

# CYCLONE NARELLE TOURISM BUSINESS SUPPORT PAYMENTS

## FREQUENTLY ASKED QUESTIONS



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📍 TURQUOISE BAY, EXMOUTH

# FREQUENTLY ASKED QUESTIONS

## What are the identified tourism categories?

The identified tourism categories are:

- **Accommodation** – An eligible accommodation applicant must be a commercial tourism accommodation provider, defined as a business operating a hotel, motel, resort, serviced apartment (with on-site reception), or caravan park/tourist park, licensed or registered under the relevant Western Australian regulations.
- **Tourism Attraction or Experience** – A place of interest, offering a distinct visitor experience to the leisure tourist. For the purpose of the Cyclone Narelle Tourism Business Support Payments, attractions are considered to be amusements and theme parks, galleries, museums, cultural experiences, observatories, planetariums, zoos, sanctuaries, aquariums, wildlife and animal parks.
- **Tour** – Organised excursions with a guide and commentary. May vary in duration from less than a day to one day, to extended touring such as; walking, bike, adventure or outdoor tours, coach, 4WD, aerial tours or aerial activities, marine, cruises, sailing, scuba diving or snorkeling tours, marine wildlife interactions, food or beverage tours.
- **Transport (Transfer and Hire Services)** – Transfer services and transport point to point services. May include - air, coach, ferry, marine charter, small charter vehicle, car, van charter, motor home hire and camper hire.

## My business falls within an identified tourism category, however, my tourism business is not accredited. Can I still apply?

No. The Tourism Business Support Payment is only available to businesses that hold Quality Tourism Accreditation or Eco Tourism Australia accreditation as detailed in Section 1C.

## I am a sole trader or owner/operator. Am I eligible to apply?

If your tourism business fits the eligibility criteria outlined in the Guidelines you are eligible to apply. This includes sole traders.

## I am a travel agent. Am I eligible to apply?

No. This Tourism Business Support Payment is only available for WA tourism businesses.

## I run an Airbnb or similar property. Am I eligible to apply?

No. This Tourism Business Support Payment is only available to WA tourism businesses operating as a business entity. It is not available for privately-owned residences rented out for short stay accommodation (e.g. holiday homes, apartments). Must be a commercial tourism accommodation provider, defined as a business operating a hotel, motel, resort, serviced apartment (with on-site reception), or caravan park/tourist park, licensed or registered under the relevant Western Australian regulations

## Turnover Definitions

Turnover definition is the total sales of the tourism business, exclusive of GST. You will be required to provide a copy of the business' EOFY statement for 2024-25 or BAS for the last four periods (audited, if available) from the 2024-25 and 2025-26 financial years, showing annual turnover greater than \$75,000 (exclusive of GST).

### **Why has the date of 27 March to 10 April 2026 been used for eligibility?**

27 March 2026 was the date in which Cyclone Narelle caused damage to the affected areas, with access via road and air largely unavailable until 10 April 2026.

### **Can I still apply if I do not have an ABN (prior to 1 March 2026)?**

No. This Tourism Business Support Payment is only available to registered businesses with a valid and active ABN prior to 1 March 2026.

### **I have more than one tourism business, can I apply multiple times?**

Yes. If the businesses are separate and operating under different ABNs then you may make more than one application. Each business will be assessed individually to ensure it meets the eligibility criteria.

### **I have more than one tourism business under the one ABN, can I apply for each of my businesses if they meet the eligibility criteria?**

Yes. Applications may be considered from multiple businesses operating under one ABN, but business owners are required to demonstrate that all businesses are individually eligible under the Package Guidelines, are actively operating and are separate in nature.

### **My tourism business operates in Western Australia with a local base employing Western Australians, however the parent company is based interstate. Can I still apply?**

For the purpose of the Cyclone Narelle Tourism Business Support Payment, an Australian business with its head office based outside of Western Australia, may apply for its West Australian operation where its assets and employees are also

located in one of the Shires outlined under criteria point A, and is operating as either an owner/operator (sole trader) or a proprietary limited company with employed staff, located within the eligible regions.

### **What evidence is required to demonstrate that my business has sustained 15% or more in downturn from 27 March -10 April 2026?**

Applicants will be required to provide a certified financial statement or make a [Statutory Declaration](#) that the booking cancellations received for the period 27 Mar – 10 April resulted in a downturn in business of 15% or more for the period as a direct result of the impact of Cyclone Narelle access closures.

### **I have applied, how long until I will receive the funds?**

It is expected that a large number of applications will be received in a very short period of time. Tourism WA will begin assessing and processing applications as soon as they are received. All efforts will be made to undertake due diligence and assessment in a timely manner. If eligible, payment will be made to your nominated business bank account as quickly as possible and a remittance advice will be emailed.

### **What are the tax implications associated with applying for this funding?**

This section provides a general overview of the income tax and GST considerations of the Tourism Business Support Payment for applicants. This overview is general in nature and does not attempt to be a complete analysis of the taxation consequences that may arise for a particular applicant. Applicants are strongly advised to seek professional taxation advice from a qualified tax agent/advisor to confirm their particular circumstances and outcomes.

Subject to an applicant's specific circumstances, the receipt of funding from the Tourism Business Support Payment may be treated as assessable income. We strongly recommended that potential applicants seek independent advice about the possible income tax implications from a qualified tax agent/advisor, or the Australian Taxation Office, prior to applying.

For GST purposes, Tourism WA regards the funding to be provided under the Tourism Business Support Payment as not subject to GST as applicants will not be making any supply to Tourism WA in consideration for the funding.

For GST reporting purposes, payments which are not consideration for a supply are not generally reportable at any label on a business activity statement as they do not constitute payment towards a taxable, GST-free or input taxed supply. However, we recommend that you seek advice from a qualified tax agent to confirm how the payments are to be reported for your particular circumstances.

### **Will Tourism WA pay an additional amount on top of the payment on account of GST?**

No. Tourism WA regards the payment as not subject to GST. The total payment to be made to an applicant will be up to either \$10,000 or \$20,000 and no additional "gross up" payment will be made.

### **Why and what should I provide/attach to demonstrate my bank account evidence?**

Please provide a copy of your most recent business bank statement (or other proof from your bank) showing your bank account name, bank BSB and account number. These details must appear on the single page of the attached document.

It is very important that the BSB, account number and account name provided are correct and identical to the information on the bank statement you have provided. This information is used to verify and confirm the bank account into which any successful payments are made.

### **Am I required to issue a tax invoice for the payment?**

No. Applicants are requested not to issue a tax invoice for their payment. Tourism WA will not issue a recipient created tax invoice for the payment, as Tourism WA regards the payment as not subject to GST.

Tourism WA will, once payment is made, issue a remittance advice to eligible applicants to evidence the payment of the funding to the applicant's nominated business bank account.

### **What happens if I'm eligible but it is later determined that I was ineligible?**

Tourism WA is providing the payment on the basis of the information that applicants provide during the application process, noting that critical information in the application is subject to a Statutory Declaration.

However, Tourism WA may, at its sole discretion, conduct random or specific audits of particular payments and reserves the right to recover any amount paid to an applicant who did not meet the eligibility Guidelines, as a debt due and payable.

### **Who do I contact if I have a question?**

Please email all enquiries to [tourismbusinesssupport@westernaustralia.com](mailto:tourismbusinesssupport@westernaustralia.com) and a staff member will respond to your questions as soon as is possible.

Please do not call the Tourism WA main phone line, all enquiries must be made in writing.

## Tourism Western Australia

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