

SUPPLIED IN CONFIDENCE TO THE NSW I.C.A.C.

[Service NSW 2021 COVID-19 Micro Business Grant] **'Retrospective Clawback and Extortion Scam'**

[2022 - present]



Witness Personal Account and Victim Impact Statement [Complainant #03]

The following written evidence received from Steven Ridd by email to steve@naturetrail.com.au.

[Emails (most recent at top)]

START OF EVIDENCE

From: [REDACTED]
Sent: Friday, 31 May 2024 6:59 PM
To: steve@naturetrail.com.au
Subject: Re: FYI - Service NSW Micro Business Grant 'audit' - my closure blog article, plus political support

Everything was successful this side thanks Steve ...long time agitator like yourself 😊👍

Keep up the good work

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From: [REDACTED]
Sent: Thursday, 30 May 2024 9:54 PM
To: steve@naturetrail.com.au
Subject: Re: FYI - Service NSW Micro Business Grant 'audit' - my closure blog article, plus political support

Thanks Steve,

Think of all the individuals out there that don't have your expertise and persistence. Not to mention those from non-english backgrounds. There really screwed.

That's a great thing for you to share experiences because it shows others that government is only as good as the operator on the phone and if they get a bad outcome there are ways around it.

If I ever make it up your way bro I will give you a heads up and drop in and say hello 😊👍

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From: [REDACTED]
Sent: Tuesday, 21 November 2023 2:27 PM
To: steve@naturetrail.com.au
Subject: Re: Read your article on MBG audit ...agree - ta

Dear Steven,

Thanks mate.

So many of your points resonate with my experiences. I hear you Steve! (That sounds like something out of Avatar)

If this helps, from my experiences, and I am sure you know all this, the kpi system means they grab someone (anyone standard is low) off the street , they give them a bit of script to read, if your outside that script it doesn't compute, gets shunted to the side or worse unfairly escalated.

Also because of the KPIs they do the easiest cases first, unfair but reality.

My approach was to get hold of one of the technical specialists also some team leaders others are difficult. So call and ask to be escalated , it's actually a right in most govt , have a quick chat and see if they had the knowledge to be confident in dealing with a non tick a box problem. So decision maker shopping.

Just a thought.

Yes no problems printing my comments anonymously (lol best today to stay anonymous if you can).

Bro 6 months! They don't realise the cost in terms of mental energy.

Anyways my tax knowledge is poor now.

Sending you and family some blessings PS maybe you could consult on the SBG help others .

Cheers [REDACTED]

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From: [REDACTED]
Sent: Monday, 20 November 2023 4:18 PM
To: steve@naturetrail.com.au
Subject: Re: Read your article on MBG audit ...agree

Dear Steve,

Yes mate only too real ...there is little out there on the MBG audit , yours is the only non govt info .

In my case I received an 'audit passed' email shortly after I contacted you and about 3 weeks after submitting all the documents.

I've always been small business but did a stint in the ATO ironically defended debt team and other stints as a migration agent defending clients in tribunals against the govt. I also have a master's in tax , anyways I was just shocked at how threatening the email was and ignorance of the criteria vs the requested evidence , if U satisfy the criteria that is it imho . There are other issues as well .

All in all a fairly needless waste of taxpayer funds.

All the best mate hope it worked out

Cheers Geoff

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From: [REDACTED]
Sent: Wednesday, 15 November 2023 7:53 AM
To: steve@naturetrail.com.au
Subject: Read your article on MBG audit ...agree

Dear Steve,

Am currently being audited and just read your article .

Agree with your points.

My side have submitted everything 2 weeks ago and waiting on outcome.

Hope everything worked out for you.

thanks for raising issue with the MPs.

it's repeat of robodebt.

Cheers Geoff

End of supplied evidence

This document submitted by Steven Ridd, Managing Director, Wistmans Wood Holdings Pty Limited [ACN 600 331 931] as trustee for Wistmans Wood Trust [ABN 51 965 308 493] trading as Nature Trail. Registered Address: 5 Kundibar Street KATOOMBA NSW 2780.]

By email icac@icac.nsw.gov.au

ICAC

INDEPENDENT COMMISSION
AGAINST CORRUPTION

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