

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 #23]

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: Wednesday, 16 October 2024 4:20 PM
To: steve@naturetrail.com.au
Subject: Fwd: Service NSW Grant Clawback Targets Matter - Channel Nine's A Current Affair - Reporter [REDACTED] request for interviews from still threatened small business owners (A.S.A.P.)

Sent from my iPhone

Begin forwarded message:

Hi Steve, [REDACTED] got the call from Service NSW saying she still needs to pay the debt BUT he is forwarding an email with a form on which she can outline extenuating circumstances. 'Sam' got an earful from me as, unfortunately for him, I was visiting at the time. 😊. I will keep you posted.

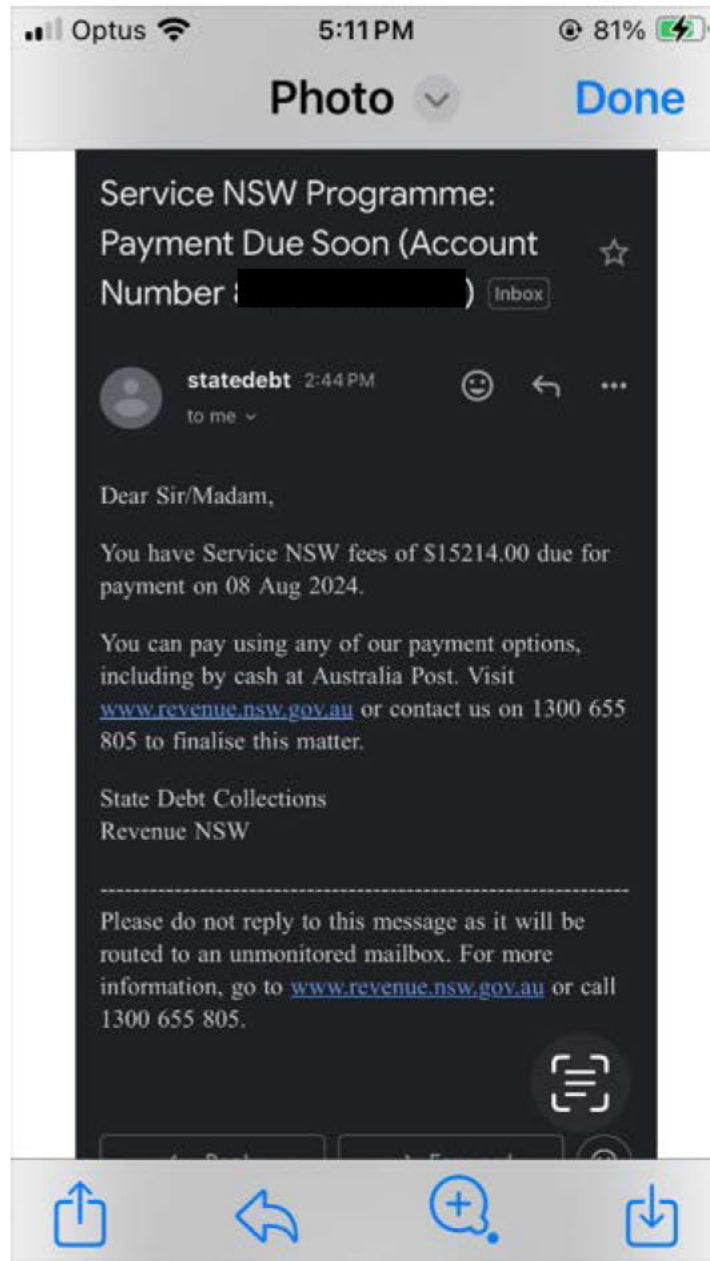
I also got a call from Lauren yesterday checking as to whether we had received that form, which we didn't know about that stage, and again today acknowledging my message that we had been advised of, although not yet received, the form.

Cheers

[REDACTED]

*

14-Oct-2024:



From: [REDACTED]

Sent: Monday, 14 October 2024 10:57 PM

To: [REDACTED]

Subject: RE: Service NSW Micro Business Grant clawback battle [REDACTED]

Sensitivity: Confidential

Hi [REDACTED]

I am a bit late in replying but do you think that one of the idiots at Service NSW mistook a 5 for an 8?? Wouldn't surprise me!

I, too, highly recommend you all contact the Ombudsman. The more people that report they have been hit by Robodebt No 2, the more likely it is that something will be done. Today I will be uploading all the information I have and emailing it to her, as requested.

Steve Ridd has been doing an amazing job but it is really up to us to back up the 'noise' he has been creating & contact everyone we can - your local MP, Ray Hadley & Ben Fordham at 2GB, and anyone else who can publicise this matter. I am also trying to contact Michael Pascoe, a reporter from The New Daily who has been reporting on the first Robodebt but I am having difficulty finding a contact for him.

This is all definitely taking momentum now, especially with A Current Affair interested in a follow up segment.

I wish you all well in your endeavours in this fight against the money grab.

Kindest regards

[Redacted]

*

From: [Redacted]
Sent: Friday, 23 August 2024 7:02 PM
To: steve@naturetrail.com.au
Subject: RE: Service NSW 2102 Micro Business Grant - scam audit - important updates for you all

Hi Steve

Sorry it took me a while to get back to you, but having a couple of hospital procedures so my mind was a bit elsewhere.

First, great ACA segment!! I particularly liked when you described hanging up on (Paula?). That was a great touch. I felt Chris Minns looked like a deer in headlights – fancy not knowing anything that is going on in a portfolio under his supreme control. And as for smarmy Greg Wells..... 😞

Quick update: I have written to Jo Haylen MP in our ward. Received acknowledgement that email was received, but nothing more.

I have written to both Ray Hadley and Ben Fordham. Again, received two emails confirming receipt but, again, nothing more.

I gave all my full contact details so, guess we just wait.

I think you are in Ireland around now, so I hope you are having a well-deserved rest and a wonderful time.

Kind regards

[Redacted]

*

From: [REDACTED]
Sent: Monday, 29 July 2024 7:02 PM
To: steve@naturetrail.com.au
Subject: RE: Service NSW - Micro Business Grant Debt Collection Scam - time to go to the media!

Hi Steve

Again, great job, and thank you for standing up for those yet to go through all this.

[REDACTED] has received the 'Invoice' – it was actually sent to her old address so she only got it yesterday – and I attach herewith, as Robodebt p1 & p2..

I think it may be too late, and I have yet to sit down with Taylor to go through everything, but will be calling [REDACTED] tomorrow anyway.

I read through the email below and the links – I was so tempted to write a scathing message to Cassandra Gibbens and Greg Wells in the Contact section but I am too angry at the moment and will do [REDACTED] no good, although I do have an Authority to speak on her behalf.

Thanks again Steve

[REDACTED]

*

9-Jul-2024:



Customer Service

ABN: 81 913 830 179

You are **HERE**



FEE DETAILS

COL application number: [REDACTED]

Date of Decision: 05.07.24

REASON FOR DETERMINATION

The fees have been charged for the MB Support Grant 21 - Application as the eligibility criteria were not met.

TAX INVOICE – PAY NOW

INVOICE NUMBER [REDACTED]

AMOUNT DUE \$15,214.00

ISSUE DATE 09 JUL 2024

DUE DATE 08 AUG 2024

Pay by the due date to avoid additional fees

CONTACT US revenue.nsw.gov.au | 1300 655 805

This matter has been referred to **Revenue NSW** to commence collection of this invoice on behalf of Service NSW regarding the **MB Support Grant 21 - Application**.

If you wish to discuss this matter further, dispute the calculation findings or provide further information, please contact Revenue NSW on 1300 655 805.

 **Online:** Visit www.revenue.nsw.gov.au to pay by Mastercard or Visa.*
*A card payment fee may apply. This fee is not subject to GST.

 **Phone:** Call 1300 655 805 to pay by Mastercard or Visa.*
*A card payment fee may apply. This fee is not subject to GST.

 **BPAY:** Quote Biller Code **265967** and your Reference No. [REDACTED] to pay using your cheque or savings account. Access BPAY via your financial institution's website or phone banking service. The BPAY details are unique for each invoice.




 **POST:** Pay in-store at Australia Post by cash, cheque or EFTPOS. Please write your payment reference number and name on the back of the cheque.
[REDACTED]

Payment Reference No: [REDACTED]

Amount Due: \$15,214.00

Due Date: 08 AUG 2024

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You are HERE			
INVOICE ISSUED	DEBT NOTICE	DEBT RECOVERY ORDER	DEBT RECOVERY ACTION
<p>Invoice(s) has been issued to you in relation to fees/services provided by the referring agency.</p> <p>Pay by the due date.</p> <p>See below for other ways to finalise this notice.</p>	<p>A Debt Notice has been issued to you for an overdue Invoice.</p> <p>Pay the amount owing or take alternative action by the due date to save an \$65 additional cost and late payment fees being applied.</p>	<p>A Debt Recovery Order has been issued against you because you have not paid the outstanding amount owed.</p> <p>If you do not pay the outstanding amount (including added costs) by the due date, debt recovery action may be commenced against you without further notice.</p>	<p>Debt Recovery Action may be taken against you because you have not paid the outstanding amount owed.</p> <p>Debt Recovery Action includes:</p> <ul style="list-style-type: none"> • Taking money from your bank account or wages • Seizing goods or property you own • Being compelled to provide information • Registering an interest in property you own <p>Additional costs may be added for each debt recovery action.</p>
<p>\$15,214.00 Invoice amount</p>	<p>\$0.00 Amount owed</p>	<p>+ \$65 Debt Recovery Order Cost</p>	<p>+ \$65 (min cost) Debt Recovery Costs</p>

Other ways to finalise this notice

What if I cannot afford to pay this notice by the due date?
You can apply for a payment plan by calling Revenue NSW on 1300 655 805. You must apply to pay by instalment prior to the due date.

What if I have a query relating to these fees?
If you have a query relating to the fees charged, please contact Revenue NSW on 1300 655 805 for more information.

Revenue NSW contact details
Phone: 1300 655 805
Overseas callers: +612 7808 6941
Website: www.revenue.nsw.gov.au

For people with hearing or speech impairment
TTY 133 677 | Speak and Listen 1300 555 727

Privacy Collection Notice: Your information is being collected by Revenue NSW under the State Debt Recovery Act 2018. We collect your information to manage your fees and charges obligations. Revenue NSW handles your personal information in accordance with Privacy and Personal Information Protection Act 1998 and Health Records and Information Privacy Act 2002. Your information may be provided to third parties as required or permitted by law. Please go to www.revenue.nsw.gov.au for more information or to make a privacy complaint.

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



INDEPENDENT COMMISSION
AGAINST CORRUPTION

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Australia