



Grant Opportunity Guidelines

Business Events Grant opportunity

Opening date:	4 January 2021
Closing date and time:	17.00 Australian Eastern Daylight Time on 30 March 2021 or until funding is exhausted, whichever comes first Please take account of time zone differences when submitting your application.
Commonwealth policy entity:	Australian Trade and Investment Commission (Austrade)
Administering entity:	Department of Industry, Science, Energy and Resources
Enquiries:	If you have any questions, contact us on on 13 28 46 or business.events@industry.gov.au .
Date guidelines released:	24 December 2020
Type of grant opportunity:	Demand Driven

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1. Business Events Grant opportunity processes

The Business Events Grant Program is designed to achieve Australian Government objectives

The assistance delivered under this program will help to instil confidence back into the business events industry, support the tourism sector and businesses to pivot (including to the domestic market) and bolster Australian Government industry development priorities, such as supply chain resilience. This grant opportunity is part of the above grant program, which contributes to Austrade's Outcome 1: *Contribute to Australia's economic prosperity by promoting Australia's export and other international economic interests through the provision of information, advice and services to business, associations, institutions and government.* Austrade works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines](#).



The grant opportunity opens

We will invite applications to apply for the program via the Austrade program website. We publish the grant guidelines on business.gov.au and GrantConnect.



You complete and submit a grant application

You complete the application form, addressing all the eligibility criteria in order for your application to be considered.



We assess all grant applications

We review the applications against eligibility criteria and notify you if you are not eligible.



We make grant recommendations

We provide advice to the decision maker on the eligibility of each application.



Grant decisions are made

The decision maker (CEO of Austrade or their delegate) decides which applications are successful.



We notify you of the outcome

We advise you of the outcome of your application. We may not notify unsuccessful applicants until grant agreements have been executed with successful applicants.



We enter into a grant agreement

We will enter into a grant agreement with successful applicants. The type of grant agreement is based on the nature of the grant and proportional to the risks involved. Prior to grants being distributed, the grantee will be required to provide proof of registration, exhibition and/or sponsorship fees. Details of the costs associated with the registration process will be available as part of the Schedule of Approved Business Events



Delivery of grant

You undertake the grant activity as set out in your grant agreement. We manage the grant by working with you, monitoring your progress and making payments.



Evaluation of the Business Events grant opportunity

We evaluate the specific grant activity and grant opportunity as a whole. We base this on information you provide to us and that we collect from various sources.

2. Introduction

These guidelines contain information for the Business Events Grant program (the 'program'). You must read these guidelines before filling out an application. The intended outcome of the program is to instil confidence back into the business events industry, support the tourism sector and support businesses to pivot, including to the domestic market and bolster Australian Government industry development priorities, such as supply chain resilience.

This document sets out:

- the eligibility criteria
- how we consider and assess grant applications
- how we notify applicants and enter into grant agreements with grantees
- how we monitor and evaluate grantees' performance
- responsibilities and expectations in relation to the opportunity

The Department of Industry, Science, Energy and Resources (the department/we) is responsible for administering this grant opportunity on behalf of Austrade.

We administer the program according to the [Commonwealth Grants Rules and Guidelines](#) (CGRGs)¹.

We have defined key terms used in these guidelines in the glossary at section 13.

You should read this document carefully before you fill out an application.

3. About the grant program

The Business Events Grant program (the 'program') provides Australian business matched funding, of between \$10,000 to \$250,000, to meet eligible costs to support their participation as buyers or sellers at pre-approved business events (exhibitions, conferences and conventions) from 1 January 2021 to 31 December 2021.

The program was announced as part of the COVID-19 Relief and Recovery Fund ('the fund'). The fund offers immediate, specific and targeted responses to support the recovery and resilience of regional sectors in distress due to COVID-19. It aims to ease the financial pressure for business event organisers and to incentivise Australian business to participate as buyers/sellers at pre-approved events. Funding to support the sustainability of events in government priority areas and cover the cancellation costs that may occur to planned events due to COVID-19 outbreaks is part of the grant program.

The objective of the program is to:

- support delegates that are buying or selling to participate in 'business events'. Business events includes exhibitions, conferences, and conventions
- promote Australian businesses, including to a domestic audience.

The focus of the program is to support the promotion of Australian business capability, including to a domestic audience, bolster supply chain resilience, enhance industry match making opportunities and Australian product and service value add. Events will need to have a trade element that brings together buyers and sellers.

Approved events are listed on the [Schedule of Approved Business Events](#) on the Austrade program website. The Schedule of Approved Business Events will be updated from time to time as

¹ <https://www.finance.gov.au/government/commonwealth-grants/commonwealth-grants-rules-guidelines>

new events will be added once approved, it is therefore important that you check the list at the time you submit your application. A list of criteria, application process and the relevant priority sectors for the schedule of events will be published on the Austrade program website.

If an event is cancelled in 2021 due to COVID-19, then the grant will be used to fund the non-refundable costs up to the value of the grant. Non-refundable costs for exhibit hire and event registration will be prioritised to the event organiser and any remaining non-refundable costs for eligible activities to the grant applicant. This gives business event organisers, the confidence to plan and commit financially to events in 2021 and creates demand for business buyers/sellers to participate at these events. Upon notification of an event cancellation any non-refundable grant awarded that has not been spent will need to be returned to the Australian Government.

If an event is postponed due to COVID-19 then grant funding will remain with the applicant for use until the time of the event being re-scheduled, until 31 December 2022.

4. Grant amount and grant period

The Australian Government has announced a total of \$50 million in 2020-21 for the program.

The grant amount will be up to 50 per cent of eligible project expenditure (grant percentage).

- The minimum grant amount is \$10,000.
- The maximum grant amount is \$250,000.

You can apply for multiple events per application or submit multiple applications for events on the [Schedule of Approved Business Events](#).

You can only receive up to a maximum of \$250,000 per entity.

You are responsible for the remaining 50 per cent of eligible project expenditure. Refer to Section 6.2 for eligible expenditure.

Contributions to your project must be cash.

You cannot use funding from other Commonwealth, State, Territory or local government grants to fund the balance of project expenditure not covered by the grant.

4.1. Project period

The maximum project period is 12 months.

You must complete your project by 31 December 2021 unless an event is registered as 'postponed' on the Schedule of Approved Business Events.

5. Eligibility criteria

We cannot consider your application if you do not satisfy all eligibility criteria.

5.1. Who is eligible?

To be eligible you must:

- have an Australian Business Number (ABN)

and be one of the following entities:

- an individual (sole trader)
- a partnership
- a company, incorporated in Australia

- an incorporated trustee on behalf of a trust
- an Industry Association promoting the selling or buying of a product or service on behalf of its members.

Joint applications are acceptable, provided you have a lead organisation who is the main driver of the project and is eligible to apply. For further information on joint applications, refer to section 7.2.

5.2. Additional eligibility requirements

We can only accept applications where:

- you intend to register to attend one or more of the events on the [Schedule of Approved Business Events](#)
- your attendance at an approved event will assist your business to do one or more of the following:
 - develop your marketplace diversification (particularly to the domestic market)
 - improve supply chain value and resilience for the Australian economy
 - enhance your ability to pivot to new markets
 - support Australia's regional economy
- your business aligns with a government priority sector and the sector benefits from your attendance and participation in the event
- you have a minimum of \$20,000 in total eligible project expenditure
- where you can provide evidence from your board (or chief executive officer or equivalent if there is no board) that the project is supported, and that you can complete the project and meet the costs of the project not covered by grant funding. The evidence of support template must be used and is available on business.gov.au and [GrantConnect](#).

We cannot waive the eligibility criteria under any circumstances.

5.3. Who is not eligible?

You are not eligible to apply if you are:

- unincorporated association
- any organisation not included in section 5.1
- trust (however, an incorporated trustee may apply on behalf of a trust)
- a Commonwealth, State, Territory or local government body (including government business enterprises)
- a non-corporate Commonwealth entity.

6. What you can use the grant for

6.1. Eligible activities

To be eligible your project must:

- be aimed at supporting delegates that are buyers or sellers to participate in events listed on the Schedule of Approved Business Events

Eligible activities may include:

- exhibition, conference and convention attendance and participation

- activities associated with buyers and sellers for a product or service exchange/promoting their business at the pre-approved event
- networking activities within the pre-approved event.

We may also approve other activities.

6.2. Eligible expenditure

You can only spend grant funds on eligible expenditure you have incurred on an agreed project as defined in your grant agreement. This includes participation through an event stand or designated space, or a registered delegate participating at an event with the purpose of buying or selling.

All eligible expenditure must relate to the nominated event/s that you are applying for from the [Schedule of Approved Business Events](#).

For exhibitors, eligible expenditure items may include:

- hire of the exhibition space and cost of associated delegates as part of the event conference package for exhibition hire (up to a maximum of 10 delegates)
- sponsorship of an event up to a maximum of \$10,000.
- event and display set up costs, including the design, manufacture and shipping of exhibits and expenses related to running a COVID safe exhibit
- promotional material, including program collateral, directly related to exhibiting at the event
- digital promotion, including the setup, display and design of audio visual material up to a maximum of 50 per cent of the non-collateral eligible project costs
- catering for networking activities as part of exhibiting at a pre-approved event
- contractor/s costs associated with exhibiting at a pre approved event.

For delegates eligible expenditure items may include:

- up to four delegate registration/s if you are a nominated buyer and seller participating in an event (defined by the Schedule of Approved Business Events)
- domestic travel limited to the reasonable cost of accommodation and transportation required to conduct agreed project and collaboration activities in Australia. The reimbursement will be in line with the [Australian Government accommodation and domestic air travel rates](#) for economy travel (see Appendix 3).

Prior to grants being distributed, the grantee will be required to provide proof of registration, exhibition and/or sponsorship fees. Details of the costs associated with the registration process will be available as part of the Schedule of Approved Business Events.

We may update the guidance on eligible and ineligible expenditure from time to time. If your application is successful, the version in place when you submitted your application applies to your project.

Not all expenditure on your project may be eligible for grant funding. Austrade's CEO or their delegate is the Decision Maker (Program Delegate). The Program Delegate makes the final decision on what is eligible expenditure and may give additional guidance on eligible expenditure if required.

To be eligible, expenditure must be:

- a direct cost of the project
- incurred by you for required project audit activities.

The grant funding will only cover eligible expenditure incurred from the application open date to the program end date. If your event has been postponed prior to the application open date, only new expenditure will be considered eligible.

You may elect to commence your project from the date we notify you that your application is successful. We are not responsible for any expenditure you incur until a grant agreement is executed. The Commonwealth will not be liable, and should not be held out as being liable, for any activities undertaken before the grant agreement is executed.

6.3. What you cannot use the grant for

Expenditure items that are not eligible are:

- costs incurred prior to the period of the grant opening date
- marketing and promotion costs not directly related to the event
- general business and operating costs
- routine operational expenses, including communications, accommodation, office computing facilities, printing and stationery, postage, legal and accounting fees and bank charges, not directly related to the project
- non project-related costs, or costs associated with ineligible activities
- capital expenditure for the purchase of assets such as office furniture and equipment.

This is not an exhaustive list and other costs may be ineligible.

6.4. Cancellation or postponement of an event due to COVID 19

If an event is cancelled due to COVID-19, the non-refundable costs allocated will be entirely met by the Australian Government, up to the value of the grant provided, for the event that was cancelled.

Non-refundable costs will be allocated in the following sequence until the maximum value for the allocated grant is reached:

- non-refundable costs for exhibit space hire and event registration
- the remaining non-refundable costs, including for design, manufacture, airfares and accommodation, contractor and networking.

The nominated refundable amount for registration and exhibit costs will form part of a 'Business Events Costs Schedule'. All steps should be taken by the applicant to not commit additional costs once a notification is provided of an event cancellation. Upon notification of an event cancellation money awarded via the grant that has not been spent will need to be returned to the Australian Government. The government will not be responsible for non-refundable costs incurred by the applicant that are outside of the total grant amount awarded.

If an event is postponed due to COVID-19 then grant funding provided will remain with the applicant for use until the time of the event being re-scheduled, and up until 31 December 2022.

7. How to apply

Before applying, you should read and understand these guidelines, the sample [application form](#) and the sample [grant agreement](#) published on business.gov.au and GrantConnect.

To apply, you must:

- complete the online [application form](#) via business.gov.au
- provide all the information requested
- address all eligibility criteria

- include all necessary attachments
- check that the event is on the [Schedule of Approved Business Events](#)

You should retain a copy of your application for your own records. You can view and print a copy of your submitted application on the portal for your own records.

You are responsible for making sure your application is complete and accurate. Giving false or misleading information is a serious offence under the *Criminal Code Act 1995* (Cth). If we consider that you have provided false or misleading information we may not progress your application. If you find an error in your application after submitting it, you should call us immediately on 13 28 46.

If we find 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. However, we can refuse to accept any additional information from you that would change your submission after the application closing time.

If you need further guidance around the application process, or if you are unable to submit an application online, [contact us](#) at business.gov.au or by calling 13 28 46.

7.1. Attachments to the application

You must provide the following documents with your application:

- event plan or outline of activities (including number of days and delegates expected to attend and the size of exhibit space)
- project budget
- evidence of support from the board, CEO or equivalent (template provided on business.gov.au and [GrantConnect](#))
- trust deed (where applicable).

You must attach supporting documentation to the application form in line with the instructions provided within the form. You should only attach requested documents. We will not consider information in attachments that we do not request.

7.2. Joint applications

We recognise that some organisations may want to join together as a group to deliver a project. In these circumstances, you must appoint a lead organisation. Only the lead organisation can submit the application form and enter into the grant agreement with the Commonwealth. The application should identify all other members of the proposed group and include a letter of support from each of the project partners. Each letter of support should include:

- details of the project partner
- an overview of how the project partner will work with the lead organisation and any other project partners in the group to successfully complete the project
- an outline of the relevant experience and/or expertise the project partner will bring to the group
- the roles/responsibilities the project partner will undertake, and the resources it will contribute (if any)
- details of a nominated management level contact officer.

You must have a formal arrangement in place with all parties prior to execution of the grant agreement.

7.3. Timing of grant opportunity

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

You can submit an application at any time while the grant opportunity remains open.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	ongoing
Approval of outcomes of selection process	4 weeks (ongoing)
Negotiations and award of grant agreements	1-3 weeks (ongoing)
Notification to unsuccessful applicants	2 weeks (ongoing)
Earliest start date of grant activity	Date of grant agreement execution
End date of grant commitment	31 March 2022

8. The grant selection process

We will assess your application for completeness and against all the eligibility criteria. To be recommended for funding, your project must meet all eligibility criteria as these projects provide the best value for money.

If the selection process identifies unintentional errors in your application, we may contact you to correct or clarify the errors, but you cannot make any material alteration or addition.

8.1. Who will approve grants?

Austrade's CEO or their delegate is the Decision Maker who decides which grants to approve taking into account the application assessment and the availability of grant funds.

Eligible applications will be considered to be successful provided sufficient grant funding is available.

The Decision Maker's decision is final in all matters, including:

- the grant approval
- the grant funding to be awarded
- any conditions attached to the offer of grant funding.

We cannot review decisions about the merits of your application.

The Program Delegate will not approve funding if there is insufficient program funds available across relevant financial years for the program.

The Program Delegate may apply a cap to the total amount of funding provided to any one event on the Schedule of Approved Business Events. The cap will be published on the Austrade program website.

9. Notification of application outcomes

We will advise you of the outcome of your application in writing. If you are successful, we advise you of any specific conditions attached to the grant.

If you are unsuccessful, we will give you an opportunity to discuss the outcome with us.

9.1. Grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. The grant agreement has general terms and conditions that cannot be changed. A sample [grant agreement](#) is available on business.gov.au and GrantConnect.

We must execute a grant agreement with you before we can make any payments. Execute means both you and the Commonwealth have signed the agreement.

The Commonwealth may recover grant funds if there is a breach of the grant agreement.

We will use the Commonwealth simple grant agreement.

You will have 30 days from the date of a written offer to execute this grant agreement with the Commonwealth. During this time, we will work with you to finalise details.

The offer may lapse if both parties do not sign the grant agreement within this time. Under certain circumstances, we may extend this period. We base the approval of your grant on the information you provide in your application. We will review any required changes to these details to ensure they do not impact the project as approved by the Program Delegate.

9.2. Project/Activity specific legislation, policies and industry standards

You must comply with all relevant laws and regulations in undertaking your project. You must also comply with the specific legislation/policies/industry standards that follow. It is a condition of the grant funding that you meet these requirements. We will include these requirements in your grant agreement.

In particular, you will be required to comply with:

- State/Territory legislation in relation to COVID-19 health regulations
- State/Territory legislation in relation to working with children
- State/Territory legislation in relation to Workers compensation.

9.3. How we pay the grant

The grant agreement will state the:

- maximum grant amount we will pay
- proportion of eligible expenditure covered by the grant (grant percentage)
- any financial contribution provided by you or a third party.

We will pay 100 per cent of the grant on execution of the grant agreement. You will be required to report how you spent the grant funds at the completion of the project.

9.4. Tax obligations

If you are registered for the Goods and Services Tax (GST), where applicable we will add GST to your grant payment and provide you with a recipient created tax invoice. You are required to notify us if your GST registration status changes during the project period. GST does not apply to grant payments to government related entities².

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](#). We do not provide advice on tax.

² See Australian Taxation Office ruling GSTR 2012/2 available at ato.gov.au

10. Announcement of grants

We will publish non-sensitive details of successful projects on GrantConnect. We are required to do this by the [Commonwealth Grants Rules and Guidelines](#) unless otherwise prohibited by law. We may also publish this information on business.gov.au.

This information may include:

- name of your organisation
- title of the project
- description of the project and its aims
- amount of grant funding awarded
- Australian Business Number
- business location
- your organisation's industry sector.

11. How we monitor your grant activity

11.1. Keeping us informed

You should let us know if anything is likely to affect your project or organisation.

We need to know of any key changes to your organisation or its business activities, particularly if they affect your ability to complete your project, carry on business and pay debts due.

You must also inform us of any changes to your:

- name
- addresses
- nominated contact details
- bank account details.

If you become aware of a breach of terms and conditions under the grant agreement you must contact us immediately.

You must notify us of events relating to your project and provide an opportunity for the Minister or their representative to attend.

11.2. Reporting

You must submit reports in line with the grant agreement. We will provide the requirements for these reports as appendices in the grant agreement. We will remind you of your reporting obligations before a report is due. We will expect you to report on:

- progress against agreed project milestones
- project expenditure, including expenditure of grant funds
- contributions of participants directly related to the project.

The amount of detail you provide in your reports should be relative to the project size, complexity and grant amount.

We will monitor the progress of your project by assessing reports you submit and may conduct site visits to confirm details of your reports if necessary. Occasionally we may need to re-examine claims, seek further information or request an independent audit of claims and payments.

11.2.1. End of project report

When you complete the project, you must submit an end of project report.

End of project reports must:

- evidence that you attended the business event/s listed in your application
- include the agreed evidence as specified in the grant agreement
- identify the total eligible expenditure incurred for the project
- include a declaration that the grant money was spent in accordance with the grant agreement and to report on any underspends of the grant money
- be submitted by the report due date.

11.2.2. Ad-hoc reports

We may ask you for ad-hoc reports on your project. This may be to provide an update on progress, or any significant delays or difficulties in completing the project.

11.3. Independent audits

We may ask you to provide an independent audit report. An audit report will verify that you spent the grant in accordance with the grant agreement. The audit report requires you to prepare a statement of grant income and expenditure. The report template is available on business.gov.au and GrantConnect.

11.4. Compliance visits

We may visit you during the project period, or at the completion of your project to review your compliance with the grant agreement. We may also inspect the records you are required to keep under the grant agreement. We will provide you with reasonable notice of any compliance visit.

11.5. Grant agreement variations

We recognise that unexpected events may affect project progress. In these circumstances, you can request a variation to your grant agreement, including:

- changing project milestones
- extending the timeframe for completing the project but within the maximum time period allowed in program guidelines
- changing project activities

The program does not allow for:

- an increase of grant funds.

If you want to propose changes to the grant agreement, you must put them in writing before the agreement end date. We can provide you with a variation request template.

If a delay in the project causes milestone achievement and payment dates to move to a different financial year, you will need a variation to the grant agreement. We can only move funds between financial years if there is enough program funding in the relevant year to allow for the revised payment schedule. If we cannot move the funds, you may lose some grant funding.

You should not assume that a variation request will be successful. We will consider your request based on factors such as:

- how it affects the project outcome

- consistency with the program policy objective, grant opportunity guidelines and any relevant policies of the department
- changes to the timing of grant payments
- availability of program funds.

11.6. Evaluation

We will evaluate the grant opportunity to measure how well the outcomes and objectives have been achieved. We may use information from your application and project reports for this purpose. We may also interview you, or ask you for more information to help us understand how the grant impacted you and to evaluate how effective the program was in achieving its outcomes.

We may contact you up to two years after you finish your project for more information to assist with this evaluation.

11.7. Grant acknowledgement

If you make a public statement about a project funded under the program, including in a brochure or publication, you must acknowledge the grant by using the following:

‘This project received grant funding from the Australian Government.’

If you erect signage in relation to the project, the signage must contain an acknowledgement of the grant.

12. Probity

We 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.

12.1. 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 our 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 selection process, such as an Australian Government officer or member of an external panel
- 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 the grant program/ grant opportunity.

As part of your application, we will ask you to declare any perceived or existing conflicts of interests or confirm 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 us in writing immediately.

Conflicts of interest for Australian Government staff are handled as set out in the Australian [Public Service Code of Conduct \(Section 13\(7\)\)³](#) of the *Public Service Act 1999* (Cth). Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our [conflict of interest policy](#)⁴ on the department's website.

12.2. How we use your information

Unless the information you provide to us is:

- confidential information as per 12.2.1, or
- personal information as per 12.2.3,

we may share the information with other government agencies for a relevant Commonwealth purpose such as:

- to improve the effective administration, monitoring and evaluation of Australian Government programs for research
- to announce the awarding of grants.

12.2.1. How we handle your confidential information

We will treat the information you give us as sensitive and therefore confidential if it meets all of the following conditions:

- you clearly identify the information as confidential and explain why we should treat it as confidential
- the information is commercially sensitive
- disclosing the information would cause unreasonable harm to you or someone else
- you provide the information with an understanding that it will stay confidential.

12.2.2. When we may disclose confidential information

We may disclose confidential information:

- to Commonwealth employees and contractors, to help us manage the program effectively
- to the Auditor-General, Ombudsman or Privacy Commissioner
- to the responsible Minister or Assistant Minister
- to a House or a Committee of the Australian Parliament.

We may also disclose confidential information if

- we are required or authorised by law to disclose it
- you agree to the information being disclosed, or
- someone other than us has made the confidential information public.

12.2.3. How we use your personal information

We must treat your personal information according to the Australian Privacy Principles (APPs) and the *Privacy Act 1988* (Cth). This includes letting you know:

³ <https://www.legislation.gov.au/Details/C2019C00057>

⁴ https://www.industry.gov.au/sites/default/files/July%202018/document/pdf/conflict-of-interest-and-insider-trading-policy.pdf?acsf_files_redirect

- what personal information we collect
- why we collect your personal information
- to whom we give your personal information.

We may give the personal information we collect from you to our employees and contractors, and other Commonwealth employees and contractors, so we can:

- manage the program
- research, assess, monitor and analyse our programs and activities.

We, or the Minister, may:

- announce the names of successful applicants to the public
- publish personal information on the department's websites.

You may read our [Privacy Policy](#)⁵ on the department's website for more information on:

- what is personal information
- how we collect, use, disclose and store your personal information
- how you can access and correct your personal information.

12.2.4. Freedom of information

All documents in the possession of the Australian Government, including those about the program, are subject to the *Freedom of Information Act 1982* (Cth) (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.

If someone requests a document under the FOI Act, we will release it (though we may need to consult with you and/or other parties first) unless it meets one of the exemptions set out in the FOI Act.

12.3. Enquiries and feedback

For further information or clarification, you can contact us on 13 28 46 or by [web chat](#) or through our [online enquiry form](#) on business.gov.au.

We may publish answers to your questions on our website as Frequently Asked Questions.

Our [Customer Service Charter](#) is available at business.gov.au. We use customer satisfaction surveys to improve our business operations and service.

If you have a complaint, call us on 13 28 46. We will refer your complaint to the appropriate manager.

If you are not satisfied with the way we handle your complaint, you can contact:

Chief Finance Officer
Department of Industry, Science, Energy and Resources
GPO Box 2013
CANBERRA ACT 2601

⁵ <https://www.industry.gov.au/data-and-publications/privacy-policy>

You can also contact the [Commonwealth Ombudsman](#)⁶ with your complaint (call 1300 362 072). There is no fee for making a complaint, and the Ombudsman may conduct an independent investigation.

⁶ <http://www.ombudsman.gov.au/>

13. Glossary

Term	Definition
Application form	The document issued by the Program Delegate that applicants use to apply for funding under the program.
Department	The Department of Industry, Science, Energy and Resources.
Eligible activities	The activities undertaken by a grantee in relation to a project that are eligible for funding support as set out in 6.1.
Eligible application	An application or proposal for grant funding under the program that the Program Delegate has determined is eligible for assessment in accordance with these guidelines.
Eligible expenditure	The expenditure incurred by a grantee on a project and which is eligible for funding support as set out in 6.2.
Eligible expenditure guidance	The guidance that is provided at Appendix A.
Exhibitor	Delegate that is a buyer or seller at a designated event/s. This includes participation through an event stand or designated space, or a registered delegate participating at an event with the purpose of buying or selling.
Grant agreement	A legally binding contract between the Commonwealth and a grantee for the grant funding.
Grant funding or grant funds	The funding made available by the Commonwealth to grantees under the program.
GrantConnect	The Australian Government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs.
Grantee	The recipient of grant funding under a grant agreement.
Guidelines	Guidelines that the Minister gives to the department to provide the framework for the administration of the program, as in force from time to time.
Non-income-tax-exempt	Not exempt from income tax under Division 50 of the <i>Income Tax Assessment Act 1997</i> (Cth) or under Division 1AB of Part III of the <i>Income Tax Assessment Act 1936</i> (Cth).

Term	Definition
Personal information	<p>Has the same meaning as in the <i>Privacy Act 1988</i> (Cth) which is:</p> <p>Information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"> a. whether the information or opinion is true or not; and b. whether the information or opinion is recorded in a material form or not.
Pivoting to domestic market	This relates to the marketing of goods and services to sell to the Australian marketplace, where previously these goods and services were sold outside the borders of Australia.
Program Delegate	A Senior Responsible Officer in Austrade with responsibility for the program.
Program funding or Program funds	The funding made available by the Commonwealth for the program.
Project	A project described in an application for grant funding under the program.

Appendix A. Eligible expenditure

This section provides guidance on the eligibility of expenditure. We may update this guidance from time to time, so you should make sure you have the current version from the [business.gov.au](https://www.business.gov.au) website before preparing your application.

The Program Delegate makes the final decision on what is eligible expenditure and may give additional guidance on eligible expenditure if required.

To be eligible, expenditure must:

- be incurred by you within the project period
- be a direct cost of the project
- be incurred by you to undertake required project audit activities
- meet the eligible expenditure guidelines.

A.1 How we verify eligible expenditure

If your application is successful, we will ask you to verify the project budget that you provided in your application when we negotiate your grant agreement. You may need to provide evidence such as quotes for major costs.

The grant agreement will include details of the evidence you may need to provide when you achieve certain milestones in your project. This may include evidence related to eligible expenditure.

If requested, you will need to provide the agreed evidence along with your progress reports.

You must keep payment records of all eligible expenditure, and be able to explain how the costs relate to the agreed project activities. At any time, we may ask you to provide records of the expenditure you have paid. If you do not provide these records when requested, the expense may not qualify as eligible expenditure.

A.2 Contract expenditure

Eligible contract expenditure is the cost of any agreed project activities that you contract others to do. These can include contracting:

- another organisation
- an individual who is not an employee, but engaged under a separate contract.

All contractors must have a written contract prior to starting any project work—for example, a formal agreement, letter or purchase order which specifies:

- the nature of the work they perform
- the applicable fees, charges and other costs payable.

Invoices from contractors must contain:

- a detailed description of the nature of the work
- the hours and hourly rates involved
- any specific plant expenses paid.

Invoices must directly relate to the agreed project, and the work must qualify as an eligible expense. The costs must also be reasonable and appropriate for the activities performed.

We will require evidence of contractor expenditure that may include:

- an exchange of letters (including email) setting out the terms and conditions of the proposed contract work
- purchase orders
- supply agreements
- invoices and payment documents.

You must ensure all project contractors keep a record of the costs of their work on the project. We may require you to provide a contractor's records of their costs of doing project work. If you cannot provide these records, the relevant contract expense may not qualify as eligible expenditure.

A.3 Travel expenditure

Eligible travel expenditure may include

- domestic travel limited to the reasonable cost of accommodation and transportation required to conduct agreed project and collaboration activities in Australia

Eligible air transportation is limited to the economy class fare for each sector travelled; where non-economy class air transport is used only the equivalent of an economy fare for that sector is eligible expenditure. Where non-economy class air transport is used, the grantee will require evidence showing what an economy air fare costs at the time of travel.

Domestic travel (limited to the reasonable cost of accommodation and air transport required to conduct agreed project and collaboration activities at the event. The reimbursement will be in line with the [Australian Government accommodation and domestic air travel rates](#) for economy travel. Travel is allowed from the day before the event and concluding at the earliest practicable time of departure after the event (this will be either the day of the event, if practicable to do so, or at the latest the day after the conclusion of the event).

A.4 Business Events Cost Schedule

Limitations on grant sizes (per event) will be based on the costs associated with exhibitions at a business event as provided by the Business Events Council of Australia (BECA) through a Business Events Costs Schedule. The Business Events Cost Schedule will include items that are non-refundable such as exhibit space hire, design and manufacture.

Should an event be cancelled due to COV-19, then the non-refundable amount allocated to the buyer and seller (as per the Business Events Cost Schedule) will be entirely met by the Australian Government up to the grant amount. This will extend to non-refundable elements of travel-associated costs.