

Reference: [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

By Email: [REDACTED]

Internal review of your application for the Micro Business Support Grant 2021

Dear Mrs [REDACTED]

I refer to your application for abovementioned grant made on 04 August 2021 and your request dated 06 August 2024 for a review of the decision made about your application. You have requested an internal review on your application as you disagree with the audit outcome that was communicated to you by Service NSW.

I am authorised by delegation of the Minister for Customer Service and Digital Government under section 5.7(4) of the Government Sector Finance Act 2018, to conduct a review of and determine a final outcome for your application, in accordance with the terms and conditions set by the Minister for this Program.

- your initial application dated 04 August 2021
- your request for review dated 06 August 2024
- statements and supporting documents supplied via email on 22 August 2024

Your eligibility has been considered against the following:

- Micro Business Support Grant 2021 - Terms and Conditions dated 24 July 2021, which was in force as at the date of your initial application, and
- Micro Business Support Grant 2021 – Guidelines dated 29 July 2021, which was in force as at the date of your initial application.

Outcome

I am pleased to advise that [REDACTED] business [REDACTED] ABN [REDACTED] has been removed from compliance activities after hardship considerations have been accepted.

We note that a payment of \$15,000.00 was paid to you and no further monies are payable. You are not required to make any repayments.

Hardship considerations

You supplied:

- Doctors letter

- Accountants letter
- Individual Tax Returns

Documents supplied have been reviewed and accepted to meet with Hardship considerations.

Conclusion of your matter

If you are dissatisfied with the way Service NSW has handled your application, audit, or review, you may lodge a complaint through our website at <https://www.service.nsw.gov.au/contact-us/customer-complaints>.

Yours sincerely

Sean

Customer Payments Support Team – Internal Reviews

For and on behalf of the Director Customer Payments

27 August 2024

