

Queensland

Good jobs
Better services
Great lifestyle



Credit: Cocky Guides

Boosting Accessible Tourism Experiences Grant

Program Guidelines

May 2023



Queensland
Government



The Department of Tourism, Innovation and Sport (the department) will provide and pay for qualified interpreting services for customers who are hearing impaired or have difficulties communicating in English. Please [contact the department](#) if you require interpreting services.

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.

© The State of Queensland (Department of Tourism, Innovation and Sport) 2023.

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

The Queensland Government supports and encourages the dissemination and exchange of information. However, copyright protects this document. The State of Queensland has no objection to this material being reproduced, made available online or electronically but only if it is recognised as the owner of the copyright and this material remains unaltered. Copyright enquiries about this publication should be directed to the Department of Tourism, Innovation and Sport, by email to corporate@dtis.qld.gov.au or in writing to PO Box 15168, City East, Qld 4002

Contents

- 1. Overview4
 - 1.1 Aim.....4
 - 1.2 Objectives4
- 2. Available funding5
- 3. Key dates5
- 4. Eligibility criteria.....5
 - 4.1 Applicant5
 - 4.2 Projects6
 - 4.3 Eligible project costs6
 - 4.4 Ineligible project costs7
- 5. Application process8
- 6. Assessment and approval8
 - 6.1 Assessment8
 - 6.2 Approval.....9
- 7. Grant funding payments9
- 8 Privacy10
- 9. Further information10
- Appendix 111
- Definitions11
- Appendix 214
- Example of projects.....14

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) comprises three grant schemes:

- Boosting Accessible Tourism Experiences Grant
- Accessible Tourism Enablers Grant
- Accessible Tourism Infrastructure Grant

1.1 Aim

The Boosting Accessible Tourism Experiences grant scheme will provide funding support for sole traders and small tourism and events businesses to develop and/or enhance accessibility.

1.2 Objectives

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

- 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 Boosting Accessible Tourism Experiences grant scheme are:

- development and/or enhancements for 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 \$5,000 and \$20,000 (GST exclusive) is available under the Boosting Accessible Tourism Experiences grant scheme on a matched funding basis for eligible projects being performed by eligible entities.

Eligible applicants can apply for one project under the **Boosting Accessible Tourism Experiences Grant category OR Accessible Tourism Infrastructure Grant**.

Key features of the grant scheme are:

- funding will be offered over one round
- **1:1 Matched funding:** Applicants are required to contribute at least 50 per cent cash co-contribution to the total project cost, i.e., for a project valued at \$20,000 (excluding GST), the maximum grant funding available would be \$10,000 (excluding GST). Similarly for a project valued at \$40,000 (excluding GST) the maximum grant funding available would be \$20,000 (excluding GST).
- projects may be of a greater value however all additional costs will need to be covered by the applicant.

3. Key Dates

Activity	Date
Guidelines available	5 May 2023
Applications open	8 May 2023
Applications close	11:59pm Friday 30 June 2023 (or earlier if the funding allocation is exhausted prior to the closing date)
Outcome of applications advised	by 31 August 2023
Project completion date	By 30 June 2024

Please note these dates may be subject to change.

4. Eligibility criteria

4.1 Applicant

To be eligible for funding an applicant must (refer to [Appendix 1](#) for definitions that apply):

- own an eligible entity (business or non-profit organisation);
- be applying for assistance for an eligible project;

- have the ability to pay the remaining cost of the project;
- have not previously applied for assistance under the scheme in relation to the eligible project or another eligible project; and
- not have been approved or receive other Commonwealth, State or local government funding for the eligible project.

4.2 Projects

Eligible projects include upgrading, purchasing or replacing infrastructure, products or services for the purpose of meeting the needs of persons with a disability including as examples:

- modifying vehicles or vessels; or
- purchasing and installing new assistive or adaptive technology or equipment; or
- purchasing and installing new augmented reality technology or new virtual reality technology.

Examples of potential projects are included in [Appendix 2](#)

A consideration in assessing an eligible project may also include if the project costs represent reasonable value for money.

As evidence to support the need for the project, use the templates or checklist available through the [Accessible tourism toolkit](#) or similar justification in the application.

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

Conditions of funding are that applicants must:

- 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
- demonstrate their funded project meets 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.

Eligible costs may include:

- 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 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.

Evidence to support the cost of the project and demonstrate value for money must be provided. Projects may be made up of one individual component/ project activity from a single supplier, multiple components/ project activities from a single supplier or multiple components/ project activities using different suppliers.

Quotes are to be included in the application, with evidence of a minimum of:

- one quote for individual components/ project activities up to \$10,000 (GST exclusive)
- minimum of two written quotes for components/ project activities from \$10,001 and over (GST exclusive).

Where sufficient quotes cannot be provided, the following two rationales will only be accepted, including justification:

- only supplier in the area that can quote on the project
- project is highly specialised and only one supplier can deliver.

4.4 Ineligible project costs

The following activities and costs will not be funded under this program:

- Costs related to activities that commenced before the grant application has been approved. (Note this excludes payment of a deposit for a purchase or engagement).
- costs that are not directly linked to the delivery of the project
- feasibility studies, business cases or similar activities
- wages and salaries for an applicant's existing employees
- consultants who are not directly engaged for the purpose of the project
- 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
- 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 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, the lodgement of an application does not guarantee that funding will be approved. QRIDA will assess complete applications in order of receipt. Incomplete applications will not be assessed until all required information is received.

Applications must be submitted via QRIDA's online application portal at

<https://applyonline.qrida.qld.gov.au>

To apply for this funding, applicants must:

- complete the online application form via the QRIDA 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
- detail how the project aligns to [Queensland's Disability Plan](#) and [Towards Tourism 2032](#).
- detail how the project meets any applicable legislative or compliance requirements (if applicable)
- provide a project plan which includes:
 - project budget and evidence of project costings, e.g., quotes
 - the location/s of eligible activities
 - measurable impacts/ benefits from the project to determine its success.
- evidence of the organisations capacity to fund the minimum 50% cash co-contribution the applicant will make towards the total activity cost, plus any additional in-kind contributions.
- project delivery timeframes, which are to be ready and able to commence within three months of approval and fully completed by 30 June 2024
- submit the application by the closing date and time (Refer to [Section 3 – Key Dates](#)).

6. Assessment and approval

6.1 Assessment

Applications for the Fund will be processed by the Queensland Rural and Industry Development Authority, which will assess projects and evidence against the Fund's eligibility and assessment criteria.

Organisation eligibility

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

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 based in Queensland
- requested grant funding is no more than the maximum grant funding amount available
- evidence of minimum quotes has been provided, being:
 - one quote for individual components/ project activities up to \$10,000 (GST exclusive)
 - minimum of two written quotes for components/ project activities from \$10,001 and over (GST exclusive).

Where sufficient quotes cannot be provided, the following two rationales will only be accepted, including justification:

- only supplier in the area that can quote on the project
- project is highly specialised and only one supplier can deliver.

Assessment criteria

The application must

- demonstrate they are an eligible entity and the project is an eligible project. Consideration will include the extent the proposed project will deliver a measurable, value-for-money outcome to the State by:
 - providing project budget and evidence of project costings, e.g., quotes
 - clearly defined measurable impacts/ benefits that will be generated from the funded project and reported on these outcomes to determine its success.

6.2 Approval

QRIDA will review and approve initiatives/projects for funding in line with these grant guidelines.

All applicants will be notified in writing of the outcome of their application.

7. Grant funding payments

Successful applicants will receive a written offer of financial assistance for the applicant's acceptance.

Successful applicants may receive funding in one instalment once a letter with grant funding conditions has been countersigned by the approved applicant.

A non-payment final acquittal after the project is complete will also be required.

Grants are subject to the Goods and Services Tax (GST).

QRIDA will issue a Recipient Created Tax Invoice with grant amounts paid which will include a grossed-up amount of GST to comply with taxation rules applicable to the co-contribution assistance.

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.

8. Reviews

Applicants may request a review of a decision made by QRIDA in relation to the provision of funding or a declined application under the Program. Requests for review must be received by QRIDA within 20 business days after receipt of a decision advice. Applicants will be notified in writing of review outcomes within 30 business days from receipt of the review.

9. Privacy

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 QRIDA is required to retain the applications and other supplied supporting material.

10. Further information

If you require any further information regarding the application process, portal use or enquiries about submitted applications, please contact QRIDA on **1800 623 946** or Contact_us@qrida.qld.gov.au.

If you have any questions regarding the guidelines, please contact DTIS by emailing growingti@dtis.qld.gov.au.

Appendix 1

Definitions

Queensland tourism and events business means a business that is trading from premises located 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) management advice and related consulting services (ANZSIC code 6962);
- (q) performing arts operation (ANZSIC code 9001);
- (r) creative artists, musicians, writers and performers (ANZSIC code 9002).

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.

Eligible entity means:

- (a) an eligible business; or
- (b) an eligible non-profit organisation.

Owner, of an eligible entity, 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 2023; and
- (b) the business is, and has been since 1 January 2023:
 - (i) registered for GST; and
 - (ii) trading from premises located in Queensland; and
- (c) immediately on or from 1 January 2023 the business primarily operated for the domestic or international tourism market; and
- (d) on 1 January 2023, the business had:
 - (i) no employees; or
 - (ii) fewer than 20 full-time employees; or
 - (iii) if the business had employees other than full-time employees, fewer than 20 equivalent full-time employees.
- (e) 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.
- (f) 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).

Eligible Non-Profit Organisations means a non-profit organisation if:

- (a) the organisation:
 - (i) holds an Australian Business Number for the organisation; and
 - (ii) has continuously held the same Australian Business Number since 1 January 2023; and
- (b) the organisation is, and has been since 1 January 2023:
 - (i) registered for GST; and
 - (ii) trading from premises in Queensland, primarily in a tourism industry; and
- (c) on 1 January 2023, the organisation:
 - (i) had no employees; or
 - (ii) employed fewer than 20 employees; or
 - (iii) if the organisation employed employees other than full-time employees—employed fewer than 20 equivalent full-time employees; and
- (d) neither the organisation, nor a member of the organisation's governing body, is an insolvent under administration or an externally administered entity.

(2) However, a non-profit organisation is not an **eligible non-profit organisation** if

- (e) the organisation is a government entity; or
- (f) 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.

Appendix 2

Example of projects

Projects may be made up of one individual component/ project activity from a single supplier, multiple components/ project activities from a single supplier or multiple components/ project activities using different suppliers.

The types of components/ project activities that may be considered under the Boosting Accessible Tourism Experiences grant scheme include (but are not limited to):

- upgrades/enhancements to existing tourism infrastructure/products to make them more accessible for visitors
- upgrades/enhancements to existing infrastructure/products to enhance accessibility for tourism workers with a disability
- upgrades to 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
- improvements to existing experiences to make them more accessible, e.g., interpretative or interactive tourism signage
- purchase of infrastructure/ products to develop new accessible visitor experiences
- purchase of adaptive and assistive equipment and technology that can enhance accessibility to maximise the visitor experience
- modification of touring vehicles or vessels
- improvements to websites, signage, traditional and digital marketing materials to be more accessible*
- augmented reality, virtual reality or extended reality to improve accessibility
- assistive listening devices technology incorporated into speakers/sound systems
- aquatic wheelchairs, beach access mats and/or supporting infrastructure
- Braille descriptions, signage, Easy English picture communication symbols, stories or sensory friendly environments
- keyless entry
- sensor/voice/movement-controlled technology
- stair lifts.

* Note 1: 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 are not eligible

Note 2: training for staff specifically related to the funded project's implementation is eligible to be included as part of the project.