

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 #21]

The following written evidence received from Steven Ridd by email to [steve@naturetrail.com.au](mailto:steve@naturetrail.com.au) .

[Emails (most recent at top)]

### START OF EVIDENCE

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[Redacted]

Member for  
Sydney

By email: sydney@parliament.nsw.gov.au

Re: COVID-19 Micro-Business Grant Dear Mr Greenwich

Thank you for your representations dated 23 July 2024 on behalf of [Redacted] regarding the eligibility of Mr [Redacted] 2021 COVID-19 Micro-Business Grant application.

A Service NSW complaints officer contacted Mr [Redacted] on 7 August to acknowledge your representations and provide advice and assistance.

Mr [Redacted] had contacted Service NSW on 16 July requesting clarification on the calculation of aggregated annual turnover for his matter. Service NSW conducted a further review of Mr [Redacted] documentation. After a further clarification on the calculation of Aggregated Annual Turnover, Service NSW determined the business was eligible for the grant.

The complaints officer notified Mr [Redacted] on 8 August that his case has been approved and no further action is required on his part.

The NSW Government appreciates that the review process can be difficult for business owners who received grants. However, Service NSW must ensure that the delivery of funds by the NSW Government is conducted with fairness, ensuring equity for all NSW citizens.

Thank you for bringing this matter to my attention.

Sincerely

Jihad Dib MP  
Minister for Customer Service and Digital Government  
Minister for Emergency Services  
Minister for Youth Justice  
19-Sep-2024

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**From:** [REDACTED]  
**Sent:** Friday, 6 September 2024 3:57 PM  
**To:** steve@naturetrail.com.au  
**Subject:** Fw: Dispute on grant application for [REDACTED] Pty Ltd for Micro Business Grant 21 [ref: [REDACTED]:ref ]

Hi Steve,

As discussed, attached is the final letter advising a 2<sup>nd</sup> Independent Review has been completed.

Review has come up with a new figure for our Turnover.

Please treat as confidential.

Thanks,

[REDACTED]

\*

**From:** [REDACTED]  
**Sent:** Thursday, 8 August 2024 4:39 PM  
**To:** steve@naturetrail.com.au  
**Subject:** Fwd: Service NSW Customer Resolution Team [ ref [REDACTED]:ref ]

Hi Steve

Great news !

SNSW have done a further independent review and have advised that our application is approved and is now eligible.

I suspect the letter from Alex Greenwich has helped.

Thanks so much for your support and guidance, and in particular, for sharing all your information which enabled me to submit a dispute request and lodge a complaint based on your advice and experience.

I can't thank you enough as I think we would have eventually relented and paid had we not had the support and guidance.

When you're next in Sydney, we would love to meet you and shout you a beer !

I have advised A Current Affair, both [REDACTED], but have not heard back from them. We are still happy to be involved if required.

Happy travels !

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Saturday, July 20, 2024 11:22 AM  
**To:** [REDACTED]  
**Subject:** Fw: Service NSW Programme Review Outcome: [REDACTED]

The day after receiving the Dispute Outcome letter on 15/7, we received this poorly worded and confusing email from Joan at RNSW.

Now that looks like a Scam to me !

Grant Perris

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**From:** [statedebt@revenue.nsw.gov.au](mailto:statedebt@revenue.nsw.gov.au) <[statedebt@revenue.nsw.gov.au](mailto:statedebt@revenue.nsw.gov.au)>  
**Sent:** 16 July 2024 15:26  
**To:** [REDACTED]  
**Subject:** Service NSW Programme Review Outcome: [REDACTED]

Dear Grant,

Service NSW have completed your review and have advised that your fees of \$15,214.00 are correct and payable.

Service NSW advised: "Customer Payment Support Team have conducted an Internal Review as customer has disputed debt to RNSW" Debt to Stand.

To avoid further debt recovery action, I have placed your account on hold until 30 July 2024 to allow you to make payment of this account.

If you are unable to pay these fees in full, we can offer you a Payment Plan with fortnightly payments. Please contact our office to discuss your options.

For further information please contact our office on 1300 655 805 and quote your ref#

██████████.

Regards

Kind regards,

**Joan**

Support Officer | DCS RNSW State Debt Operations - Team 1

**Department of Customer Service**

T 1300 655 805 E [joan.barsden@revenue.nsw.gov.au](mailto:joan.barsden@revenue.nsw.gov.au)

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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](mailto:icac@icac.nsw.gov.au)

**ICAC**

INDEPENDENT COMMISSION  
AGAINST CORRUPTION

Level 7, 255 Elizabeth Street  
Sydney, New South Wales  
Australia