

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 #35]

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

[Emails and records in chronological order]

### START OF EVIDENCE

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**From:** [REDACTED]  
**Sent:** Thursday, 10 October 2024 5:09 PM  
**To:** [steve@naturetrail.com.au](mailto:steve@naturetrail.com.au)  
**Subject:** Micro business grants

Hi Steve,

I own a small local plumbing business in Sydney and have recently been contacted by Service NSW to pay back my micro business grant. I have since then gone down the internet rabbit hole and have come across your blogs in relation to your own troubles in relation to this. I'd love the opportunity to discuss this with you as I'm having a difficult time with Service NSW representatives.

Regards

[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** Saturday, 12 October 2024 6:15 PM  
**To:** steve@naturetrail.com.au  
**Subject:**

Hi Steve,

See emails below, first beginning from 19/4/24.

**From:** Service NSW Small Business Assistance <[smallbusinessassistance@service.nsw.gov.au](mailto:smallbusinessassistance@service.nsw.gov.au)>



Dear DUSAN,

I am writing to you about **your application for the 2021 COVID-19 Micro-business Grant** for **DUSAN MOMCILOVIC**

Service NSW regularly completes compliance reviews of NSW Government grant programs. We are now carrying out compliance reviews of the 2021 COVID-19 Micro-business Grant and, together with other micro-businesses who received the Micro-business grant, your application has been selected for review.

### **What is a compliance review?**

A compliance review seeks to ensure that grant eligibility and program Terms and Conditions and Guidelines have been followed, such as ensuring that the required documents were included when applying for the grant.

Compliance reviews also check that grant monies, which are public funds, have been allocated responsibly.

By applying for this grant, applicants agreed that they may be subject to an audit and to retain the required documentation for five years.

We understand that some time has passed since you received this grant, and that this request may be unexpected. We are here to help throughout the compliance review.

### **What we need from you**

We may require further supporting documents to support your eligibility for this grant.

We appreciate that it may take time to provide these supporting documents, and that you may need to seek advice from an accountant or tax agent, so we are providing you with at least 30 calendar days to gather evidence listed below to support your application.

If you would like information on how to authorise someone to act on your behalf, including an accountant tax agent or bookkeeper, please reply to this email, or book a call with a grant assessor at

[https://book.service.nsw.gov.au/services/grants-mbg/landing?bookingSource=sfcase&bookingSourceId=\[REDACTED\]](https://book.service.nsw.gov.au/services/grants-mbg/landing?bookingSource=sfcase&bookingSourceId=[REDACTED]).

Please ensure to redact tax file numbers from documents where applicable.

### **Evidence of the physical location of the business**

Please provide evidence that the physical location of the business is in NSW by providing one of the following documents dated between 21 April 2021 and 18 October 2021:

- council rates notice
- lease agreement.

If you cannot supply a council rates notice or lease agreement, please provide at least two of the following documents dated between 21 April 2021 and 18 October 2021:

- utilities bill
- insurance documentation
- supply invoices
- business registration documentation
- contractor licence.

### **Evidence that the business has a national aggregated annual turnover of more than \$30,000 and less than \$75,000.**

Please provide evidence that the business has an aggregated annual turnover of more than \$30,000 and less than \$75,000 for the year ended 30 June 2020 by providing one of the following documents:

- letter from a qualified accountant, registered tax agent or registered BAS agent (approved templates are available and can be provided when requested).
- Business Activity Statement (BAS)
- business bank account statement (separate from any personal accounts)

- Australian tax return (businesses can choose to redact their tax file number)
- a profit and loss statement from an accounting software for a minimum three-month period during the 2019-20 financial year, **AND**:
  - an annotated personal bank statement for the same minimum three-month period, **OR**
  - a 2019-20 personal income tax return.

**Evidence of decline in turnover.**

Please provide evidence that the business experienced a decline in turnover of 30% or more due to the impact of the Public Health Order over a minimum two-week period within the period of restrictions (commenced 26 June 2021), compared to:

- the same period in 2019, or
- the same period in 2020, or
- the two weeks immediately prior to any restrictions of 12–25 June 2021 (inclusive).

Please do this by providing:

- a letter from a qualified accountant, registered tax agent or registered BAS agent using the template provided by Service NSW.

OR

- two business bank account statements (separate from any personal accounts). One statement must be from the 2021 COVID-19 period of restrictions (commenced 26 June 2021). The other statement must be from one of the periods listed above. Please highlight or annotate the statements to show the 2-week period used to demonstrate decline in turnover.

OR

- profit and loss statements from an accounting software and two annotated personal bank statements. One statement must be from the 2021 COVID-19 period of restrictions (commenced 26 June 2021). The other statement must be from one of the periods listed above.

**Next steps**

If you have this documentation readily available, you can reply to this email at any time and attach the documentation before we make contact.

Once we have received your supporting documents, we will undertake our review against the

eligibility requirements for this grant, and share the outcome with you via email.

If you believe you have complied with the Terms and Conditions or can provide additional information relating to your eligibility, please reply to this email by **20TH MAY 2024**

### **Will I need to repay the money I received?**

If we do not receive the information requested or do not hear from you by **19TH JULY 2024**, your case will be referred to Revenue NSW.

Revenue NSW will mail you a notice that includes information on support available, this includes how to request a payment plan or apply for hardship options if you require additional support.

You can also find information on payment plans and hardship options at <https://www.nsw.gov.au/money-and-taxes/fines-and-fees/fees/difficulty-paying-your-fee>.

### **Appealing the outcome of a compliance review**

If you do not agree with our decision about your compliance review, you can request an Internal Review **within 28 calendar days** of being notified about the outcome of your review.

Your request will be considered by the Customer Payment Support - Internal Reviews team which is separate to the team that undertakes the compliance review.

As part of the Internal Review process, you will have an opportunity to give us more information or evidence to support your appeal.

More information about how to request an Internal Review, how we handle Internal Reviews and our complaints handling policy is available at <https://www.service.nsw.gov.au/transaction/request-an-internal-review-of-a-decision-about-a-grant-application> by calling us on 13 77 88.

### **Need more information or support?**

We're here to provide you with ongoing support and guidance throughout this review.

If you have any questions relating to this review, please reply to this email or book a call with a grant assessor at [https://book.service.nsw.gov.au/services/grants-mbg/landing?bookingSource=sfcase&bookingSourceId=\[REDACTED\]](https://book.service.nsw.gov.au/services/grants-mbg/landing?bookingSource=sfcase&bookingSourceId=[REDACTED]).

For mental health support, please see the following services and resources: <https://www.service.nsw.gov.au/business/manage-and-grow/mental-health-support>.

If you would like to check the grant Terms and Conditions, they can be found at this link: <https://www.service.nsw.gov.au/2021-covid-19-micro-business-grant-terms-and-conditions>.

If you need any other support for your business, please call a Service NSW Business Concierge on 13 77 88.

Kind regards

Karina  
Service NSW  
T: 13 77 88



ref: [REDACTED]:ref

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**From: Service NSW Small Business Assistance** <[smallbusinessassistance@service.nsw.gov.au](mailto:smallbusinessassistance@service.nsw.gov.au)>

Case Reference: [REDACTED]

Dear [REDACTED],

Thank you for taking the time to speak with me today regarding this matter.

As discussed, I want to confirm that Service NSW has received your dispute of the decision provided to you via email on 1st August 2024.

Our team is now initiating an internal review of the decision made on your 2021 COVID-19 Micro-Business Support Grant compliance audit. We aim to provide you with the outcome within 28 calendar days from this email. Should there be any delays, we will promptly notify you.

Within the next 5 days please submit any additional relevant documentation or supporting evidence by replying to this email.

For your convenience a copy of the Terms and Conditions and Guidelines can be found on our website:

<https://www.service.nsw.gov.au/2021-covid-19-micro-business-grant-terms-and-conditions>

<https://www.service.nsw.gov.au/guidelines/2021-covid-19-micro-business-grant>

If you have any questions, please 02 3814 0687 (extension: 7253) or simply reply to this email.

Kind Regards,

Alex  
Dispute Resolution Specialist  
Customer Resolution and Disputes Team

T [137788](tel:137788)



ref: [REDACTED]:ref

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From: Service NSW Small Business Assistance <[smallbusinessassistance@service.nsw.gov.au](mailto:smallbusinessassistance@service.nsw.gov.au)>



Case Reference: [REDACTED]

Dear [REDACTED],

Thank you for taking the time to speak with me today regarding this matter.

As discussed, I want to confirm that Service NSW has received your dispute of the decision provided to you via email on 1st August 2024.

Our team is now initiating an internal review of the decision made on your 2021 COVID-19 Micro-Business Support Grant compliance audit. We aim to provide you with the outcome within 28 calendar days from this email. Should there be any delays, we will promptly notify you.

Within the next 5 days please submit any additional relevant documentation or supporting evidence by replying to this email.

For your convenience a copy of the Terms and Conditions and Guidelines can be found on our website:

<https://www.service.nsw.gov.au/2021-covid-19-micro-business-grant-terms-and-conditions>

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<https://www.service.nsw.gov.au/guidelines/2021-covid-19-micro-business-grant>

If you have any questions, please 02 3814 0687 (extension: 7253) or simply reply to this email.

Kind Regards,

Alex  
Dispute Resolution Specialist  
Customer Resolution and Disputes Team

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From: Service NSW Small Business Assistance <[smallbusinessassistance@service.nsw.gov.au](mailto:smallbusinessassistance@service.nsw.gov.au)>



Dear [REDACTED]

We are contacting you about your internal review as requested, for the decision made on the application for the 2021 COVID-19 Micro-business Grant for Dusan Momcilovic.

We have tried to contact you on the mobile phone number you provided, however we have been unable to reach you.

Is there a different number we should call to discuss this? We understand you may be busy, so please let us know a day and time that suits you and we will try again.?

If you have any questions, please reply to this email to contact me directly.

Yours Sincerely,

Ellie  
A/Dispute Resolution Specialist  
Customer Resolution Team  
Service NSW  
T 137788



ref [REDACTED]:ref



From: Service NSW Small Business Assistance <[smallbusinessassistance@service.nsw.gov.au](mailto:smallbusinessassistance@service.nsw.gov.au)>



Dear Dusan.

We refer to your dispute dated 4 September 2024 of the decision made on the application for 2021 COVID-19 Micro-business Grant for Dusan Momcilovic on 1 August 2024 by Service NSW.

We acknowledge receipt of your dispute.

My name is Ellie and I will be taking over your case. I have tried calling you on the phone number you provided but have been unable to reach you.

I apologise for the delay in the review process and as such I will be re-recommending the Independent Internal Review from today and will notify you with the outcome of the review within 28 calendar days from the date of this email.

If we require any clarification from you regarding the information provided, then we will contact you within this timeframe. All action will be suspended on your file until this review has been completed.

Your dispute involves conducting an Independent Internal Review which involves reviewing the information and evidence provided in your initial application and consideration of any new and additional information / evidence which you have provided with your request for an Independent Internal Review.

If you have any additional information or evidence that you would like to be considered in this independent internal review, please provide via return email within **5 business days**.

In regards to your previous email, to give your accountant authority we require a letter from the business associate listed on the Australian Business Register (ABR) authorising them to act on behalf of the business.

Please use the below template.

To whom it may concern

I, [insert full name] am an Associate for [business name and ACN/ABN] ('the Business') listed on the Australian Business Register and have authority to act and speak on behalf of the Business. My position in relation to the Business is [insert position/role].

I confirm that [insert name and position] of [business name, ABN and contact details of authorised accountant/tax agent/BAS agent], has authority to speak and act on behalf of the Business for the purposes of [the name of grant].

[name and title]

[insert signature of authorised associate on ABR]

[insert phone number]

[commercial address of business]

**Please be advised that the outcome of your dispute will be final and there will be no further avenue for review by Service NSW.**

Sincerely

Ellie

Disputes Resolution Team

Dear [REDACTED].

I refer to your ongoing dispute with Service NSW regarding your 2021 COVID-19 Micro-business Grant.

We have not received any additional information/ evidence from you or your accountant to be considered during our Internal Review. If additional information / evidence is not submitted by Thursday 10 October 2024, we will conduct an Internal Review with the information we have on file.

If you wish for us to consult with your accountant in regards to further evidence, could you please arrange for them to get in touch at their earliest convenience.

Alternatively, if you wish to give your accountant authority, we require a letter from the business associate listed on the Australian Business Register (ABR) authorising them to act on behalf of the business.

Please use the below template.

To whom it may concern

I, [insert full name] am an Associate for [business name and ACN/ABN] ('the Business') listed on the Australian Business Register and have authority to act and speak on behalf of the Business. My position in relation to the Business is [insert position/role].

I confirm that [insert name and position] of [business name, ABN and contact details of authorised accountant/tax agent/BAS agent], has authority to speak and act on behalf of the Business for the purposes of [the name of grant].

[name and title]

[insert signature of authorised associate on ABR]

[insert phone number]

[commercial address of business]

For any further inquiries, please don't hesitate to contact me directly at 3814 0726 (extension 7554), or reply to this email.

Yours Sincerely,

Ellie  
Dispute Resolution Team?  
Service NSW  
T 13 77 88

Hi [REDACTED].

Thank you for your email.

Before I am able to speak to either Chris or George, I do require a letter from the business associate listed on the Australian Business Register (ABR) authorising them to act on behalf of the business.

If you would prefer to wait until Chris is available I can grant an extension of a further 5 days from today? If you would like an extension, please let me know via email at your earliest convenience.

Please use the below template for the letter of authority.

To whom it may concern

I, [insert full name] am an Associate for [business name and ACN/ABN] ('the Business') listed on the Australian Business Register and have authority to act and speak on behalf of the Business. My position in relation to the Business is [insert position/role].

I confirm that [insert name and position] of [business name, ABN and contact details of authorised accountant/tax agent/BAS agent], has authority to speak and act on behalf of the Business for the purposes of [the name of grant].

[name and title]

[insert signature of authorised associate on ABR]

[insert phone number]

[commercial address of business]

Sincerely  
Ellie  
Disputes Resolution Team

Service NSW  
T 13 77 88

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Hi Ellie,

Before we proceed, I have already been in discussion with another case worker (Alex) in regards to this matter who was also in discussion with my accountant on my behalf. What happened to this previous case worker and the information he had gathered.

In regards to the letter of authorisation, why did I not have to provide this to the previous case worker(Alex).

Yes, provide the extension.

Regards

██████



Hi [REDACTED].

Thank you for your email.

As mentioned previously in an email, I am taking over this case from Alex. Due to this handover, I have recommenced an internal review and now require further evidence.

I can see that you have given authority to your accountants, both George and Chris, via email, and I can now confirm that I can use this as authority to speak to them on your behalf.

I will organise to give either George or Chris a call tomorrow in regards to further evidence and extend the deadline for an additional 5 business days from tomorrow.

Sincerely  
Ellie  
Disputes Resolution Team

Service NSW  
T 13 77 88



ref [REDACTED] ref

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George [REDACTED] & Associates

Good Afternoon Ellie,

Hope you're having a great day and thank you for your email and for taking over the review of the 2021 COVID-19 Micro-business Grant for our client Dusan Momcilovic. I appreciate your attention to

this matter and your efforts to communicate. We have tried to contact you however could not be put through.

To clarify the situation further, our client Dusan Momcilovic, operates as a sole trader under ABN 55 405 626 169. Due to the impacts of the public health orders, our client experienced significant declines in turnover, making the client eligible for the COVID-19 Micro-business Grant.

Under the sole trader ABN, Dusan Momcilovic was not registered for GST from 1st July 2019 to 31st October 2019, but became registered on 1st November 2019. During the financial year 1<sup>st</sup> July 2019 - 30th June 2020, our client reported a gross income of \$32,283 (including GST). This total includes \$2,389 in GST and \$6,000 that was exempt from GST, resulting in a net income of \$29,894. This gross income falls within the eligibility criteria for the Micro-business Grant, as it is over \$30,000 and under \$75,000.

The client experienced a 100% decline in turnover from the comparable period (01/07/2021 – 17/07/2021) with no revenue during that timeframe, which meets the grant's criteria. It is important to note that the client did not apply for any other COVID-19 grants, further substantiating their eligibility for the Micro-business Grant.

We firmly believe that the entity qualifies for the grant based on the details provided, and we appreciate your understanding and diligence in reviewing this case. If there is any further information or evidence you need from us to facilitate the review, please don't hesitate to reach out.

Thank you once again for your assistance, and I look forward to your response regarding the outcome of the review within the specified timeframe.

Should you wish to discuss this matter further we can be contacted on (02) 9808 3736.

**Kind Regards,**

**George [REDACTED]**

Accountant, Principal

GEORGE [REDACTED] & ASSOCIATES

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Hi [REDACTED].

Thank you for your email.

Before I am able to speak to either Chris or George, I do require a letter from the business associate listed on the Australian Business Register (ABR) authorising them to act on behalf of the business.

If you would prefer to wait until Chris is available I can grant an extension of a further 5 days from today? If you would like an extension, please let me know via email at your earliest convenience.

Please use the below template for the letter of authority.

To whom it may concern

I, [insert full name] am an Associate for [business name and ACN/ABN] ('the Business') listed on the Australian Business Register and have authority to act and speak on behalf of the Business. My position in relation to the Business is [insert position/role].

I confirm that [insert name and position] of [business name, ABN and contact details of authorised accountant/tax agent/BAS agent], has authority to speak and act on behalf of the Business for the purposes of [the name of grant].

[name and title]

[insert signature of authorised associate on ABR]

[insert phone number]

[commercial address of business]

Sincerely  
Ellie  
Disputes Resolution Team  
Service NSW  
T 13 77 88

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Hi Dusan.

Thank you for your email.

Before I am able to speak to either Chris or George, I do require a letter from the business associate

listed on the Australian Business Register (ABR) authorising them to act on behalf of the business.

If you would prefer to wait until Chris is available I can grant an extension of a further 5 days from today? If you would like an extension, please let me know via email at your earliest convenience.

Please use the below template for the letter of authority.

To whom it may concern

I, [insert full name] am an Associate for [business name and ACN/ABN] ('the Business') listed on the Australian Business Register and have authority to act and speak on behalf of the Business. My position in relation to the Business is [insert position/role].

I confirm that [insert name and position] of [business name, ABN and contact details of authorised accountant/tax agent/BAS agent], has authority to speak and act on behalf of the Business for the purposes of [the name of grant].

[name and title]

[insert signature of authorised associate on ABR]

[insert phone number]

[commercial address of business]

Sincerely  
Ellie  
Disputes Resolution Team

Service NSW  
T 13 77 88

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**From:** [REDACTED]  
**Sent:** Monday, 14 October 2024 4:51 PM  
**To:** steve@naturetrail.com.au  
**Subject:** Fwd: 04807522 - Service NSW Disputes Resolution Team - Acknowledgement of Dispute [ref: [REDACTED]:ref ]

Hi Steve,



Received this today.

Regards

----- Forwarded message -----

From: Service NSW Customer Support <[customersupport@service.nsw.gov.au](mailto:customersupport@service.nsw.gov.au)>

Date: Mon, 14 Oct 2024 at 14:06

Subject: RE: 04807522 - Service NSW Disputes Resolution Team - Acknowledgement of Dispute [ref: [REDACTED]:ref ]

To: [REDACTED]



Hi George.

Thank you for your email, and for your time on the phone this afternoon.

As mentioned on the phone, the aggregated annual turnover does not include gross income, therefore Dusan's business income falls under the minimum \$30,000 requirements for turnover, at \$29,894.

As Dusan has mentioned in his dispute, he had another company during the 2019/2020 financial period and his income may be able to be used towards his total business income.

If you could please submit the 2019/2020 tax return for the company, as well as an ASIC Company Extract, as well as any other evidence that shows the company held in Dusan's name that would be great. If you have any additional information or evidence that you would like to be considered in this independent internal review, please provide via return email within **5 business days**.

If you have any questions, please do not hesitate in reaching out.

Sincerely

Ellie

Disputes Resolution Team

Service NSW

T 13 77 88



ref: [REDACTED]:ref

\*

**From:** Dusan <dusanmomcilovic10@gmail.com>  
**Sent:** Tuesday, 15 October 2024 10:02 AM  
**To:** steve@naturetrail.com.au  
**Subject:** Fwd: 04807522 - Service NSW Disputes Resolution Team - Acknowledgement of Dispute [ref: [REDACTED]:ref ]

----- Forwarded message -----

**From:** George [REDACTED] Associates [REDACTED]  
**Date:** Mon, 14 Oct 2024 at 19:16  
**Subject:** RE: 04807522 - Service NSW Disputes Resolution Team - Acknowledgement of Dispute [ref: [REDACTED]:ref ]  
**To:** Service NSW Customer Support <[customersupport@service.nsw.gov.au](mailto:customersupport@service.nsw.gov.au)>  
**Cc:** [REDACTED]

Hi Ellie,

Thank you for your email and for the conversation we had earlier. We appreciate the consideration of the other entity [REDACTED] in relation to the COVID-19 Micro Business Grant. It's important to note that this grant was intended to support businesses during a critical time due to public health orders as the funds assisted Dusan and the business during that challenging period.

Regarding the company, I would like to highlight that after payments to Dusan as an associated person amounting to \$26,283, the profit for [REDACTED] for the financial year ending 30th June 2020 was only \$1,150. This underscores the necessity of the grant for the business during that time.

Please find attached the ASIC Company Extract and the 2019/2020 tax return for your perusal. If there is any additional information you require, please let me know.

Should you wish to discuss this matter further we can be contacted on (02) 9808 3736.

Kind Regards,

George [REDACTED]


Accountant, Principal

GEORGE [REDACTED] & ASSOCIATES

WE DON'T VALUE OUR CLIENT'S BASED ON UNITS OF TIME. TIME MAKES NO DIFFERENCE TO US.  
WE DO ACCOUNTING DIFFERENTLY.

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

Email attachments:

 [REDACTED] - 2020 COMPANY TAX RETURN.pdf 47 KB

 COMPANY EXTRACT.PDF 49 KB

\*

**From:** [REDACTED]  
**Sent:** Wednesday, 23 October 2024 7:13 PM  
**To:** steve@naturetrail.com.au  
**Subject:** Fwd: 04807522 - Service NSW Disputes Resolution Team - Internal review outcome [ref: [REDACTED]:ref ]

Begin forwarded message:

**From:** Service NSW Customer Support <[customersupport@service.nsw.gov.au](mailto:customersupport@service.nsw.gov.au)>  
**Date:** 23 October 2024 at 10:33:27 am AEDT  
**To:** [REDACTED]  
**Subject:** 04807522 - Service NSW Disputes Resolution Team - Internal review outcome [ref: [REDACTED]:ref ]



Dear [REDACTED].

Re: Dispute on grant application for Covid 19 Micro Business Grant 21 for [REDACTED].

We refer to your Dispute dated 16 August 2024 of the decision made on the application for Covid 19 Micro Business Grant 21 for [REDACTED] on 1 August 2024 by Service NSW.

We have completed our Independent Internal Review of your Dispute and the outcome is contained in the attached letter.??

Please be advised that the outcome of this Independent Internal Review is final and there is no further avenue for review by Service NSW.??

If you are dissatisfied with the way Service NSW has managed your application, you may lodge a complaint through our website on? [www.service.nsw.gov.au/contact-us/customer-complaints](http://www.service.nsw.gov.au/contact-us/customer-complaints) .?

Yours sincerely?

Ellie

A/Dispute Resolution Specialist  
Customer Resolution and Dispute Team

Service?NSW?

T?13 77 88?



ref: [REDACTED]:ref

\*

**From:** Dusan <dusanmomcilovic10@gmail.com>

**Sent:** Wednesday, 23 October 2024 8:04 PM

**To:** steve@naturetrail.com.au

**Subject:** Fwd: 04807522 - Service NSW Disputes Resolution Team - Acknowledgement of Dispute [

ref: [REDACTED]:ref ]

----- Forwarded message -----

From: [REDACTED]  
Date: Tue, 22 Oct 2024 at 21:19  
Subject: Re: 04807522 - Service NSW Disputes Resolution Team - Acknowledgement of Dispute [ref: [REDACTED]:ref ]  
To: Service NSW Customer Support <[customersupport@service.nsw.gov.au](mailto:customersupport@service.nsw.gov.au)>  
Cc: [REDACTED]

Hi Chris

Thank you for your ongoing support in relation to this matter, you have provided more than enough supporting documents to this Alex and now again to this Ellie, without question i met the grant eligibility criteria now and then when the grant was first initiated. I had to close my company due to 100% downfall in business caused by the Government Covid Lockdown. Based on the automated response from this Ellie showing complete lack of acknowledgment basically going around in circles, I see that I will have to approach a different stance on this matter. As they are wasting my time, money and resources.

I now dismiss George [REDACTED] Associates from this case and no longer give them authority to act on my behalf or to communicate with service nsw until further instructed.

Attention Ellie

Stop wasting my time. If you do not have the capacity to make a decision then I will deal directly with your senior management Greg Wells, or Tina Dougherty.

I expect the next email to be a written permanent reprieve from Service NSW

Regards

[REDACTED]

On Mon, 14 Oct 2024 at 14:06, Service NSW Customer Support <[customersupport@service.nsw.gov.au](mailto:customersupport@service.nsw.gov.au)> wrote:



Hi George.

Thank you for your email, and for your time on the phone this afternoon.

As mentioned on the phone, the aggregated annual turnover does not include gross income, therefore Dusan's business income falls under the minimum \$30,000 requirements for turnover, at \$29,894.

As [REDACTED] has mentioned in his dispute, he had another company during the 2019/2020 financial period and his income may be able to be used towards his total business income.

If you could please submit the 2019/2020 tax return for the company, as well as an ASIC Company Extract, as well as any other evidence that shows the company held in [REDACTED] name that would be great. If you have any additional information or evidence that you would like to be considered in this independent internal review, please provide via return email within **5 business days**.

If you have any questions, please do not hesitate in reaching out.

Sincerely  
Ellie  
Disputes Resolution Team

Service NSW  
T 13 77 88



ref: [REDACTED]:ref

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**

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INDEPENDENT COMMISSION  
AGAINST CORRUPTION

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