

**The Hon Jihad Dib MP**

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



Ref: COR-05324-2023

Ms Trish Doyle MP  
Member for Blue Mountains  
By email: [bluemountains@parliament.nsw.gov.au](mailto:bluemountains@parliament.nsw.gov.au)

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Re: concerns about COVID-19 Micro-business grant audit and pause

Dear Ms Doyle *Trish,*

Thank you for your representations dated 21 November 2023 on behalf of Mr Steven Ridd about the pause of the Service NSW compliance audit of his application for a COVID-19 Micro-business grant for his business, Nature Trail. I apologise for the delay in responding.

During the COVID-19 pandemic, to ensure customers were assisted promptly, Service NSW paid the grant funds to some businesses based on the self-declaration they provided at the time of application. As per the grant's terms and conditions, Service NSW is now conducting reassessments to confirm the correct funds were released to customers based on the grant eligibility criteria.

I acknowledge and appreciate the concern which may be associated with the review process. Service NSW continues to offer support and guidance for grant recipients as they gather the information needed to complete the eligibility check.

On 17 November, Service NSW informed Mr Ridd it had temporarily paused compliance activity on his grant application and would contact him when the review was finalised to advise next steps.

The review is aimed at identifying ways to help make it easier for micro-business owners to participate, including considering the length of time business owners are given to respond. Grant recipients have also been given the option to continue with the current compliance audit process if they prefer.

Please be assured Service NSW aims to exercise the highest standards of ethical financial management to ensure integrity of process and equity for all citizens of New South Wales.

Thank you for bringing this matter to my attention.

Sincerely

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

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

*04/03/2024*