



Mr Steven Ridd  
Nature Trail  
Via email: [steve@naturetrail.com.au](mailto:steve@naturetrail.com.au)

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Re: 2021 COVID-19 Micro Business Grant

Dear Mr Ridd,

At the outset, I would like to state that Service NSW takes all complaints seriously. We prioritise delivering our services in an inclusive manner to the NSW community, and we look for opportunities to use customer feedback to improve our service delivery.

I am sorry to hear about the difficulties you have experienced as a result of your 2021 COVID-19 Micro Business Grant application and the subsequent audit process.

During the 2021 COVID-19 pandemic, Service NSW prioritised delivering financial support to businesses as quickly as possible. While this approach was designed to assist businesses in urgent need, I understand that the initiation of a subsequent audit may have been distressing, and I am sorry for any unintended challenges that you have faced as a result.

Service NSW apologises for any distress caused by the communications sent to you by Service NSW.

I understand you have found the 2021 COVID-19 Micro Business Grant application and the subsequent audit process frustrating. I want to reassure you that Service NSW acknowledges your concerns and is committed to learning from your experience.

If there is anything further, we can do, please don't hesitate to reach out to my team or myself at any time. I can be reached on [customerresolution@service.nsw.gov.au](mailto:customerresolution@service.nsw.gov.au).

Sincerely,

Elizabeth Stockell

Director of Training and Customer Resolution

