

The Hon Jihad Dib MP

Minister for Customer Service and Digital Government
Minister for Emergency Services
Minister for Youth Justice



Ref: COR-03345-2024

Mr Alex Greenwich MP
Member for Sydney
By email: sydney@parliament.nsw.gov.au

Re: COVID-19 grant audit dispute

Dear Mr Greenwich *Alex,*

Thank you for your letter dated 23 July 2024 on behalf of Mr [REDACTED] about the reassessment of his 2021 COVID-19 Micro-business Grant application.

During the COVID-19 pandemic, some grant applications were automatically approved to ensure businesses were assisted promptly. This meant Service NSW paid some grant applications based on customer declarations of eligibility.

The current compliance audits are designed to confirm the correct funds were released to customers based on meeting the grant eligibility criteria. Service NSW acknowledges this process may be stressful for business owners.

I am advised [REDACTED] raised his concerns directly with Service NSW on 17 July. A Service NSW complaints officer contacted Mr Ingram on 18 July to acknowledge his complaint and discuss his concerns.

Following that contact, Service NSW commenced an internal review of the audit of [REDACTED] application to ensure procedural fairness. [REDACTED] has been actively involved in the review process, requesting and receiving several extensions to provide further supporting documents. Service NSW has placed the recovery of [REDACTED] debt on hold while the review is in progress.

Service NSW will advise [REDACTED] of the outcome of the internal review in writing when it has been finalised.

Thank you for bringing this matter to my attention.

Sincerely

A handwritten signature in blue ink, appearing to read "Jihad Dib".

Jihad Dib MP
Minister for Customer Service and Digital Government
Minister for Emergency Services
Minister for Youth Justice

29/08/2024