

Reviving International Tourism Grant Program (RITG) Guidelines

## Reviving International Tourism Grant Program Guidelines

## (Stream 1 and Stream 2)

**Key Details**

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| --- | --- |
| **Stream 1 opening date and time:** | **10.00 am AEST on 23 May 2023** |
| **Stream 1 closing date and time:** | **4.00 pm AEST on 13 June 2023** |
| **Stream 2 opening date and time:** | **10.00 am AEST on 23 May 2023** |
| **Stream 2 closing date and time:** | **4.00 pm AEST on 4 July 2023** |
| **Commonwealth policy entity:** | **Australian Trade and Investment Commission (Austrade)** |
| **Administering entity:** | **Australian Trade and Investment Commission (Austrade)** |
| **Enquiries:** | **If you have any questions, contact RITGrant@austrade.gov.au** |
| **Date guidelines released:** | **18 May 2023** |
| **Type of grant opportunity:** | **Demand Driven, Eligibility Based** |

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## Reviving International Tourism Grant Program (RITG) Guidelines Process (Streams 1 & 2)

**The Reviving International Tourism Grant Program** **is designed to achieve   
Australian Government objectives**

This grant opportunity is part of the above program which contributes Austrade’s outcomes aligned with THRIVE 2030. Austrade has worked with stakeholders to plan and design the grant program according to the [*Commonwealth Grants Rules and Guidelines (CGRGs).*](https://www.finance.gov.au/sites/default/files/commonwealth-grants-rules-and-guidelines.pdf)

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**The grant opportunity opens**

We publish the grant guidelines on [GrantConnect](http://www.grants.gov.au/)

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**You commence a grant application**

You provide a self-declaration within the application form confirming your eligibility based on the criteria in these guidelines, including any addenda.

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| **For Stream 1 applicants**  *For eligible tourism exporters (inbound tour operators) and travel wholesalers (outbound tour operators/travel wholesalers)(as defined in* ***section 4.1*** *of these guidelines)*   * Complete your application by the closing date through Austrade’s SmartyGrants portal * Austrade/CATO/ATEC assess the applications | **For Stream 2 applicants**  *For eligible tourism exporter/travel wholesaler (as defined in* ***section 4.2*** *of these guidelines)*   * Complete your application by the closing date through Austrade’s SmartyGrants portal * Austrade assesses the applications |

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**We assess applications and advise applicants of the outcome**

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**We issue a letter of agreement to successful applicants**

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**Delivery of grant**

Eligible grants activity is undertaken as set out in these Guidelines. We manage the grant by making funds available via Virtual Credit Cards (VCC), working with grantees and monitoring expenditure.

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**Program Audit**

Austrade will conduct an audit and assurance strategy with a mix of random and targeted audits of payments made by grantees as part of the program.

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**Evaluation of the Program**

We evaluate your specific grant activity and the Program as a whole. We base this on information provided to us and that we collect from various sources.

### Introduction

These guidelines contain information for the **Reviving International Tourism Grant Program** (**RITG**). RITG is designed to achieve Australian Government objectives to sustainably grow the Visitor Economy in alignment with the THRIVE 2030 strategy. It was announced in the Budget on 25 October 2022, as part of the Government’s election commitment to support the hospitality, tourism and travel industry to upskill workers, support quality tourism products and deliver infrastructure upgrades.

RITG aligns with Priority 6 of the [THRIVE 2030 strategy](https://www.austrade.gov.au/news/publications/thrive-2030-strategy) – *Build markets and attract visitors* and Priority 4 - *Embrace leading-edge business practices.*

There are two Streams for this grant opportunity. These guidelines address both:

Stream 1 – Reconnect with international markets, and

Stream 2 – Digital uplift.

You must read these guidelines before filling out an application.

This document sets out:

* the purpose of the grant program/grant opportunity
* the eligibility and assessment criteria
* how grant applications are considered and selected
* how grantees are notified and receive grant payments
* how grantees will be monitored and evaluated
* responsibilities and expectations in relation to the opportunity.

## About the grant program

Reviving International Tourism Grant Program (RITG) will support international ready Australian tourism businesses including wholesalers and exporters, to undertake demand driving activities such as expos, business development and marketing.

RITG is designed to assist eligible small to medium enterprises (SMEs) that work directly within the Australian tourism export or travel wholesale industry sectors (inbound tour operators or outbound tour operators/travel wholesalers) to rebuild and strengthen these international supply chains.

The key objectives of RITG are to:

* attract and drive visitation from key international markets to Australia, including to regional areas;
* aid recovery of the tourism exporters (inbound tour operators) and travel wholesalers (outbound tour operators/travel wholesalers) most significantly affected by the COVID-19 pandemic; and
* support the diversification of inbound international tourism markets, both from existing and emerging markets.

The intended outcomes of RITG are:

* Tourism exporters (inbound tour operators) and travel wholesalers (outbound tour operators/travel wholesalers) are reconnected with international markets and supply chains to increase the international visitation to and from Australia (Stream 1), and
* Tourism businesses increase their visibility and bookings from international consumers via digital uplift of their marketing and channels (Stream 2).

RITG will be delivered through two grant Streams:

**Stream 1 - Reconnect with international markets** - has grant funding of up to $6m to attend approved events[[1]](#footnote-2) (including trade missions, international expos and conventions) with the goal of helping eligible tourism exporters (inbound tour operators) and travel wholesalers (outbound tour operators/travel wholesalers) attract or reconnect with international markets.

**Stream 2 – Digital uplift** - has grant funding up to $3m to undertake digital uplift activities including website overhaul/audit, online booking capability, integration and automation of systems, production of brochures, social media modernisation and accessibility upgrades.

We worked with stakeholders to plan and design the grant program according to the [[Commonwealth Grants Rules and Guidelines (CGRGs).](https://www.finance.gov.au/sites/default/files/commonwealth-grants-rules-and-guidelines.pdf)](https://www.finance.gov.au/sites/default/files/commonwealth-grants-rules-and-guidelines.pdf) Austrade will administer the Program and two grant Streams according to the CGRGs[[2]](#footnote-3).

## Total grant pool and grant period

The Government has provided grant funding of up to $9 million over two financial years 2022-23 and 2023-24. RITG will commence on **23 May 2023**.

### 3.1 Grants available

##### **3.1.1 Stream 1 - Reconnect with international markets**

Stream 1 is a demand driven grant, capped to a maximum number of applicants based on available funding (i.e. assessment of applications will cease once the funding allocation has been exhausted and therefore some applicants may miss out if funds are exhausted).

Approved applicants who are current financial members of ATEC will receive a maximum of $15,000 in financial year 2022-23, current financial members of CATO and other approved applicants will receive $10,000 in financial year 2022-23.

Approved applicants who continue to maintain their eligibility\* will automatically receive a second payment in 2023-2024 based on the funding demand in 2022-23.

If the funding pool is not exhausted in 2022-2023, the remaining funds will be equally distributed as a final payment to all approved Stream 1 applicants in 2023-2024.

All funding, including funds issued in the 2022-23 financial year, must be expended by 30 June 2024.

Applicants are only required to apply once for Stream 1, with a letter of agreement in place for the two-financial year period and requirements for the business to advise Austrade if they cease to be eligible through sale of the business, cessation of trading, cessation of financial membership of an association or failure to maintain their ATO obligations.

Please note:

* only one application per ABN registered business will be considered per Stream;
* eligible Stream 1 applicants will automatically be deemed eligible for Stream 2 and will be considered for funding unless they opt-out during the application process. Eligible Stream 1 applicants may have their Stream 1 and Stream 2 application assessed concurrently and outside of the stated Stream 2 timeframe.
* payment will made via Virtual Credit Card (VCC); and
* the grant amount may be paid in more than one payment or more than one card via VCC to be expended by 30 June 2024.

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| **Stream 1** | **2022-23** | **2023-24** |
| Grant amount | Current financial ATEC members $15,000  Current financial CATO members and other grantees $10,000 | To be confirmed based on the demand on funding in 2022-23 |

##### **3.1.2 Stream 2 – Digital uplift**

The maximum grant amount is $2,000 per grantee, paid once.

Stream 2 applicants are only required to apply once, with a letter of agreement for a one-off payment only in either 2022-23 or 2023-24 and requirements for the business to advise Austrade if they cease to be eligible through sale of the business, cessation of trading, cessation of financial membership of an association or failure to maintain their ATO obligations.

Activities and costs for Stream 2 can be incurred in either 2022-23 or 2023-24 financial years, noting they must be paid for using the VCC.

Please note:

* only one application per ABN registered business will be considered per Stream
* eligible Stream 1 applicants will automatically be deemed eligible for Stream 2 and will be considered for funding unless they opt-out during the application process
* applicants can apply for Stream 2 only by completing the Stream 2 application form online
* payment will made via Virtual Credit Card (VCC)
* the amount will be paid as one payment via VCC to be expended by 30 June 2024, for activities and costs incurred in either 2022-23 or 2023-24.

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| --- | --- |
| **Stream 2** | **in either 2022-23 or 2023-24** |
| One-off grant amount only | $2,000 |

## Eligibility Criteria

We cannot consider your application if it does not satisfy all the eligibility criteria. Eligibility criteria will not be waived under any circumstances.

We cannot provide a grant if you receive funding from another government source at Commonwealth, State/Territory or local level (such as the Export Market Development Grant – EMDG) for the same activities.

* However, applicants who have received EMDG previously are eligible for RITG if they are no longer eligible for EMDG due to reaching their EMDG cap.
* Applicants who are currently receiving EMDG are also eligible for the Program provided there is no duplication of funding for the same activity or activities. Austrade may conduct checks on a sample of businesses against current EMDG applicants.

Austrade’s Program Delegate will have final decision-making powers on whether applicants are eligible for a grant.

Applicants must maintain the following minimum eligibility criteria for the duration of the grant and letter of agreement:

* be a legal entity, able to enter into a legally binding agreement with Austrade
* have a valid Australian Business Number (ABN)
* be registered for the purposes of GST
* retain the same ownership as at the time of application
* retain current financial membership of ATEC or CATO
* continue trading and not be under insolvency administration; and
* comply with all the relevant Australian Taxation Office (ATO) legislation, rulings and guidelines. During the assessment process we may require you to provide evidence that you have satisfied your tax obligations. We will use this information as part of the application assessment.

### 4.1 Who is eligible to apply?

##### **4.1.1 Stream 1 – Reconnect with international markets**

Applicants must be a current financial member of ATEC or CATO prior to April 2023:

* Attended Tourism Australia’s Australian Tourism Exchange (ATE) between 2017-2019, or in 2022, as a seller; or
* Attended Tourism Australia’s Marketplace events (UK, SEA, India, USA, Japan) between 2017-2019, or in 2022, as a seller; or
* Attended ATEC’s Meeting Place between 2017-2019, or in 2022, as a buyer; or
* Participated in an ATEC regional B2B trade event between 2017-2019 or in 2022 as a buyer; or
* Attended and can provide evidence of having attended any of the following events between 2017–2019 or 2022:
  + International Tourism Bourse (ITB Berlin, Asia, China) buyer or seller
  + World Travel Market (WTM London, Asia, India, China)
  + International Luxury Travel Mart (ILTM, Singapore & Cannes)
  + PURE (Morocco)
  + Africa's Travel Indaba (Africa)
  + or any other event approved by Austrade and agreed to, by ATEC or CATO. This would need to be approved prior to application.

In addition, the applicant must:

* Be an Australian tourism exporter (inbound tour operator) or travel wholesaler (outbound tour operator/travel wholesaler) and
* Have total turnover[[3]](#footnote-4) (as defined in the Glossary) that is less than $20 million in the year preceding the application year and
* Only submit one grant application per ABN.

Non ATEC and/or CATO members may be considered by application to the Austrade Program Delegate. These requests must be accompanied by written support from either ATEC or CATO. These must be made to RITGrant@austrade.gov.au and made within the grant application timeframes.

##### **4.1.2 Stream 2 – Digital uplift**

Applicants must:

* Have attended a Tourism Australia B2B event as a seller (such as ATE, TA Marketplace) between 2017-2019 or 2022; or
* Be a current financial member of either ATEC or CATO prior to April 2023; and
* Have total turnover (as defined in the Glossary) that is less than $20 million in the year preceding the application year.
* Only submit one grant application per ABN under Stream 2.

Please note:Eligible Stream 1 applicants will automatically be deemed eligible for Stream 2 and will be considered for funding unless they opt-out during the application process.

### 4.2 Who is not eligible to apply for a grant?

You are not eligible to apply for either Stream 1 or Stream 2 grants if you are:

* An organisation who does not meet the eligibility requirements of either Stream 1 or   
  Stream 2;
* An organisation, or your project partner is an organisation, which is named on the list of ‘Institutions that have not joined or signified their intent to join National Redress Scheme” (www.nationalredress.gov.au);
* Businesses seeking to cover funds already covered, partly or in full, by other government sources at Commonwealth, State/Territory or local level (including EMDG);
* An employer of 100 or more employees, that has [not complied](https://www.wgea.gov.au/what-we-do/compliance-reporting/non-compliant-list) with the Workplace Gender Equality Act (2012);
* A Commonwealth, State/Territory or local government agency or body (including government business enterprises);
* A business that is not currently compliant with their Australian taxation obligations;
* An overseas resident/organisation; or
* An unincorporated association.

## What can the grant money be used for?

### 5.1 Eligible grant activities and expenditure

To be eligible, your activities and expenditure must directly contribute to the promotion of Australia overseas. Activities and expenditure that have already received funding from other government sources at Commonwealth, State/Territory or local level, including EMDG, are expressly ineligible. Grant funding will be made available through a VCC.

To be eligible, expenditure must be a direct cost of the activity related to either Stream 1 or Stream 2.

All expenditure for Streams 1 and 2 must be completed by 30 June 2024. All grant activity for Streams 1 and 2 must be completed by 31 December 2024.

**Stream 1 grant activities and expenditure may include:**

* Attendance or participation at a pre-approved eligible event\*
* Training activities and costs to develop skills that directly relate to attending or participating in an eligible event\*
* Costs associated with airfares, accommodation, transportation to attend or participate at an eligible event\*
* Costs associated with registration, exhibition and / or entry fees to attend or participate at an eligible event\*
* Costs associated with the production of marketing and promotional material to take to an eligible event\*
* Any other eligible activities and expenditure approved by the Austrade Program Delegate.

*\* Refer to Appendix A for a list of pre-approved eligible events.*

**Stream 2 grant activities and expenditure may include:**

* Activities and costs for website design, refresh, audit or optimisation;
* Activities and costs associated with a search engine optimisation to be more visible to international consumers;
* Costs associated with a digital refresh action plan;
* Costs associated with updating website or social media targeted to international consumers;
* Costs associated with accessibility upgrades (including activities that improve access to information for all users, regardless of physical limitations, disability or age);
* Costs associated with integration and automation of internal and external systems;
* Introduction (and/or expansion) of online booking capability, e-invoicing and/or payment facilities;
* Updating of social media channels;
* Any other digital uplift activities and expenditure approved by the Austrade Program Delegate.

*(Activities and costs for Stream 2 can be incurred in either 2022-23 or 2023-24 financial years, however they must be paid for using the VCC).*

There is no ability to make retrospective or reimbursement payments using the VCC. There is no ability to claim expenses for activities that cannot be paid for using the VCC. VCCs are coded to only enable payment for eligible expenses – i.e. you cannot use them like a normal credit card for any type of purchase.

Not all expenditure on the program and projects may be eligible for grant funding.

We may update the guidelines on eligible and ineligible expenditure from time to time. If your application is successful, the version in place when you submitted your application applies to your grant activity.

### 5.2 What the grant money cannot be used for

Ineligible grant activities and expenditure that will not be covered by the grant include:

* Activities or expenditure that do not support the delivery of either Stream 1 or Stream 2.
* Capital expenditure (Capex) including major construction or capital works, etc.
* Costs incurred through general ongoing administration of an organisation.
* Costs incurred in the preparation of a grant application or related documentation.
* Expenditure on activities that seeks to offset/duplicate other Commonwealth, State/Territory or local level grants or procurement program funding (e.g. EMDG, trade grants etc).
* Non-project related costs or costs associated with ineligible activities.
* Purchase of land.
* Payment of ongoing wages and related costs.
* Purchase of small assets associated with business operations or travel (i.e. luggage, phones, computers, ipads etc).
* Sales or commission payments to sales representatives or representation offices.

This is not an exhaustive list and other costs may be ineligible. This is at the discretion of Austrade.

The Austrade Program Delegate may impose limitations, exclude expenditure, further include ineligible expenditure listed in these guidelines or a letter of agreement or otherwise by notice to grantees.

## How to apply

It is a requirement that you read and understand these guidelines prior to submitting your application. Any alterations and addenda to these guidelines will be published on GrantConnect. By registering on this website, you will be automatically notified of any changes.

To apply for the Program you must:

* Complete your application through Austrade’s SmartyGrants portal;
* Provide all the information and declarations requested;
* Address and meet all required eligibility criteria;
* Include sufficient evidence as outlined in these guidelines that adequately supports your eligibility. This may include invoices for attending an eligible event, evidence of revenue or proof of membership etc; and
* Submit your online application before the closing date.

No late applications will be accepted. Note assessment of applications will cease once the funding allocation is exhausted.

### 6.1 Timing of the grant opportunity processes

You must submit an application between the published opening and closing dates for Stream 1 and Stream 2.

We cannot accept late applications.

|  |  |  |
| --- | --- | --- |
|  | **Application Opening Date** | **Application Closing Date** |
| Stream 1 | 23 May 2023 | 13 June 2023 |
| Stream 2 | 23 May 2023 | 4 July 2023 |

#### Table 1: Expected timing for this grant opportunity

| **Activity** | **Timeframe** |
| --- | --- |
| Assessment of applications | Within 10 business days from application submission date (ongoing) |
| Outcome of application advised to businesses | Within 21 business days from receipt of a completed application |
| Payment via VCC is made to successful grant applicants | Within 21 business days after approval of grant application (ongoing) |
| End date of grant activity or agreement | 30 June 2024 |

### 6.2 Application accuracy

You are responsible for ensuring your application is complete and accurate. Giving false or misleading information in an application for funding is a serious offence under the [*Criminal Code Act 1995*](http://www8.austlii.edu.au/cgi-bin/viewdoc/au/legis/cth/consol_act/cca1995115/sch1.html). We will investigate any false or misleading information and may exclude your application from further consideration.

If we request further information from you, we will specify the date by which you must provide the information. If you do not provide the information by that date, we may not consider your application any further.

You should keep a copy of your application and any supporting documents.

## The grant selection process

### 7.1 Who will assess grants?

Your application must meet all the eligibility criteria.

The eligibility will be assessed by either Austrade, ATEC or CATO.

As the key industry associations representing exporters and wholesalers, ATEC and CATO have been identified as the appropriate industry organisations to assess applicant eligibility as they have the expertise, insights and networks to promote and develop key markets, ensuring the funds are most effectively used to ensure economic benefits flow for inbound and outbound businesses in the re-establishment of two way tourism flows.

You are unable to make any material alterations or additions after you have submitted your application. If the selection process identifies unintentional errors in your application, at their discretion, Austrade, ATEC or CATO may contact you to correct or clarify the errors.

Assessment of applications will cease once the funding allocation has been exhausted.

### 7.2 Who will approve grants?

The Austrade Program Delegate is the decision-maker and will decide which grants to approve. The application assessment, eligibility of funds, and the recommendation of ATEC and CATO will be taken into account.

The Austrade Program Delegate’s decision is final in all matters, including:

* approval of grants;
* the grant [amount](https://auc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Faustrade.sharepoint.com%2Fsites%2Fclientprograms%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F4f3a5fc61ccf49ee8ede440191434976&wdprevioussession=81cb1d36%2D197e%2D40e9%2Db760%2Df2e30e3b3fdf&wdenableroaming=1&mscc=1&hid=593F98A0-C0AE-2000-200A-12C3065D28D9&wdorigin=Other&jsapi=1&jsapiver=v1&newsession=1&corrid=268f2ac1-c1f6-40bd-bdfe-3013ffcda767&usid=268f2ac1-c1f6-40bd-bdfe-3013ffcda767&sftc=1&cac=1&mtf=1&sfp=1&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlush&rct=Normal&ctp=LeastProtected#_Will_I_always) to be awarded; and
* the terms and conditions of the grant.

We cannot review decisions about the merits of your application and there is no avenue to appeal these decisions.

The Austrade Program Delegate will not approve funding if there are insufficient program funds available across relevant financial years for RITG.

## Notification of application outcomes

We will advise you of the outcome of your application in writing.If you are successful, we will advise you of next steps, including any specific conditions attached to your grant.

## Successful grant applications

If you are successful in your application, when you are notified, you will receive a letter of agreement from Austrade. Successful applicants who have entered into an agreement are referred to in these guidelines as a **grantee**.

### 9.1 Letter of agreement

A letter of agreement is a legally binding agreement with Austrade on behalf of the Commonwealth.

The letter of agreement will state the:

* eligible Stream(s);
* maximum grant amount to be paid in the 2022/2023 financial year;
* reporting obligations of the grantee; and
* standard terms and conditions that cannot be changed.

Both the grantee and the Commonwealth must accept the letter of agreement before we can make any payments.

You will have 7 days from the date of a written offer to execute the letter of agreement with Austrade.

If an agreement is entered into under this grant opportunity, grantees cannot receive other funding for the same activities from other government sources and grant programs at Commonwealth, State/Territory or local level, including EMDG.

Austrade will not exceed the maximum grant amount under any circumstances. Any extra costs and non-eligible grant activities must be managed by the grantee. This includes merchant fees that might be payable when using the VCC system.

The Commonwealth may recover grant funds if there is a breach of the letter of agreement or choose to remove access to a previously issued VCC.

### 9.2 How we pay the grant

Your letter of agreement will state the grant amount we will pay in that financial year.

Payments will be made via a VCC allocated to the email address you provide in your application.

The VCC can only be used to pay for services online (e-commerce transactions). It is not possible to issue you with a physical credit card or to pay the grant to a bank account. Funds from the VCC cannot be withdrawn or transferred to a bank account.

You need to ensure access to the VCC information is secured. Austrade is not liable for unauthorised transactions on your VCC.

Usage of VCC is limited to specific merchant codes to ensure grant funding is spent on approved activities. These codes are subject to change at Austrade’s discretion. VCC payments for merchants who do not use one of the listed merchant codes will be unable to have this expense covered by the grant and you, as the applicant, will have to cover any expense not allowed by the VCC.

If you believe an eligible transaction is restricted, please email us at [RITGrant@austrade.gov.au](mailto:RITGrant@austrade.gov.au) with the amount of the transaction, name of business and ABN you are trying to pay, the product you are trying to purchase and invoice (if applicable).

If your grant has not been fully expended by the activity end date, any remaining funds will be considered forfeited and returned to Austrade. We cannot make a cash payment of these funds.

### 9.3 Grants payment and GST

Payments are exclusive of GST.

Grants are assessable income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the [Australian Taxation Office](https://www.ato.gov.au/).[[4]](#footnote-5) We do not provide advice on your particular taxation circumstances.

## Announcement of grants

We may publish details of successful applicants on GrantConnect as required by the [CGRG’s](https://www.finance.gov.au/government/commonwealth-grants/commonwealth-grants-rules-guidelines) unless otherwise prohibited by law. We may also publish this information on [business.gov.au](https://business.gov.au/). This information may include:

* name of your organisation
* your industry
* Australian Business Number
* business location
* grant amount.

## How we monitor your grant activity

Austrade will develop and implement an audit and assurance strategy with a mix of random and targeted audits of payments made as part of RITG. Austrade will monitor VCC expenditure however you will be asked to provide evidence of how you used the funding, which may include providing us with supporting documentation.

You should let us know of any key changes to your business or its activities, particularly if anything is likely to affect your businesses operation status or the conditions of your letter of agreement.

If you become aware of a breach of terms and conditions under the letter of agreement you must contact us immediately through [RITGrant@austrade.gov.au](mailto:RITGrant@austrade.gov.au).

In accordance with section 5 of these guidelines, if the Austrade Program Delegate deems that any grant amount has not been spent in accordance with the eligibility criteria listed in section 5, the applicant may be required to repay the misspent grant amount to Austrade.

### 11.1 Keeping us informed

We need to know of any key changes to your organisation or its business activities, particularly if they affect your ability to complete the Program or grant activities, carry on business or pay debts due.

You must also inform us of any changes to your:

* Name
* Addresses (including email)
* Nominated contact details
* ABN
* Ownership of business
* Decision to cease financial membership of a relevant organisation for eligibility under this Program
* Declaration regarding you meeting your tax obligations.

If you become aware of a breach of terms and conditions under the letter of agreement, you must contact us immediately.

### 11.2 Financial declaration

We may ask you to provide a declaration that the grant money was spent in accordance with the letter of agreement and to report on any underspends of the grant money.

### 11.3 Evaluation

We will evaluate the Program and grantactivities and expenditureto measure how well the outcomes and objectives have been achieved. We may use information from your application and VCC reports for this purpose. We may also interview you or ask you for more information to help us understand how the grant impacted you, to promote the program and to evaluate how effective RITG was in achieving its outcomes.

We may contact you up to one year after you finish your grant for more information to assist with this activity and appreciate your assistance.

### 11.4 Acknowledgement

If a public statement is made about RITG, including in media releases, on social media, website and in a brochure or publication, acknowledgement of the funding must be made by using the following:

"*This project received tourism grant funding from the Australian Government.”*

### 11.5 Australia’s Nation Brand

Australia’s Nation Brand is a unifying brand platform designed to help Australian businesses showcase our services to the world. When promoting services to an international audience, the Australian Government encourages businesses to use Australia’s Nation Brand logo. Given this activity is being funded by Government, any part of the grant activity or project that is being promoted internationally should include the Nation Brand. Australia’s Nation Brand assets are available free of charge - find out more at [www.brandaustralia.com](http://www.brandaustralia.com/).

## Probity

The Australian Government will make sure that the grant opportunity process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the CGRGs.

These guidelines may be changed from time-to-time by Austrade. When this happens, the revised guidelines will be published on GrantConnect.

### 12.1 Enquiries and feedback

Austrade’s complaints handling procedures apply to complaints about RITG.All complaints about a grant process must be provided in writing.

Any questions you have about grant decisions for this grant opportunity should be sent to [RITGrant@austrade.gov.au](mailto:RITGrant@austrade.gov.au).

If you do not agree with the way Austrade has handled your complaint, you may complain to the [Commonwealth Ombudsman](http://www.ombudsman.gov.au/). The Ombudsman will not usually look into a complaint unless the matter has first been raised directly with the Austrade.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)   
Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

### 12.2 Conflicts of interest

Any conflicts of interest could affect the performance of the grant opportunity. There may be a [conflict of interest](http://www.apsc.gov.au/publications-and-media/current-publications/aps-values-and-code-of-conduct-in-practice/conflict-of-interest), or perceived conflict of interest, if Austrade’s staff, any member of a committee or advisor and/or you or any of your personnel:

* has a professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer
* has a relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently or
* has a relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives a grant under the Program/grant opportunity.

You will be asked to declare, as part of your application, any perceived or existing conflicts of interests or that, to the best of your knowledge, there is no conflict of interest.

If you later identify an actual, apparent, or perceived conflict of interest, you must inform Austrade in writing immediately.

Conflicts of interest for Australian Government staff will be handled as set out in the Australian [Public Service Code of Conduct (Section 13(7))](http://www8.austlii.edu.au/cgi-bin/viewdoc/au/legis/cth/consol_act/psa1999152/s13.html) of the [*Public Service Act 1999*](https://www.legislation.gov.au/Series/C2004A00538). Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our conflict of interest policy on the Austrade website at [austrade.gov.au](http://www.austrade.gov.au/).

### 12.3 Privacy

We treat your personal information according to the [*Privacy Act 1988*](https://www.legislation.gov.au/Details/C2014C00076)and the[Australian Privacy Principles](https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles). This includes letting you know:

* what personal information we collect
* why we collect your personal information
* who we give your personal information to.

Your personal information can only be disclosed to someone else for the primary purpose for which it was collected, unless an exemption applies.

The Australian Government may also use and disclose information about RITG, grant applicants and recipients under this grant opportunity in any other Australian Government business or function. This includes disclosing grant information on GrantConnect as required for reporting purposes and giving information to the Australian Taxation Office for compliance purposes.

We may share the information you give us with other Commonwealth entities for purposes including government administration, research or service delivery, according to Australian laws.

Successful grantee’s personal data will be made available to the third party who facilitates the payment of the grant. This data will only be used by the payment provider for the purpose of verifying, issuing and confirming the grant payments to successful grantees, and any necessary communications to facilitate this.

As part of your application, you declare your ability to comply with the Privacy Act 1988 and the Australian Privacy Principles and impose the same privacy obligations on officers, employees, agents and subcontractors that you engage to assist with the activity, in respect of personal information you collect, use, store, or disclose in connection with the activity. Accordingly, you must not do anything, which if done by Austrade would breach an Australian Privacy Principle as defined in the Act.

### 12.4 Confidential information

Other than information available in the public domain, you agree not to disclose to any person, other than us, ATEC or CATO, any confidential information relating to the grant application and/or letter of agreement, without our prior written approval. The obligation will not be breached where you are required by law, Parliament or a stock exchange to disclose the relevant information or where the relevant information is publicly available (other than through breach of a confidentiality or non-disclosure obligation).

We may at any time, require you to arrange for you, or your employees, agents or subcontractors to give a written undertaking relating to nondisclosure of our confidential information in a form we consider acceptable.

We will keep any information in connection with the letter of agreement confidential to the extent that it meets all of the three conditions below:

1. you clearly identify the information as confidential and explain why we should treat it as confidential
2. the information is commercially sensitive
3. revealing the information would cause unreasonable harm to you or someone else.

We will not be in breach of any confidentiality agreement if the information is disclosed to:

* our program partners ATEC and CATO for the purposes of assessing the eligibility of an application
* the assessment panel and other Commonwealth employees and contractors to help us manage the Program effectively
* employees and contractors of our department so we can research, assess, monitor and analyse our Programs and activities
* employees and contractors of other Commonwealth agencies for any purposes, including government administration, research or service delivery
* other Commonwealth, State/Territory or local government agencies in program reports and consultations
* the Auditor-General, Ombudsman or Privacy Commissioner
* the responsible Minister or Parliamentary Secretary, and
* a House or a Committee of the Australian Parliament.

The letter of agreement may also include any specific requirements about special categories of information collected, created or held under the letter of agreement.

### 12.5 Freedom of information

All documents in the possession of the Australian Government, including those about this grant opportunity, are subject to the [*Freedom of Information Act 1982*](https://www.legislation.gov.au/Series/C2004A02562) (FOI Act)*.*

The purpose of the FOI Act is to give members of the public rights of access to information held by the Australian Government and its entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. This right of access is limited only by the exceptions and exemptions necessary to protect essential public interests and private and business affairs of persons in respect of whom the information relates.

If someone requests a document under the FOI Act, we may release it (though we may need to consult with you and/or other parties first) unless it meets one of the exemptions set out in the FOI Act.

## Consultation

RITG, Stream 1 and Stream 2 guidelines were developed in consultation with ATEC and CATO.

## Glossary

| **Term** | **Definition** |
| --- | --- |
| accountable authority | see subsection 12(2) of the [*Public Governance, Performance and Accountability Act 2013*](http://www.finance.gov.au/resource-management/pgpa-legislation-rules-and-associated-instruments/)*.* |
| Addenda | additions to a written document most commonly a change or explanation of a variation of a contract. |
| agreement start date | date the letter of agreement is signed by both parties and executed. |
| application form | the digital form available on Austrade’s SmartyGrants portal that applicants use to apply for funding under the Program. |
| ATEC | Australian Tourism Export Council (Limited) is the industry association representing Australia’s tourism export sector. |
| Austrade | Australian Trade and Investment Commission |
| Austrade Program Delegate | a senior officer in Austrade with responsibility for the Program. |
| Australian Tourism Exporter | a business which actively engages in export tourism by attracting and servicing international visitors to Australia. |
| Australian Travel Wholesaler | a business which engages in outbound travel and tourism through the development of leisure travel product that is distributed via retail travel agents and direct to consumer to attract Australians to visit international destinations. Also defined as an outbound tour operator. |
| CATO | the Council of Tour Operators is a trade association representing the domestic and outbound land-supply sector of the Australian travel industry. |
| Commonwealth Entity | a Department of State, or a Parliamentary Department, or a listed entity or a body corporate established by a law of the Commonwealth. See subsections 10(1) and (2) of the PGPA Act. |
| [*Commonwealth Grants Rules and Guidelines*](https://www.finance.gov.au/sites/default/files/2019-11/commonwealth-grants-rules-and-guidelines.pdf) *(CGRGs)* | establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this overarching framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration. |
| date of effect | can be the date on which a letter of agreement is signed or a specified starting date. Where there is no letter of agreement, entities must publish information on individual grants as soon as practicable. |
| decision maker | Austrade Program Delegate who makes the decision to award a grant. |
| eligible event | refers to events listed in Appendix A of these guidelines. |
| eligibility criteria | refer to the mandatory criteria which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria. |
| end date | the expected date that the grant activity must be completed and the grant spent by. |
| financial CATO member | a member of the Council of Australian Tour Operators (CATO) under the CATO full member category only. |
| financial year | the financial year that the applicant’s business operates under. This may differ from Australian financial year of 1 July – 30 June. |
| grant | for the purposes of the CGRGs, a ‘grant’ is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:   * 1. under which relevant money[[5]](#footnote-6) or other [Consolidated Revenue Fund](https://www.finance.gov.au/resource-management/pgpa-glossary/consolidated-revenue-fund/) (CRF) money[[6]](#footnote-7) is to be paid to a grantee other than the Commonwealth; and   2. which is intended to help address one or more of the Australian Government’s policy outcomes while assisting the grantee achieve its objectives. |
| grant activity/activities | refers to the project/tasks/services that the grantee is required or can undertake. |
| [GrantConnect](http://www.grants.gov.au/) | is the Australian Government’s whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs. |
| grantee | the recipient (individual/organisation) of a letter of agreement and grant payment |
| grant opportunity | refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or targeted, and will reflect the relevant grant selection process. |
| grant program | a grant ‘Program’ carries its natural meaning and is intended to cover a potentially wide range of related activities aimed at achieving government policy outcomes. A grant Program is a group of one or more grant opportunities under a single Austrade Portfolio Budget Statement Program. |
| inbound tour operator | an inbound tour operator (ITO) is an Australian-based business that curates Australian travel itineraries on behalf of international travel wholesalers. They provide itinerary planning, product selection and co-ordinate the reservation, confirmation and payment of travel arrangements to Australian tourism suppliers on behalf of their overseas clients. They bring components of the Australian travel experience together to form itineraries which are promoted and sold overseas. |
| letter of agreement | sets out the relationship between the parties to the agreement and specifies the details of the grant. |
| PBS Program | described within the entity’s [Portfolio Budget Statement](https://www.budget.gov.au/2018-19/content/pbs/index.html), PBS programs each link to a single outcome and provide transparency for funding decisions. These high-level PBS programs often comprise a number of lower level, more publicly recognised programs, some of which will be Grant Programs. A PBS Program may have more than one Grant Program associated with it, and each of these may have one or more grant opportunities. |
| RITG | Reviving International Tourism Grant Program (also referred to as The Program). |
| revenue | income that arises in the course of ordinary activities of an entity and is referred to as sales, fees, interest, dividends and royalties. (<https://www.aasb.gov.au/admin/file/content105/c9/AASB118_07-04_%20COMPapr07_07-07.pdf>) |
| SME | Small to Medium-Sized Enterprise (Note: This Program is focussed on tourism SMEs that work directly within the Australian tourism export or travel wholesale (inbound tour operator or outbound tour operator or travel wholesaler) industry sectors. |
| THRIVE 2030 | THe ReImagined Visitor Economy (THRIVE) 2030 is Australia’s national strategy for the long-term sustainable growth of the visitor economy. |
| travel agent / retail travel agent | a business that organises travel for the retail market and is an agent for a tour operator/wholesaler and/or supplier regardless of where the tour operator, wholesaler or supplier is domiciled. |
| turnover / total turnover | Turnover / total turnover is the gross profit(before business expenses)  i.e. Total Income (“S” on a tax return), less cost of sales (“A” on a tax return) = Gross Profit (before business expenses)  For this Grant Program, total turnover must be less than $20m for the applicant’s financial year immediately preceding the application. |
| value with money | value with money in this document refers to ‘value with relevant money’ which is a judgement based on the grant proposal representing an efficient, effective, economical and ethical use of public resources and determined from a variety of considerations.  When administering a grant opportunity, an official should consider the relevant financial and non-financial costs and benefits of each proposal including, but not limited to:   * the quality of the project proposal and activities; * fitness for purpose of the proposal in contributing to government objectives; * that the absence of a grant is likely to prevent the grantee and government’s outcomes being achieved; and * the potential grantee’s relevant experience and performance history. |
| VCC (Virtual Credit Card) | funds will be made available via VCC which can then be used to pay for specific merchant coded online services only. Funds from the VCC cannot be withdrawn or transferred to a bank account. Austrade will receive a report of all transactions made using VCCs issued as part of this program. |

## Appendix A: List of Pre-Approved Eligible Events

Eligible events include:

**2023**

* Arabian Travel Market Dubai (UAE) 2023 (May)
* Rendez-vous (Canada) 2023 (May)
* Tourism Australia Marketplace events in 2023
* ATEC Meeting Place 2023
* ATEC Regional B2B trade events 2023
* G’day Australia 2023
* International Tourism Bourse (ITB Asia, China) 2023
* World Travel Market (WTM London) 2023
* International Luxury Travel Mart (ILTM, Africa, Singapore & Cannes) 2023
* PURE (Morocco) 2023
* Africa's Travel Indaba (Africa) 2023

**2024**

* Australian Tourism Exchange 2024
* Tourism Australia Marketplace events in 2024
* ATEC Meeting Place 2024
* ATEC Regional B2B trade events 2024
* G’day Australia 2024
* International Tourism Bourse (ITB, Germany, Asia, China, India) 2024
* World Travel Market (WTM London, Latin America Africa) events 2024
* Arabian Travel Market (UAE) 2024
* International Luxury Travel Mart (ILTM, Africa, Singapore & Cannes) 2024
* PURE (Morocco) 2024
* Africa's Travel Indaba (Africa) 2024
* IPW (International Pow Wow, USA) 2024
* FITUR (Spain) 2024
* Rendez-vous (Canada) 2024

Any other event may be approved by Austrade and agreed to, by the relevant industry association. This would need to be approved prior to application.

1. List of pre-approved events is available at Appendix A. [↑](#footnote-ref-2)
2. <https://www.finance.gov.au/government/commonwealth-grants/commonwealth-grants-rules-guidelines>

   \*trade, meet their tax obligations and maintain financial membership of the approved industry body [↑](#footnote-ref-3)
3. For this program, Total Turnover is Gross Profit (before business expenses). E.g. Total Income (“S” on a tax return) less cost of sales (“A” on a tax return) = Gross Profit (before business expenses) [↑](#footnote-ref-4)
4. <https://www.ato.gov.au/> [↑](#footnote-ref-5)
5. Relevant money is defined in the PGPA Act. See section 8, Dictionary. [↑](#footnote-ref-6)
6. Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money. [↑](#footnote-ref-7)