

From: **Service NSW Small Business Assistance** <[smallbusinessassistance@service.nsw.gov.au](mailto:smallbusinessassistance@service.nsw.gov.au)>

Date: Tue, 21 Nov 2023, [REDACTED]

Subject: 2021 COVID-19 Micro-business Grant Update [REDACTED]

To: [REDACTED]



Dear [REDACTED]

We recently contacted you regarding a compliance audit on your application for the 2021 COVID-19 Micro-business Grant.

This email is to let you know that Service NSW is temporarily pausing compliance audit activity in relation to your grant application. This means that no further action is required from you at this time.

The pause will allow us to review the audit process and identify options to help make it easier for micro-business owners to participate. This includes considering the length of time business owners are given to respond.

We will contact you again at the conclusion of the review to update you on next steps.

We understand that this has been a challenging time, and we are committed to supporting you and your business.

Micro businesses are important contributors to our economy, and we appreciate your assistance as part of the audit process, which helps ensure that public money is used appropriately.

If you prefer to continue with the current compliance audit process, you are able to do so, and our assessors remain available to support you.

If you would like to continue the compliance audit, or to discuss your grant application with us, please respond to this email or call us on 13 77 88 to book an appointment with an assessor.

Kind regards

joshua

Service NSW



----- Original Message -----

**From:** Service NSW Small Business Assistance [[smallbusinessassistance@service.nsw.gov.au](mailto:smallbusinessassistance@service.nsw.gov.au)]

**Sent:** 20/11/2023, [REDACTED]

**To:** [REDACTED]

**Subject:** Please contact us about your 2021 COVID-19 Micro-business Grant application [REDACTED]  
[REDACTED]



Dear [REDACTED],

Thank you for your email.

Yes there is no difference in relation to the dates requirement.

**Need more information or support?**

If you would like to discuss the items outlined in this email, need help understanding what you are required to do or need more time to complete this request, please reply to this email.

Alternatively, if you would like to speak to your designated grant assessor you can book a call at a time and date that is most convenient for you <https://book.service.nsw.gov.au/services/grants-mbg/landing>.

Your grant assessor will call you on the number provided at the time of your booking.

Kind regards

Ruchi

Service NSW  
T 13 77 88



----- Original Message -----

**From:** [REDACTED]  
**Sent:** 20/11/2023, [REDACTED]  
**To:** [smallbusinessassistance@service.nsw.gov.au](mailto:smallbusinessassistance@service.nsw.gov.au)  
**Subject:** RE: Please contact us about your 2021 COVID-19 Micro-business Grant application [REDACTED]

[CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.]

Are you sure this applies to regional businesses?

**From:** [Service NSW Small Business Assistance](#)  
**Sent:** Monday, 20 November 2023 [REDACTED]  
**To:** [REDACTED]  
**Subject:** Please contact us about your 2021 COVID-19 Micro-business Grant application [REDACTED]



Dear [REDACTED],

Thank you for your email.

This is the government requirement, unfortunately we cant amend that.

Please refer to the link below for guidelines :

<https://www.service.nsw.gov.au/2021-covid-19-micro-business-grant-guidelines>

please provide us the information below :

1. Rate Notice dated between 21 April 2021 and 18 October 2021
2. Your Marriage Certificate as the name change document to support your Rate notice
3. Company Income Tax Return FY2021
4. Revised Accountant letter with the dates 12 - 25 June 2021 in compare to 26 June - 30 July 2021

**Need more information or support?**

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Kind regards

Ruchi

Service NSW  
T 13 77 88



----- Original Message -----

**From:** [REDACTED]  
**Sent:** 20/11/2023, [REDACTED]  
**To:** [smallbusinessassistance@service.nsw.gov.au](mailto:smallbusinessassistance@service.nsw.gov.au)  
**Subject:** RE: Please contact us about your 2021 COVID-19 Micro-business Grant application [REDACTED]

[CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.]

Hi

Now that we know that the Greater Sydney Lockdown went from June 26 2021 to October 11 2021 why can't we provide a 2 week snapshot of dates from June 26 till October 11? Or can we?

Regards,

[REDACTED]

**From:** [Service NSW Small Business Assistance](#)  
**Sent:** Monday, 20 November 2023 [REDACTED]  
**To:** [REDACTED]  
**Subject:** Please contact us about your 2021 COVID-19 Micro-business Grant application [REDACTED]



Dear [REDACTED],

Thank you for booking call with us today.

As discussed, please provide us the information below :

1. Rate Notice dated between 21 April 2021 and 18 October 2021
2. Your Marriage Certificate as the name change document to support your Rate notice
3. Company Income Tax Return FY2021
4. Revised Accountant letter with the dates 12 - 25 June 2021 in compare to 26 June - 30 July 2021

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Kind regards

Ruchi

Service NSW  
T 13 77 88



----- Original Message -----

**From:** Service NSW Small Business Assistance [[smallbusinessassistance@service.nsw.gov.au](mailto:smallbusinessassistance@service.nsw.gov.au)]

**Sent:** 16/11/2023, [REDACTED]

**To:** [REDACTED]

**Subject:** Please contact us about your 2021 COVID-19 Micro-business Grant application [REDACTED]



Dear [REDACTED],

Thank you for your email.

We apologize for any spelling mistake in the email we have sent you.

About the legitimacy of the email, we request you to call 137788 and provide them there your case number [REDACTED].

You will get confirmation from there. And once you get confirmation please provide us the requested information below:

**1. Evidence of the physical location of the business**

Please provide evidence that the physical location of the business is in NSW by providing one of the following documents dated between 21 April 2021 and 18 October 2021:

1. council rates notice
2. lease agreement.

If you cannot supply a council rates notice or lease agreement, please provide at least two of the following documents dated between 21 April 2021 and 18 October 2021:

1. utilities bill
2. insurance documentation

3. supply invoices
4. business registration documentation
5. contractor licence.

**2. Evidence that the business has a national aggregated annual turnover of more than \$30,000 and less than \$75,000.**

Please provide evidence that the business has an aggregated annual turnover of more than \$30,000 and less than \$75,000 for the year ended 30 June 2021 by providing one of the following documents:

1. letter from a qualified accountant, registered ta