

# HR Support Grants for Small Business

## Guidelines for Funding

Effective 1 July 2024

### Introduction

The HR Support Grants for Small Business (HR Support grant) funds eligible small businesses up to \$5000 (excluding GST) to implement necessary and immediate human resource (HR) measures that assist in addressing their workforce challenges.

The HR Support grant is supported by the Queensland Government's [Good people. Good jobs: Queensland Workforce Strategy 2022-2032](#) and the [Queensland Small Business Strategy 2024-27](#).

In 2024-25, \$1 million is available to fund the HR Support grants.

The HR Support grant is administered by the Department of Employment, Small Business and Training (DESBT).

### Overview and objectives

The HR Support grant provides funding to eligible small businesses who:

- have identified an immediate need for HR support; and
- have worked with an Industry Workforce Advisor to complete a workforce plan that clearly identifies the workforce challenges and solutions to address the immediate HR needs through the use of the HR Support grant, develop a workforce plan with support of an Industry Workforce Advisor, and identify an immediate need for HR support through the development of that plan.

Industry Workforce Advisors have been established under the [Good people. Good jobs: Queensland Workforce Strategy 2022-2032](#) to help employers:

- identify solutions to workforce challenges
- connect with relevant Queensland programs and funding, industry-based initiatives and grant funding, and Australian Government wage subsidies and employer incentives.

The HR Support grant may be an option for eligible small businesses to address an immediate HR need for their business that has been identified during the workforce planning process, to assist in addressing their current workforce challenges.

### Eligible small businesses

Small businesses must work with an Industry Workforce Advisor to determine eligibility, however, this section outlines the minimum requirements a small business must meet to apply for funding for HR Support for Small Business.

Eligible small businesses must:

- have an active Australian Business Number (ABN) and be able to demonstrate their principal place of business in Queensland
- be registered for GST
- have a minimum of one paid employee (excluding the business owner)
- have fewer than 20 employees (by headcount, excluding the business owner)
- have an annual turnover of less than \$10 million and can demonstrate that at least 50 per cent of the business's income is generated directly from the business
- have owners/directors who are not insolvent or undischarged bankrupts and
- have a Workforce Plan that is endorsed by an Industry Workforce Advisor which identifies immediate HR needs and provides an appropriate strategy for meeting those needs.

### Who are Industry Workforce Advisors?

Industry Workforce Advisors have been established to provide tailored assistance to small to medium employers by developing workforce plans to address gaps in their workforce.



Industry Workforce Advisors, through development of a workforce plan, identify and connect employers with existing available support from Queensland Government programs, grants and initiatives relevant to their particular workforce challenges.

Workforce Plans must be completed by the eligible business in collaboration with your Industry Workforce Advisor.

## How do I find an Industry Workforce Advisor?

The complete list of Industry Workforce Advisors is published on DESBT's website.

To find an Industry Workforce Advisor, please visit: <https://www.business.qld.gov.au/running-business/employing/planning-workforce/industry-workforce-advisors>

## What types of HR support can be funded?

HR solutions, support and advice that leads to adopting new approaches to addressing workforce challenges can be funded. This can include:

- engaging with HR specialists to receive advice and coaching to improve workforce issues relating to attraction, retention and/or participation.
- Developing and implementing specialised recruitment strategies or practices to attract and retain underutilised or specific target groups.
- Implementing new workforce systems or tools that promote human resource support and resources accessible to employees and change the current workforce operations of your business.
- Other new and innovative approaches that support workforce attraction, retention or participation. This may be an approach that is unique or specific to your particular industry. Further evidence may be required to determine if the requested approach fits with the intent of the HR grant.

## What can't be funded?

The following activities and costs are ineligible for funding:

- new HR systems for start up businesses

- websites including design/redesign (unless it can be demonstrated that this will address a direct workforce solution)
- marketing and sales promotion
- salaries and associated oncosts
- any recruitment or marketing expenses related to overseas migration.
- everyday operational costs (i.e. utility and telecommunications charges, building lease costs)
- the purchase of assets/capital equipment, or significant assets (buildings or vehicles).
- Retrospective payments for expenses already incurred prior to grant funding approval or for work already undertaken
- Costs for consultants/contractors or other suppliers of services that are based outside Australia.
- Costs from suppliers that are related parties. Related parties include companies with common shareholdings or directors, employees or immediate family.
- Any other costs deemed ineligible by DESBT.

## What is the application process?

Your Industry Workforce Advisor will submit your completed workforce plan to DESBT on your behalf and if eligible, request an application form for the HR Support grant be sent directly to you via email.

Once DESBT has verified the request and confirmed eligibility, you will receive a link to the application form along with information to assist you through the application process.

Applications must include a minimum of two quotes from separate HR providers for the scope of works identified within the workforce plan for HR services to be delivered, up to the value of \$5000 per quote.

Submitted online applications will be assessed by DESBT within 10 business days of submission, subject to demand.

**Note: Each distinct and individual business is eligible to submit one application only.**

**Associated businesses with differing ABNs will be assessed and approved at the department's discretion, and, if required, must demonstrate a**

**clear distinction in regard to any of, and not limited to, owner/operator, the business and/or employment location, and the broader industry within which the business operates and under which employers are engaged.**

Applications will be accepted up until 30 June 2025 or until funds under this program are exhausted (whichever is sooner).

## What are the funding conditions?

Successful applicants will enter into a formal agreement with DESBT before engaging the Approved Service Provider/s to deliver the Approved Services as outlined in the successful application.

Successful applicants must:

- Submit invoices from Approved Service Providers to DESBT when payment for Approved Services are due.
- Notify their nominated HR service provider that the conditions of this grant require services to be delivered **before payment**.
- Provide additional evidence if requested to confirm Approved Services have been delivered to business satisfaction and in line with original quoted scope of works.
- Ensure that HR services have been delivered to the applicants' satisfaction prior to submitting invoices for payment to DESBT.

**All Approved Services must be delivered within six months from the date of approval. All invoices must be submitted to DESBT within this period.**

## Information for HR Service Providers

HR Service Providers are **not** to provide input into Workforce Plans or HR grant applications on behalf of small businesses. Applications will be deemed ineligible if it is determined that HR service providers have influenced or contributed to the development of workforce plans or grant applications.

All quotes supplied by HR service providers must provide sufficient detail, and must reference specific, individual services to be provided to businesses. Quotes for generic/standard packages of work will not be approved.

Payment will not be made to HR Services Providers prior to services being delivered to the small business. Evidence may be required that the services were provided to the satisfaction of the small business prior to payment and were in line with the original scope of work as quoted, unless a DESBT approved variation was provided.

## Appeals process

Businesses may request a review of a decision made by DESBT in relation to the provision of funding under the HR Grants for Small Business.

The appeals process has been established to help identify any problems in the application process, ensuring these processes continue to improve, and to assist with future applications.

Appeals must be lodged in writing within 21 calendar days of being notified of a funding decision to:

Appeals Officer  
Investment Division  
Department of Employment, Small Business and Training  
PO Box 15483  
CITY EAST QLD 4002

Businesses will be notified in writing of the appeal outcome within 21 business days from receipt of the appeal.

## Privacy collection notice

Applicants are required to read and agree to terms of use of the HR grant, including the terms of collection of their personal information. If you have any questions regarding how DESBT will use your information, please contact DESBT at [corporate.legal@desbt.qld.gov.au](mailto:corporate.legal@desbt.qld.gov.au)

## More information

For more information on the HR Grants for Small Business please contact 1300 369 935 or email at: [WCF@desbt.qld.gov.au](mailto:WCF@desbt.qld.gov.au).