Australian Government

Australian Trade and Investment Commission

COVID-19 Consumer Travel Support Program

14 December 2020

Summary

The COVID-19 Consumer Travel Support Program is a one off payment, announced by the Australian Government on 1 December 2020, which recognises that travel agents are operating in an exceptional set of circumstances during the COVID-19 pandemic, where most are having to refund last year's income while continuing to work with no additional income. This assistance will help keep travel agents afloat at a time when they continue to hold travel credits for consumers.

Under the $128 million scheme, eligible travel agents and tour arranging service businesses, will be able to apply for a one-off taxable payment. Payments will be scaled based on the turnover of the business, with a minimum payment of $1,500 for a business with a turnover of $50,000 up to a maximum payment of $100,000 for a business with a turnover of $20 million.

Eligibility

To be eligible for a payment, a business will need to meet the following requirements:

- Operating a business as either a travel agent or tour arrangement service provider prior to the announcement of the closure of international borders by the Prime Minister on 19 March 2020,
- Have had an annual turnover starting from $50,000 up to a maximum of $20 million for the 2019 calendar year,
- Be in receipt of the extension of the JobKeeper payment which is available for eligible businesses from 28 September 2020 to 28 March 2021.

Please refer to the COVID-19 Consumer Travel Support Program Guidelines for final eligibility criteria.

Timing

Eligible businesses will be able to apply for a claim under the COVID-19 Consumer Travel Support Program from 14 December 2020. Applications will be accepted until midnight (AEDT) 13 March 2021 or until funds are exhausted.

More information

The Travel Agents COVID-19 Payment will be processed and administered by Services Australia through Business Hub. More information, including eligibility and how to apply is available from Services Australia.