additional professional advice on financial, legal and/or human resource matters.

## Applying

The Queensland Rural and Industry Development Authority (QRIDA) is administering the Queensland Tourism Business Professional Advice Rebate on behalf of the Department of Tourism, Innovation and Sport (DTIS).

### Who can apply?

The Queensland Tourism Business Professional Advice Rebate is open to a business in a tourism industry in Queensland who meet the eligibility criteria set out in the rebate guidelines.

### How do I apply for a claim under the Queensland Tourism Business Professional Advice Rebate?

In preparing to submit a claim, please familiarise yourself with the rebate guidelines. The guidelines with a link to QRIDA's portal user account site is available at [Department of Tourism, Innovation and Sport](#).

To apply for a claim under the Queensland Tourism Business Professional Advice Rebate, please complete and submit your application and supporting information, via QRIDA's online application portal at [Login - Portal \(qrda.qld.gov.au\)](#).

Applications for assistance can be made after the applicant pays for the eligible professional advice.

### What happens to the information I supplied in my application?

QRIDA's Privacy Policy, available at [www.qrida.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*.

For audit purposes, the Queensland Government is required to retain the applications and other supplied supporting material. The provisions of the *Right to Information Act 2009* apply to documents in the possession of the Queensland Government.

## Timeframes

### What is the opening date for applying?

The Queensland Tourism Business Professional Advice Rebate will open on Monday 21 June 2021.

### What is the closing date for applying?

The Queensland Tourism Business Professional Advice Rebate will close on Thursday 30 June 2022.

## Locations

### Where is the Queensland Tourism Business Professional Advice Rebate available?

The COVID-19 pandemic has severely impacted Queensland tourism businesses, with regions dependent on international travellers hit the hardest. Brisbane, Tropical North Queensland, Gold Coast and Whitsundays have been identified as significantly impacted regions in Queensland.

Applicants can locate a Tourism Business Financial Counsellor at [Department of Tourism, Innovation and Sport](#) or COVID-19 Small Business Financial Counsellors in [Northern Queensland](#) and [Southern Queensland](#).

# Eligibility

## Who is eligible to receive the Queensland Tourism Business Professional Advice Rebate?

To be eligible to receive the rebate, an applicant must meet all of the following criteria:

- Be an eligible business
  - holds a valid Australian Business Number for the business; and
  - has continuously held the same valid Australian Business Number for the business since 1 February 2020
- the business is, and has since 1 February 2020, been registered for GST; and
- the business has its headquarters in Queensland; and
- the business primarily operates in a tourism industry in Queensland; and
- immediately before 1 February 2020, the business primarily operated for the domestic or international tourism market; and
- on 1 February 2020, the business had:
  - at least 1, but not more than 199, full-time employees; or
  - if the business had employees other than full-time employees at least 1, but not more than 199, equivalent full-time employees; and
- either:
  - 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
  - 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
- under the Queensland Tourism Business Financial Counselling Service, the business has received:
  - a Tourism Business Health check report
  - an approved eligibility referral form to receive eligible professional advice
  - has received eligible professional advice for the eligible business
  - has paid in full for the eligible professional advice
- 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 company of which the owner is a director or shareholder; or
  - a director or shareholder of:
    - a company mentioned in paragraph (a); or
    - a company of which a company mentioned in paragraph (a) is a shareholder; or
  - an employee of the business; or
  - a spouse, child, stepchild, parent, step-parent, brother, sister, step-brother, step-sister, grandparent or legal guardian of the owner of the business.

Non-eligible entities include local or regional tourism organisations, a business operated by a local government or the Australian Government or non-profit organisations.

**Can I apply if I am a Sole Trader?**

Yes, provided you meet all of the eligibility criteria.

**Do I have to be operating an existing business to be eligible to apply?**

Yes. Your application must be for an existing operating business with a valid ABN since 1 February 2020.

**Am I eligible for a rebate if my valid ABN is now different to the valid ABN I held at 1 February 2020?**

No. The eligible business must hold a valid ABN and have continuously held the same valid ABN and have been registered for GST since 1 February 2020.

**If I own more than one eligible business, can I receive a rebate for each business?**

Yes, each eligible business owned may be eligible for a rebate provided the business meets all other eligibility criteria.

**Do I need to be registered for GST?**

Yes. The eligible business must be registered for GST since 1 February 2020 to be eligible for a Queensland Tourism Business Professional Advice Rebate. All eligible businesses that have an annual turnover of \$75,000 or greater are required to register for GST. If your business is not registered for GST visit [www.ato.gov.au/Business/GST/Registering-for-GST](http://www.ato.gov.au/Business/GST/Registering-for-GST) to find out more.

The Queensland Government recommends you seek independent professional advice before registering for GST.

**Will I be reimbursed for GST spent?**

No. Rebates are not subject to the GST. Therefore, GST is not payable and rebate funding will not compensate for any GST spent by the business. The rebate amount is GST exempt.

**Can I apply if on 1 February 2020 I had over 199 employees, but I now meet this criteria due to reducing staff numbers as a result of COVID-19 impacts on my business?**

No. On 1 February 2020, the eligible business must have employed at least 1, but not more than 199 full-time employees or if the business had employees other than full-time employees at least 1, but not more than 199 equivalent full-time employees.

**Does my business have to be located in Queensland?**

Yes. The tourism business must be headquartered in Queensland and primarily operate in a tourism industry in Queensland.

To demonstrate your tourism business is located in Queensland, the 'Main Business Location' of the applicant's ABN must be listed as being in Queensland on the Australian Business Register (ABR) at the time of application, at [www.abr.gov.au](http://www.abr.gov.au).

If the ABR listing for the applying tourism business does not list a Queensland address as the main business location, you must provide evidence of a Queensland operation as part of your application.

Evidence of a Queensland operation may include:

- a copy of the applicant's Australian Securities and Investments Commission (ASIC) Company Statement listing a Queensland address as 'principal place of business' or
- a letter from the applicant's accountant confirming the business operates from a Queensland location.

**Can I apply for the Rebate if a Tourism Business Financial Counsellor or a COVID-19 Small Business Financial Counsellor does not recommend it?**

No. To receive a rebate, applicants must submit an approved eligibility referral form from a Tourism Business Financial Counsellor or a COVID-19 Small Business Financial Counsellor to receive eligible professional advice.

**Can I apply if I have received other Queensland Government grants?**

Yes. If you have received other Queensland Government grants you may still be eligible for this rebate.

**Can I amend my application after submission?**

No, but you must advise QRIDA of any changes that are likely to affect your eligibility. This advice can be provided after submission via the 'Upload additional documentation' option in the portal associated with the application or via email [contact\\_us@qrda.qld.gov.au](mailto:contact_us@qrda.qld.gov.au) quoting your application number.

**Can I submit my application before I received or paid for my advice to hold my place in line?**

No. As this is a rebate program, applications can only be made after eligible professional advice has been received and paid.

**Can I receive a rebate for professional advice I received prior to this scheme opening?**

No. To be eligible for a rebate, eligible professional advice must be received by the business on or after the day of the commencement.

## Definitions

**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 rebate amount, if the advice relates to the operation of the eligible business:

- eligible financial advice;
- eligible legal advice;
- eligible human resources advice.

**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:

- for financial advice:
  - holds a relevant qualification and experience to provide financial advice; and
  - 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
- for legal advice:
  - is a qualified/registered solicitor or barrister; and
  - 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
- for human resource advice:
  - holds a relevant qualification and experience to provide human resources advice; and
  - holds membership of a professional body that entitles the adviser to give the advice such as Australian Human Resources Institute.

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

- souvenir shops, duty free stores and travel good retailers (ANZSIC code 4279);
- accommodation providers (ANZSIC code 4400);
- food and beverage services including cafes, restaurants, taverns and clubs (ANZSIC codes 4511, 4513, 4520, 4530);
- road and water transport, including sightseeing (ANZSIC codes 4623, 4820, 5010);
- rental and hiring services (ANZSIC code 6611);
- travel agencies (ANZSIC code 7220);
- event management (ANZSIC code 7299);
- heritage activities including museums, parks and gardens (ANZSIC codes 8910, 8921, 8922);
- performing arts venues (ANZSIC code 9003);
- amusement and other recreational services (ANZSIC codes 9131, 9139).

**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.

**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](#).

## Funding

### How much funding is available to an eligible business under the Queensland Tourism Business Professional Advice Rebate?

The Queensland Tourism Business Professional Advice Rebate will provide an eligible business in a tourism industry in Queensland a rebate of up to a maximum of \$2,500 (excluding GST) per applicant for professional financial, legal and/or human resource advice. That is, a rebate of 50 per cent of the costs of up to \$5,000 in professional advice received by the applicant.

An eligible business is eligible to receive one rebate under the Queensland Tourism Business Professional Advice Rebate.

To be an eligible business the business must have continuously held the same valid ABN since 1 February 2020.

Rebates are subject to the availability of funding and applying for a rebate is no guarantee funding will be approved.

### Can I apply for more than one type of eligible professional advice under this scheme?

Yes. Applicants can apply for a combination of financial, legal and/or human resources advice up to the maximum rebate amount, however all this advice must be captured in one application.

### I am not sure if the advice I want to receive is eligible, what should I do?

If you would like to discuss your application including eligibility advice, please contact QRIDA on **Freecall 1800 623 946** or email [contact\\_us@qrda.qld.gov.au](mailto:contact_us@qrda.qld.gov.au).

## Assessment

### How will my application be assessed?

QRIDA will assess claims in order of receipt. Incomplete claims or claims submitted without the correct supporting documents will not be processed.

Applications are to be submitted after the applicant receives and pays for eligible professional advice and must be accompanied by:

- a copy of the Tourism Business Health Check report;
- an approved eligibility referral form from a Tourism Business Financial Counsellor or a COVID-19 Small Business Financial Counsellor to receive eligible professional advice;
- evidence that the eligible professional advice has been provided to the relevant Tourism Business Financial Counsellor or COVID-19 Small Business Financial Counsellor under Stage 2 of the Tourism Business Financial Counselling Service;
- tax invoice/s for eligible professional advice;
- receipt/s for eligible professional advice;

If successful, funding will be paid into the applicant's nominated bank accounts.

## Further information

### Who do I contact for information about my application?

For further information on the Queensland Tourism Business Professional Advice Rebate, contact QRIDA on **Freecall 1800 623 946** or email [contact\\_us@qrda.qld.gov.au](mailto:contact_us@qrda.qld.gov.au).

### Am I able to appeal a decision?

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