

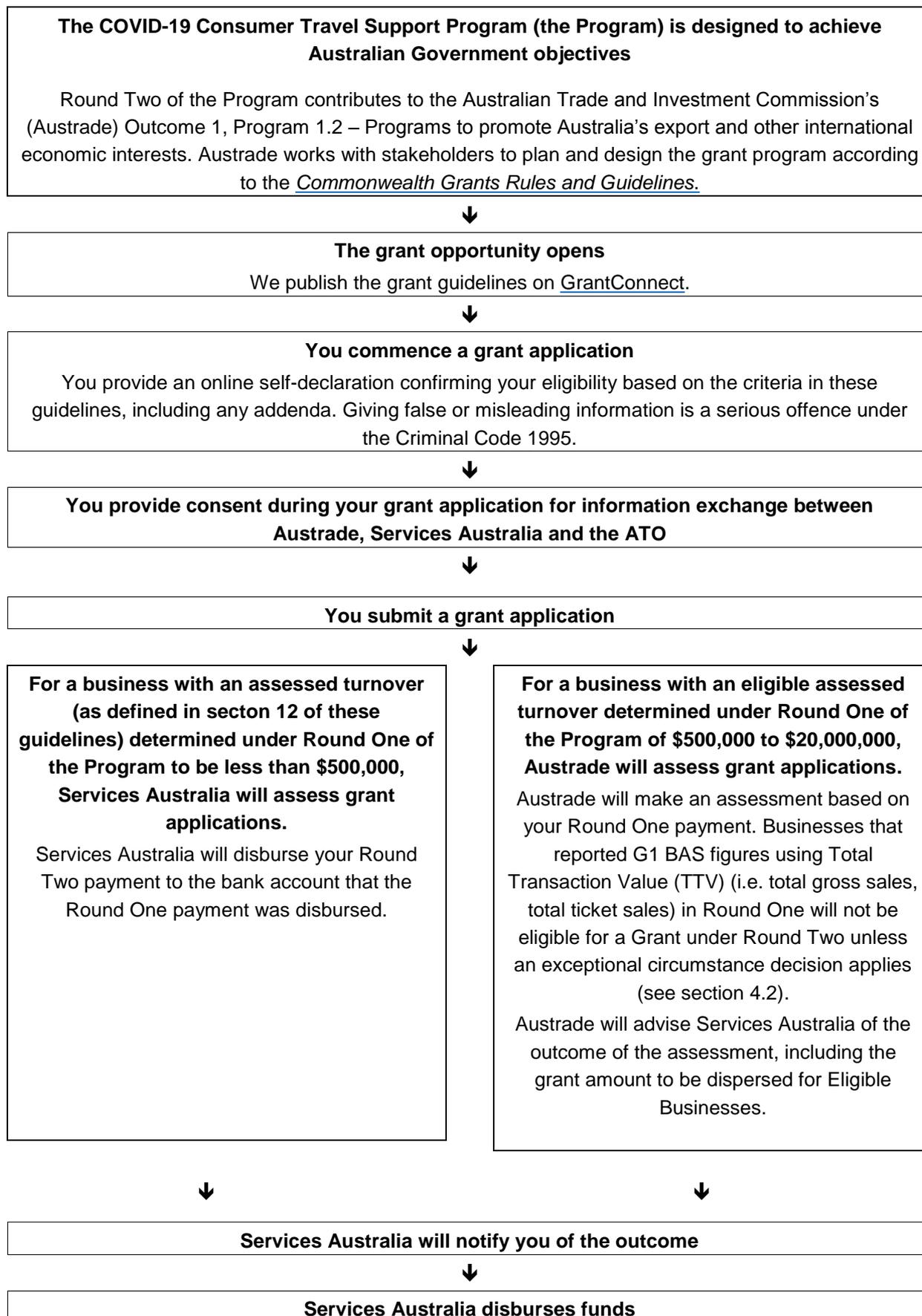
COVID-19 Consumer Travel Support Program Round Two Guidelines

Opening date:	2 May 2021
Closing date and time:	11:59 PM (AEST) 12 June 2021
Commonwealth policy entity:	Australian Trade and Investment Commission
Administering entity	Services Australia
Enquiries:	If you have any questions, contact consumertravelsupport@ustrade.gov.au
Date guidelines released:	2 May 2021
Type of grant opportunity:	Demand-driven (Eligibility-based)

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1. COVID-19 Consumer Travel Support Program Round Two process



1.1 Introduction

These guidelines contain information for the grants under Round Two of the Program.

This grant opportunity was announced by the Prime Minister, Deputy Prime Minister, Minister for Infrastructure, Transport and Regional Development, Treasurer, and Minister for Trade, Tourism and Investment, on 11 March 2021.

You must read this document before applying for a grant payment under Round Two of the Program.

Key information regarding Round Two of the Program includes:

- Businesses who were eligible and received a payment under Round One, who also meet the requirements of Round Two, will be eligible to receive a payment under Round Two.
- Businesses in Round One who did not receive a payment due to being assessed on a TTV of above \$20 million but with a GST turnover of below \$20 million, will have the opportunity to be considered for a payment under Round Two via an exceptional circumstances request. Details of how to apply for exceptional circumstances are detailed below.
- Businesses with pending appeals under Round One of the program should wait to apply until their Round One appeal has been finalised as the outcome of the appeal may affect the amount the business is eligible for under Round Two.
- Should a decision be taken to include multi-outlet businesses operating under a single ABN, an addendum to these guidelines will be issued and program FAQs updated.

This document sets out:

- the purpose of the grant opportunity.
- the eligibility criteria.
- how grant applications are considered and selected.
- responsibilities and expectations in relation to the opportunity.

This grant opportunity and process will be administered by both Austrade and Services Australia.

2. About the grant program

Round Two of the Program will provide a payment to assist *travel agents and inbound tour operators and tour wholesalers (tour arrangement service providers, consistent with ANZSIC code 7220)* (Eligible Businesses)¹ who have been disproportionately impacted due to the COVID-19 pandemic.

The objective of Round Two of the Program is to:

¹ As defined in Section 12 of these guidelines.

- Further assist Eligible Businesses who:
 - continue to operate and are solvent;
 - qualified and received a payment under Round One of the Program;
 - did not receive a payment based on TTV under Round One; and
 - continue to trade and meet their legal obligations to process refunds and credits to Australian consumers.

The intended outcomes of Round Two of the Program are to:

- further assist Australian consumers to receive refunds and credits for travel they were unable to undertake due to the impacts of COVID-19; and
- further assist Eligible Businesses to continue to trade or recommence trade, where possible.

Services Australia administers Round Two of the Program in partnership with Austrade and the ATO according to the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#)².

3. Grant amount and grant period

Further to Round One of the Program, the Australian Government announced, on 11 March 2021, \$130 million for this grant opportunity.

The minimum grant amount is \$7,500 per grantee.

The maximum grant amount is \$100,000 per grantee.

Grants will be based on the eligible turnover amount as determined under Round One. Businesses will be required to make a self-declaration that the G1 figure of the business' BAS was not based on TTV. Austrade will conduct an additional financial verification for businesses with a turnover of \$500,000 and above. The reference period for annual turnover remains the same:

- the 2019 calendar year if you are a monthly or quarterly BAS reporter; or
- the 2018-19 financial year if you are an annual BAS reporter.

Decisions regarding exceptional circumstances for Round One will remain applicable for Round Two. This includes decisions on a business' assessable turnover for the purpose of this Grant.

² <https://www.finance.gov.au/sites/default/files/2019-11/commonwealth-grants-rules-and-guidelines.pdf>

The following methodology will be used to calculate the grant amount:

Turnover under Round One (calendar year 2019 ³) is between:		Grant
\$50,000	\$99,999	\$7,500
\$100,000	\$199,999	\$15,000
\$200,000	\$299,999	\$25,000
\$300,000	\$399,999	\$37,500
\$400,000	\$499,999	\$45,000
\$500,000	\$999,999	\$50,000
\$1,000,000	\$1,999,999	\$62,500
\$2,000,000	\$2,999,999	\$75,000
\$3,000,000	\$20,000,000	\$100,000

Please note:

- payment will only be made to an Australian bank account; and
- the amount will be paid as one lump sum payment to one bank account.

This grant opportunity will begin accepting claims on 2 May 2021 and applications will continue to be accepted until 11:59 PM (AEST) on 12 June 2021, or until program funds are exhausted, whichever occurs earlier. Applications will be assessed for eligibility and awarded in order of receipt. Services Australia and Austrade will monitor ongoing expenditure under the program. If on or prior to 12 June 2021, program funds are almost fully committed, an addendum will be placed on GrantConnect. Services Australia will also advise new individual applicants of this.

4. Eligibility criteria

4.1 Who is eligible to apply for a grant?

The applicant must meet all eligibility requirements from Round One to be eligible for Round Two of the Program, including but not limited to:

- The application must be submitted by someone who is listed as an 'eligible associate' on the Australian Business Register (to determine if someone is an 'eligible associate' refer <https://www.abr.gov.au/checking-your-abr-details-online>);

³ Excepting annual BAS reporters.

- Has been operating a business as either a travel agent or inbound tour operator and tour wholesaler (tour arrangement service provider, consistent with ANZSIC code 7220) prior to the announcement of the closure of international borders by the Prime Minister on 19 March 2020; and
- Had a turnover (not TTV) of between \$50,000 and \$20 million for the 2019 calendar year.

If your business was found eligible and paid a grant under Round One, to be eligible under Round Two of the Program, a business must meet the following additional eligibility criteria (and verification requirements) below to be eligible for a second payment of between \$7,500 and \$100,000:

All applicants:

- Must sign an e-declaration (as part of the online application form) that:
 - You have been eligible for, and received a Round One payment;
 - your business' Round One turnover figure was not based on TTV (noting that for those businesses with a G1 figure of \$500,000 to \$20,000,000, an additional financial verification by Austrade will occur); and
 - Your business is solvent and intends to continue to operate for the April to June 2021 quarter, and make best endeavors to retain its staff; and to meet the business's obligations to process refunds and travel credits to Australian consumers.

Applicants with pending appeals under Round One of the program:

- The turnover used to determine the Round One payment will be the basis of any Round Two payment.
- The outcome of your appeal may affect the amount you are eligible for under Round Two. Therefore you should wait to apply until your Round One appeal has been finalised (see section 6.2 *Timing of grant opportunity* for more details).

Eligible applicants who were assessed on a turnover of \$500,000 or more under Round One:

- These applicants will be subject to an additional financial verification by Austrade in addition to the self-declaration requirements.
- Those found to have received a payment based on TTV in Round One, that was greater than they would otherwise have received if the payments for Round One and Two were calculated on turnover, will not be eligible for a Round 2 payment.

Applicants in Round One who did not receive a payment due to being assessed on a TTV of above \$20 million but with an turnover of below \$20 million

- These applicants will have the opportunity to be considered for a payment under Round Two, based on turnover.

4.2 Exceptional circumstances

Austrade may waive one or more of the eligibility criteria in exceptional circumstances. Applicants wishing to have their case considered under exceptional circumstances should email consumertravelsupport@austrade.gov.au in the first instance. Exceptional circumstance requests will be reviewed by an authorised Austrade review officer in the order they are received.

Exceptional circumstances includes situations where an applicant's combined Round One and Round Two payment based on turnover would be higher than only a Round One payment based on TTV.

5. What the grant money can be used for

5.1 Eligible grant activities

The grant may be used by Eligible Businesses to support them in dealing with the economic impact of the COVID-19 pandemic. This includes expenditure that assists them to continue to trade and process refunds and credits to Australian consumers for travel they were unable to undertake due to the impacts of COVID-19.

Proof of expenditure is not required.

6. How to apply

Before applying, you must read and understand these guidelines in addition to the guidelines for Round One of the Program which can be found [here](#).

These documents may be found at [GrantConnect](#). Any alterations and addenda⁴ will be published on GrantConnect and by registering on this website you will be automatically notified of any changes. GrantConnect is the authoritative source for grants information.

To apply you must:

- complete an online application form eligible assessed turnover;
- be prepared to provide all the information requested by review officers should you be required to verify financials for the purposes of assessment; and
- submit your application in full before the Round Two closing date and time (that is 11:59 PM (AEST) on 12 June 2021).

Note: No late lodgement will be accepted for Round Two.

You are responsible for ensuring that your application is complete and accurate. Giving false or misleading information is a serious offence under the [Criminal Code 1995](#) and we will investigate any false or misleading information and may exclude your application from further consideration.

Applications will not be accepted after the closing date and time.

⁴ Alterations and addenda include but are not limited to: corrections to currently published documents, changes to close times for applications, Questions and Answers (Q&A) documents and Frequently Asked Questions (FAQ) documents

If Services Australia finds an error or information that is missing, we may ask for clarification or additional information from you that will not change the nature of your application.

You should keep a copy of your application and any supporting documents.

You will need to make an online application using the Services Australia Business Hub, using the same login details as your application under Round One of the Program.

If you need further guidance around the application process or if you are unable to submit an application online contact Services Australia at:

www.servicesaustralia.gov.au/travelsupportprogram or by calling 1800 560 774.

A manual process was available for Applicants who had technical difficulties in applying for Round One before the closing date. Those who were required to complete their claim for Round One by using a paper claim form, will again be supported to apply for Round Two by way of a manual process, if required.

6.1 Self declaration

As part of the Round Two process, you must make an e-declaration that:

- You have been eligible for, and received a Round One payment;
- your business' Round One turnover figure was not based on TTV (noting that for those businesses with a G1 figure of \$500,000 to \$20,000,000, an additional financial verification by Austrade will occur as noted in section 4.1); and
- Your business is solvent and intends to continue to operate for the April to June 2021 quarter, (refer to "Declaration of Solvency" below); and
- You will make best endeavours to retain your staff; and to meet the business' obligations to process refunds and travel credits to Australian consumers.

This declaration will require you to confirm that:

- The information you have provided is complete and correct;
- if your declaration is false then any overpayment will be recovered; and
- giving false or misleading information is a serious offence under the *Criminal Code 1995*.

Declaration of Solvency

In order to be eligible for a Round Two payment under the Program, you must declare that to the best of your knowledge and belief, after undertaking all reasonable inquiries, your business is solvent and trading as of the date of the declaration, and will be able to pay all of its debts when they fall due and payable.

If you are unable to make this declaration, you are not eligible for a payment under Round Two.

You are responsible for ensuring that your application is complete and accurate. Giving false or misleading information is a serious offence under the *Criminal Code 1995* and we will

investigate any false or misleading information and may exclude your application from further consideration.

6.2 Timing of grant opportunity

You must submit an application between the published opening and closing dates. We cannot accept late applications.

This grant opportunity will begin accepting claims on 2 May 2021 and applications will continue to be accepted until 11:59 PM (AEST) on 12 June 2021, or until program funds are exhausted, whichever occurs earlier. Applications will be assessed for eligibility and awarded in order of receipt. Services Australia and Austrade will monitor ongoing expenditure under the program. If on or prior to 12 June 2021, program funds are almost fully committed, an addendum will be placed on GrantConnect. Services Australia will also advise new individual applicants of this.

Activity		Timeframe
Assessment of applications		Ongoing
Payment to businesses reporting eligible assessed turnover under \$500,000		10 business days from receipt of completed application.
Financial assessment of businesses reporting eligible assessed turnover of from \$500,000 to \$20 million		May take up to 8 weeks from submission of grant application
Payment is made to successful grant applicants		1-2 weeks after approval of grant application (ongoing)

7. The grant assessment process

Your application will be considered through a demand-driven grant process.

If the assessment process identifies errors in your application, you may be contacted to correct or explain the information.

7.1 Who will approve grants?

Services Australia will make the assessment for those businesses with an eligible assessed turnover as determined in Round One of the Program of less than \$500,000.

Austrade will make the assessment for those businesses with an eligible assessed turnover as determined in Round Two of the Program of \$500,000 and above. Services Australia will refer these claims to Austrade for assessment electronically.

The decision of Services Australia and/or Austrade is final in all matters, including:

- the approval of the grant;
- the grant amount to be awarded; and
- the terms and conditions of the grant.

8. Notification of application outcomes

Services Australia will advise you of the outcome of your application.

9. Successful grant applications

9.1 The grant agreement

The grant agreement between you and Services Australia/ Austrade is set out in the online declaration submitted with your application. The agreement is effective once Services Australia notifies the applicant that it is successful.

9.2 How the grant is paid

Successful businesses will have their grant paid into an Australian bank account in the business name. The grant will be paid as a one-off lump sum payment only.

9.3 Grant payments and taxation

The grant is not a payment for a supply as successful applicants are only required to satisfy eligibility criteria to receive the grant. There will be no GST consequences from the grant.

Grants are assessable income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the [Australian Taxation Office](#).⁵ We do not provide advice on your particular taxation circumstances.

10. Announcement of grants

Program guidelines and aggregated information about the total expenditure and number of payments provided under the program will be published on the [GrantConnect](#) website.

11. Probity

The Australian Government will make sure that the grant opportunity process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the CGRGs.

⁵ <https://www.ato.gov.au/>

11.1 Enquiries and feedback

In the case your claim does not meet the eligibility requirements, details on the review process will be described in a letter to you.

For businesses with an eligible assessed turnover determined under Round One totalling:

- Less than \$500,000 – you can request that a Services Australia Subject Matter Expert (SME) review your claim decision;
- From \$500,000 and above - you can request that an Austrade Subject Matter Expert (SME) review your claim decision.

Round Two payments are calculated based on the eligible assessed turnover amount determined under Round One of the Program. Requests for turnover to be assessed using TTV over another reporting method in order to receive a higher grant payment will not be considered and will not be considered as an exceptional circumstance.

If you do not agree with the recommendation Services Australia or Austrade has made as part of your review, you may complain to other regulatory bodies, including the [Commonwealth Ombudsman](#). The Ombudsman will not usually look into a complaint unless the matter has first been raised directly with the relevant Commonwealth entity.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

11.2 Conflicts of interest

Any conflicts of interest could affect the performance of the grant opportunity or program. There may be a conflict of interest, or perceived conflict of interest, if Austrade or Services Australia staff, any member of a committee or advisor and/or you or any of your personnel:

- Has a professional, commercial or personal relationship with a party who is able to influence the application process, such as an Australian Government officer.
- has a relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently, or
- has a relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives a grant under this grant opportunity.

You will be asked to declare, as part of your application, any perceived or existing conflicts of interests or that, to the best of your knowledge, there is no conflict of interest.

If you later identify an actual, apparent, or perceived conflict of interest, you must inform Services Australia in writing immediately.

Conflicts of interest for Australian Government staff will be handled as set out in the [Australian Public Service Code of Conduct \(Section 13 \(7\)\)](#) of the [Public Service Act 1999](#). Committee members and other officials including the decision maker must also declare any conflicts of interest.

11.3 Privacy

We treat your personal information according to the [Privacy Act 1988](#) and the [Australian Privacy Principles](#). This includes letting you know:

- What personal information we collect,
- why we collect your personal information, and
- who we give your personal information to.

Your personal information will be used and disclosed, including to the ATO, Services Australia and Austrade, to:

- determine the applicant's eligibility to receive a grant under the COVID-19 Consumer Travel Support Program Round Two.
- if awarded a grant, to process and manage the application, and make payment of the grant
- administer, evaluate and monitor the COVID-19 Consumer Travel Support Program Round Two.

Your personal information may be disclosed to the responsible Minister to report on the COVID-19 Consumer Travel Support Program Round Two. The names of grant recipients, but not the amount awarded, will be published.

11.4 Confidential Information

We will keep your application confidential.

We will not be in breach of any confidentiality agreement if the information is disclosed to:

- Other Commonwealth employees and contractors to help us manage the program effectively,
- employees and contractors of our department so we can research, assess, monitor and analyse our programs and activities,
- employees and contractors of other Commonwealth agencies for any purposes, including government administration, research or service delivery,
- other Commonwealth, State, Territory or local government agencies in program reports and consultations,
- the Auditor-General, Ombudsman or Privacy Commissioner,
- the responsible Minister or Parliamentary Secretary, or
- a House or a Committee of the Australian Parliament.

11.5 Freedom of information

All documents in the possession of the Australian Government, including those about this grant opportunity, are subject to the [Freedom of Information Act 1982](#) (FOI Act).

The purpose of the FOI Act is to give members of the public rights of access to information held by the Australian Government and its entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. This right of access is limited only by the exceptions and exemptions necessary to protect essential public interests and private and business affairs of persons in respect of whom the information relates.

All freedom of information requests must be referred to the Freedom of Information Coordinator in writing.

By mail: Freedom of Information Contact Officer
 Legal Procurement and Fraud
 Austrade
 GPO Box 2386
 Canberra ACT 2601

By email: foi.coordination.officer@austrade.gov.au

12. Glossary

Term	Definition
accountable authority	see subsection 12(2) of the <i><u>Public Governance, Performance and Accountability Act 2013</u></i> (PGPA Act)
administering entity	when an entity that is not responsible for the policy, is responsible for the administration of part or all of the grant administration processes
applicant	the party who is proposed to receive the grant. They must be listed as a contact person for the business on the Australian Business Register (ABR)
Austrade	Australian Trade and Investment Commission
Commonwealth entity	a Department of State, or a Parliamentary Department, or a listed entity or a body corporate established by a law of the Commonwealth. See subsections 10(1) and (2) of the PGPA Act
<i><u>Commonwealth Grants Rules and Guidelines</u></i> (CGRGs)	establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this overarching framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration
consumer	refers to: <ul style="list-style-type: none"> • an individual or business who purchases travel products and travel packages for personal use or consumption, • wholesalers of travel products and travel packages, • retainers of travel products and travel packages, and • corporate buyers of travel products and travel packages
decision maker	the person who makes a decision to award a grant
Eligible assessed turnover	The turnover amount a grant payment was calculated and paid on for Round One of the Program.
Eligible Business	Means travel agent and inbound tour operators and Tour Arrangement Service Provider (commonly known as tour operator (inbound and outbound) or tour wholesaler, consistent with ANZIC Code 7220)
eligibility criteria	refer to the mandatory criteria which must be met to qualify for a grant
<u>GrantConnect</u>	is the Australian Government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs

Term	Definition
grant	For the purposes of the CGRGs, a 'grant' is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth: <ul style="list-style-type: none"> a. under which relevant money⁶ or other <u>Consolidated Revenue Fund (CRF) money</u>⁷ is to be paid to a grantee other than the Commonwealth; and b. which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.
grant activity/activities	Refers to the project /tasks /services that the grantee is required to undertake.
grant opportunity	Refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or targeted, and will reflect the relevant grant selection process.
grant program	A 'program' carries its natural meaning and is intended to cover a potentially wide range of related activities aimed at achieving government policy outcomes. A grant program is a group of one or more grant opportunities under a single Portfolio Budget Statement Program.
grantee	The individual/organisation which has been selected to receive a grant.
Program	The COVID-19 Consumer Travel Support Program
Round One	Consumer Travel Support Program as delivered between 14 December 2020 and 13 March 2021
Round Two	Consumer Travel Support Program as delivered between 2 May 2021 and 12 June 2021.
selection process	The method used to select potential grantees. This process may involve comparative assessment of applications or the assessment of applications against the eligibility criteria and/or the assessment criteria.

⁶ Relevant money is defined in the PGPA Act. See section 8, Dictionary.

⁷ Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money.

Term	Definition
<p>tour arrangement service provider, commonly known as a tour operator (inbound and outbound) or tour wholesaler, consistent with ANZIC Code 7220</p>	<p>An entity, that predominately operates a business of:</p> <ul style="list-style-type: none"> a. developing and selling travel packages via travel agents or directly to consumers on behalf of third parties, and b. coordinating the booking reservations, confirmation and payments for travel packages either via travel agents or directly with consumers on behalf of third parties. <p>For clarity: a Tour Arrangement Service Provider does not include a person or entity who operates the day-to-day running of a tour or tourism activity (such as a tour guide). A person is also not a Tour Arrangement Service Provider and is not taken to carry on a business of a Tour Arrangement Service Provider, only because the person is entitled to a share, as a shareholder, in the income of the business of a Tour Arrangement Service Provider that is a corporation.</p>
<p>travel agent</p>	<p>An entity that, on a commission and intermediary basis, predominantly operates a business of:</p> <ul style="list-style-type: none"> a) selling travel products on behalf of third-party vendors (eg: airlines, cruise companies, accommodation providers, hire car companies); and a) coordinating the booking reservations, confirmations and payments for travel products on behalf of third parties for customers; <p>A travel agent includes, but is not limited to those working in retail, mobile, corporate and online travel distribution businesses.</p> <p>For clarity, a person is not a travel agent, and is not taken to carry on the business of a travel agent, only because the person is entitled to share, as a shareholder, in the income of the business of a travel agent that is a corporation.</p>
<p>travel package</p>	<p>refers to the prearranged provision of a combination of activities, goods or services for one or more persons that includes at least two travel products (not including travel insurance). For the purposes of the travel package definition only, travel products may also include:</p> <ul style="list-style-type: none"> b) meals; c) tourism activities; d) translation and interpretation services; e) visiting, or introductions to, retailers at a travel destination; and f) visiting tourist attractions at a travel destination.

Term	Definition
Total Transaction Value (TTV)	<p>TTV (Total Transaction Value) is the cumulative value of all transactions receipted by the business, including air tickets, cruise fares, accommodation, car hire, tours and other related travel services booked by the agent. TTV includes amounts collected on behalf of, and are payable to, the principal (such as airlines, accommodation providers and other third-parties). This does not represent the income of the business that provides the services. It is also not taxable income for business purposes.</p>
Turnover	<p>Turnover is total business income (not profit), minus any:</p> <ul style="list-style-type: none"> a) GST included in sales to your customers b) sales that are not for payment and are not taxable) c) sales not connected with an enterprise that is part of your business (for example, sale of a private car) d) input-taxed sales you make (for example, bank interest) e) amounts collected on behalf of, and are payable to, the principal (for example, amounts collected on behalf of airlines and other third-parties)