

Business Boost Grants

Round 4 Frequently Asked Questions

The Frequently Asked Questions (FAQ's) provide further clarification on making a Registration of Interest (ROI) Application and understanding requirements post approval for a Business Boost Round 4 Grant. Further information can also be found in the [Guidelines](#), [Terms and Conditions](#), and the [ROI Application form sample](#).

If further information is available that is not covered in the other Program documents, the question will link to a section within the document.

If your question isn't included in these FAQs and you're unable to find the answer in any of the Program documents, please email boost@desbt.qld.gov.au or call the Small Business Hotline on 1300 654 687 for assistance.

FAQ Contents

Application Process	3
Can I revise my application after submission?	3
Can I submit my application after the grant round closes?	3
How do I apply?	3
What is the maximum number of applications allowed per applicant?	3
When will applications open?	3
Eligibility	3
Eligibility Requirements	3
What is considered eligible headcount within my business mean?	4
Do I have to be operating or be an existing business?	4
Do I need to be registered for GST?	4
What does 'headquartered in Queensland' mean?	4
Does my business have to be operating in Queensland to be eligible?	4
What is the definition of turnover?	4
What is the definition of gross profit?	4
Can I apply for this program if I have previously received funding?	5
Who can I list as the Responsible Person for my application?	5
Are not-for-profit organisations eligible?	5
What items are ineligible for funding?	5
Evidence requirements (Stage 2)	6
How do I verify that my main business location is in Queensland?	6
How can establish the connection between your entity and the business name?	6
How do I prove the link between the Responsible Person and the business?	6
How do I prove my identity (Responsible Person)?	7
Completing the Application Form	7



What if I'm having issues with the SmartyGrants online application form?	7
How do I get support for my application?	7
What supporting documentation is required to lodge a stage 2 application?	7
Proposed Project Details	7
What does 'proposed project' mean?	7
Can I use more than one supplier?	7
What is considered a comprehensive quote?	8
Can I apply for the grant more than once if I have two projects?	8
Can I use subcontractors?	8
Assessment and Outcomes	8
What is a competitive assessment?	8
When can I expect notification of my application outcome?	9
Funding	9
Can I increase my grant funding amount after approval?	9
How will payments be made?	9
What are my tax obligations?	9
Amendments to Approved Project	9
How can I make changes to my project once I'm approved for the grant?	9
Conditions of Grant Funding	10
When should I start my project?	10
What is the 'Funding Agreement Letter'?	10
Unsuccessful Applicants	10
Can I request a re-assessment?	10
Can I request feedback on my application?	10



Application Process

Can I revise my application after submission?

Applicants will not have the option to revise either their submitted Stage 1: Registration of Interest or, Stage 2: Full Application (if selected). After Application submission, no further modifications will be permitted until outcomes are finalised.

Can I submit my application after the grant round closes?

Late submissions will not be accepted at any stage during the grant round.

How do I apply?

Applicants must apply via their DESBT SmartyGrants Applicant account – [DESBT SmartyGrants Applicant account](#). Applications submitted via email or person will **not be accepted**.

What is the maximum number of applications allowed per applicant?

Only one application will be considered per eligible Applicant.

When will applications open?

	Open	Close	Notification
Stage 1	9am, Monday 24 June 2024	5pm, Friday 5 July 2024	Est. Mid July 2024
Stage 2	15 July 2024	26 July 2024	Est. Mid Oct 2024

Note: DESBT may adjust key dates at any time, and changes will be reflected in published materials.

DESBT provided notice of the grant and access to supporting documents on 10 June 2024.

Eligibility

Eligibility Requirements

To be eligible for this grant, the business must meet the following criteria **at the time of** application submission:

- ✓ have **more than 1 and less than 20 employees** (by headcount*);
- ✓ be operating and have an **active Australian Business Number (ABN)**^;
- ✓ be **registered for GST** ^;
- ✓ have a registered **Queensland headquarters** location^ (as per your Australian Business Register (ABR) record);
- ✓ be established and financially sound;
- ✓ experiencing growth, with a **gross profit** in the 2023/24 financial year*;
- ✓ have a **minimum turnover of \$300,000** in the 2023/24 financial year;
- ✓ have a publicly accessible web presence to identify business operations (for example, business website, social media pages);
- ✓ **not** have been **approved for funding** under earlier Business Boost rounds; and
- ✓ **not** be insolvent or have owners/directors that are an undischarged bankrupt^.

* Headcount includes all full time, part-time and casual employees including Non-Executive Directors

^ Your business must maintain this eligibility for the **duration** of the grant funded project.

◆ The accountant's letter provided at the last stage of assessment (if invited) must state a **gross profit** for the business.

What is considered eligible headcount within my business mean?

To be eligible for the grant program, a business must meet the headcount of more than 1 and less than 20 employees at the time of application submission. This includes all full time, part-time and casual employees including Non-Executive Directors (working in the business).

However, the following are excluded from this headcount tally:

- ✗ business owners,
- ✗ executive directors (not working in the business), and
- ✗ contractors.

The employee headcount eligibility is calculated by adding the headcount of permanent staff (full and part-time), to the average number of full-time-equivalent employees (FTEs) for your casual staff. It essentially includes those that receive a salary of wage from your business.

If your permanent headcount, plus your weekly average casual FTEs brings your headcount below fewer than 20 employees, the Department would consider the business meeting the eligibility required.

Further assistance in defining FTE can be found via the [Fair Work Ombudsman](#) website.

If you are a sole trader and you are not employing others, the business owner is excluded from the headcount and equals zero (0).

Refer to ***Eligibility Requirements*** on page 3.

Do I have to be operating or be an existing business?

To be eligible for the grant round, applying businesses must be currently operating and have a publicly accessible web presence (to identify business operations).

Refer to ***Eligibility Requirements*** on page 3.

Do I need to be registered for GST?

To be eligible for the grant round, applying businesses must have an active ABN and be registered for GST.

Refer to ***Eligibility Requirements*** on page 3.

What does 'headquartered in Queensland' mean?

For an applicant, being Queensland-based means that the Australian Business Register (ABR) must designate the business's principal place of business as being in Queensland. DESBT will utilise data registered with the ABR to verify the applicant's eligibility.

Refer to ***Eligibility Requirements*** on page 3.

Does my business have to be operating in Queensland to be eligible?

To be eligible for the grant round, applying businesses must have a registered Queensland headquarters location.

Refer to ***Eligibility Requirements*** on page 3.

What is the definition of turnover?

The Australian Taxation Office (ATO) defines turnover as the "amount of money or sales that passes through a business entity in a financial year".

What is the definition of gross profit?

Gross profit is a business' turnover minus the direct costs associated with producing goods or delivering services in a financial year.



Can I apply for this program if I have previously received funding?

If you have previously received grant funding under our other Business Basics or Business Growth Fund grant programs, you may be eligible for the Business Boost grant program. However, if you have previously received grant funding from a prior round of Business Boost, you are **not eligible** to apply for funding in the current round.

Refer to [Eligibility Requirements](#) on page 3.

Who can I list as the Responsible Person for my application?

The Responsible Person is either:

- | | |
|-----------------------------------|--------------------------------------|
| ✓ an owner | ✓ a trustee |
| ✓ a business partner | ✓ a public officer |
| ✓ a director | ✓ an office bearer of an association |
| ✓ an employee – manager or higher | ✓ a company secretary |

Are not-for-profit organisations eligible?

While not targeted, not-for-profit organisations are not considered ineligible as long as they meet the eligibility criteria for the grant.

What items are ineligible for funding?

As outlined in the guidelines, the Department we **will not fund**:

- | | |
|---|---|
| ✗ computer hardware/gadgets (e.g., computer servers, PCs, tablets/iPads, mobile phones, headphones) | ✗ marketing/advertising services of any kind |
| ✗ delivery fees, credit card surcharges and international transaction fees | ✗ memberships, subscriptions and joining fees |
| ✗ fleet vehicles | ✗ non-specialised software and licenses (e.g. Microsoft 365, Google Workspace) |
| ✗ franchise fees | ✗ other equipment (e.g. televisions, point of sales systems, EFTPOS, card/chip readers) |
| ✗ general business operating costs (e.g. bookkeeping/accounting, tax returns) | ✗ outsourcing of recruitment services to employ staff |
| ✗ goods and services bought via direct selling (e.g. by party plan or network marketing) | ✗ purchase of stock |
| ✗ goods and services paid using cryptocurrencies, cash, barter, or services in-kind | ✗ real estate/property, hire, lease, or rental fees |
| ✗ goods, services, or fees from related parties* | ✗ salaries and wages |
| ✗ GST, registration and fees | ✗ Search Engine Optimisation (SEO) |
| ✗ maintenance of existing digital technologies | ✗ travel and accommodation |
| | ✗ website hosting |
| | ✗ utilities (e.g. internet, phone, water and/or waste bills) |

**Related parties include companies with common shareholdings or directors, employees or immediate family.*

Refer to [Page 4 – Non-eligible activities](#) in the program [guidelines](#) for additional information.

Evidence requirements (Stage 2)

How do I verify that my main business location is in Queensland?

At Stage 1 DESBT verifies that your main business location (MBL) is in Queensland. We perform this check using your Australian Business Register record. If we find your MBL is outside of Queensland, your Stage 2: Full Application form (if selected) will ask you to provide one of the following evidence documents:

- ✓ A copy of the applicant's Australian Securities and Investment Commission company statement listing a Queensland address as 'principal place of business'.
- ✓ An accountant's letter confirming the business has changed to a Queensland MBL.

How can establish the connection between your entity and the business name?

If you provide a different business name in your application compared to those officially associated with your ABN as per the Australian Business Register (ABR), and you progress to Stage 2: Full Application, you must demonstrate a clear connection between your entity and the business name you operate under, showing that they are operated by the same parties.

DESBT will verify this relationship using your business' ABR record during Stage 1. Your ABR record can confirm the link in several ways, including:

- 'A' has a matching business name registered of 'B'
- 'B' is listed as a trustee associate organisation for 'A'
- 'C' is listed as a trustee associate organisation for 'A' and is a company. 'C' has 'B' as their registered business name

If we cannot verify a link using ABR, the Stage 2: Full Application form (if selected) will ask you to provide one of the following evidence documents in your:

- ✓ a copy of the applicant's Australian Securities and Investments Commission company statement listing both entities or
- ✓ an accountant's letter confirming the two entities are operated by the same parties and outlining the business relationship.

How do I prove the link between the Responsible Person and the business?

Your Stage 2: Full Application form (if selected), will ask you to verify the link between the nominated Responsible Person nominated in your Stage 1: Registration of Interest and your business.

Your Australian Business Register (ABR) record, in most cases, will be able to show the link between the Responsible Person and the business, with the Responsible Person listed as an:

- ✓ Authorised Contact with the appropriate Position Held
- ✓ Associate with the appropriate Relationship Type

If we are unable to verify a link using ABR, you will be asked to provide one of the following evidence documents:

- ✓ a copy of the applicants Australian Securities and Investments Commission company statement listing both entities, or
- ✓ a letter on the Applicant's business letterhead confirming the Responsible Person's position and authority to act on behalf of the business.

Refer to ***Who can I list as the Responsible Person for my application?*** on page 5 for a list of appropriate positions/relationship types.

How do I prove my identity (Responsible Person)?

At Stage 2: Full Application (if selected), you will be asked to verify the identity of the Responsible Person nominated in the Stage 1: Registration of Interest form. You must provide a completed 100-points of identification check form from the nominated Responsible Person witnessed by a Queensland Justice of the Peace or Commissioner for Declarations.

💡 Please refer to the [100 Point Identification Check Form](#) required – details on the proof of identity and approved witness requirements are included on the Form.

Completing the Application Form

What if I'm having issues with the SmartyGrants online application form?

The online application form will collect information relating to the proposed project and eligibility of the applying business. The application forms will provide references to the eligibility requirements for the grant round and supporting evidence. If information entered indicates your business or project is ineligible, an ineligibility warning may be triggered in your application, potentially preventing the application from being considered for funding.

Should you encounter red error messages within the form, please carefully review each page and question to ensure that you have provided all the required information.

For ongoing issues, you can email service@smartygrants.com.au or phone SmartyGrants on 03 9320 6888.

How do I get support for my application?

Please contact the team via boost@desbt.qld.gov.au for any questions about your application.

What supporting documentation is required to lodge a stage 2 application?

Your Stage 2: Full Application form (if selected), will require the following supporting documentation:

- | | |
|---|---|
| ✓ 100-points of identification check form | If applicable: |
| ✓ supplier quote/s | ✓ verify main business location |
| | ✓ verify link between trust and business |
| | ✓ verify link between responsible person and business |

Refer to **Page 7 – Detailed application process** in the program [guidelines](#).

Proposed Project Details

What does 'proposed project' mean?

The proposed project is the collection of eligible activities related to the priority areas for this grant you wish to undertake to receive grant funds. Projects must aim to:

- increase business confidence and skills,
- increase long-term turnover, profit and employment, and
- improve business resilience and survivability.

Can I use more than one supplier?

Applicants can use a maximum of two (2) independent suppliers for their proposed project.

Refer to **Page 8 – Supplier quotes** in the program [guidelines](#) for additional information.

What is considered a comprehensive quote?

Business must use an Australian supplier for their proposed grant funded project. Quotes must be comprehensive and include:

- ✓ Supplier details – supplier name, ABN, contact details and website URL.
- ✓ Details of the project, description of services and outline of key activities.
- ✓ Quotes must be a formal quote/proposal on the supplier's letterhead, unless.
- ✓ Itemised services – where there is a cost per service that is being purchased.
- ✓ It's a shopping cart for an online purchase, then a screenshot/print out is acceptable.
- ✓ Can contain **ineligible** activities, but these must be itemised, and must be excluded from the Total Supplier Cost entered into the Application.

Additionally, supplier quotes should not:

- ✗ be invoices or proposals
- ✗ be from related parties (companies that have common shareholdings or directors, as well as employees or immediate family members)
- ✗ have the same services, that is, not comparison quotes
- ✗ combine supplier quotes

Please refer to the [Sample Supplier Quote](#) provided as a reference for what the Department considers to be a comprehensive quote for assessment purposes.

Can I apply for the grant more than once if I have two projects?

Applicants can only submit one (1) application for assessment per round.

Can I use subcontractors?

If a successful Applicant or Approved Supplier plans to subcontract aspects of the project to other parties, payments to these parties should be made directly by the supplier. In the event that the subcontractor invoices the Applicant directly, the Applicant must obtain prior approval from DESBT for the subcontractor to be included as an additional Supplier for the Project.

Assessment and Outcomes

What is a competitive assessment?

A competitive assessment process is conducted during each stage of the grant application process.

Applications will be **assessed** for **compliance** against the **eligibility criteria** and the term and conditions and, their **competitiveness** against the program guidelines and assessment criteria.

Applicants must demonstrate the extent to which the grant funded activity will:

1. enhance the business's core skills, adopt best practice, resilience and survivability
2. positively impact long-term revenue growth and gross profit
3. be likely to create jobs growth within the business; and
4. demonstrate value for money

DESBT may also prioritise applications for fair distribution across geographic areas, other economic factors such as priority industries; and Queensland's diverse business population (including diversity in ethnicity, culture, people with disability, gender and age).

Refer to **Page 8 – Assessment** in the program guidelines for additional information.

When can I expect notification of my application outcome?

DESBT will advise all applicants of the outcomes of their grant application after the ballot process and Stage 2: Full Application assessment.

Due to the grant program's comprehensive assessment, due diligence, and government approval process, applicants can typically expect to receive notification of their submission's outcome following the Key Application Dates outlined in the *program guidelines* (page 5).

All outcomes will be communicated via email. Successful Stage 2 applicants will receive a Funding Agreement Letter detailing the proposed funding agreement and inviting the Applicant to accept the funding terms.

Funding

Can I increase my grant funding amount after approval?

No. Once your approved grant funding amount has been awarded, the Department cannot increase the allocation. If the total project cost increases (through an **approved variation**) more than originally submitted, the grant applicant is responsible for funding any additional costs incurred.

How will payments be made?

Once approved, grant recipients will enter into a funding agreement with DESBT and receive funding of up to **\$20,000** (excluding GST). Funding is paid on acquittal at **12 Months**.

Refer to **Page 9 – Funding agreement and payment** in the program [guidelines](#).

What are my tax obligations?

This grant does not constitute payment for the supply of products or services by the Grantee to DESBT. Therefore, this grant is exclusive of GST. For further information on your taxation obligations, you can review advice provided by the [Australian Taxation Office on GST and grants](#) or consult a professional advisor to assess any potential taxation implications.

Will I be reimbursed for the GST I spend?

No. Grants are **not subject** to GST and therefore, GST is not payable. The total grant funding will not compensate for any GST spent by the business.

Amendments to Approved Project

How can I make changes to my project once I'm approved for the grant?

Grant Recipients are required to contact the team via boost@desbt.qld.gov.au and request a Variation Request form for any changes to their approved grant funded project.

This form allows Grant Recipients to request a variation to their Business Boost grant funding agreement, held with the Department of Employment, Small Business and Training (DESBT). Grant Recipients can request a variation to make changes to:

- project end date (an extension)
- business details (business name, ABN, contact information or change of business ownership).
- supplier/s (funding redirection, supplier change).
- scope of the project (title, description, priority area and/or activities).

The form can also be used to **withdraw** from the funding agreement and receive instructions on how to return grant funds if they have been paid to the Grantee at the time of withdrawal.

Refer to the [Making changes to your approved grant](#) page on the Business Queensland website for further details.

Conditions of Grant Funding

When should I start my project?

Successful projects must commence within 10-business days from accepting your Funding Agreement. All projects must be completed within 12-months of being successful of the funding.

What is the 'Funding Agreement Letter'?

The Funding Agreement Letter is legally binding and consists of:

1. Grant Project Timeline
2. Approved Supplier details
3. Funding Conditions
4. Variation Request requirements
5. Project Reporting
6. Grant Funding and Payment details
7. Support Resources

Unsuccessful Applicants

Can I request a re-assessment?

Decisions related to the eligibility of grant funding applications according to the program guidelines can be reviewed. However, decisions made with relation to expressions of interest, public interest grounds and comparative assessment will not be reconsidered.

If you believe a decision regarding your eligibility to receive grant funding is incorrect, you can request a review in writing within 30 days of the decision being issued to you. Your request should clearly state the grounds for overturning the decision and include all relevant supporting material.

Refer to the [Decision review process for grant applications](#) page on the Business Queensland website for more information.

Can I request feedback on my application?

In Stages 1 if you are unsuccessful, feedback will only be provided based on key areas of the eligibility and will not go into the competitive merits of your application. Eligible Registration of Interest applications enter a ballot process with selected applicants invited to submit a Stage 2 Full Application.

If you are unsuccessful at Stage 2 of the process, personalised feedback, including overall trends and common areas for improvement will be provided on request to boost@desbt.qld.gov.au.

The Business Boost grant program is a highly competitive grant, with applications far exceeding available funding. We conduct thorough assessment processes to competitively evaluate each grant and ensure value for money across Queensland.

While we can offer explanations for application declines based on ineligibility or evidentiary reasons, we are unable to provide extensive personalised feedback for each competitively assessed application.