



## General questions

### How long will it take for applications to be processed?

Applications will be assessed to confirm eligibility within 2 business days. We may need to contact you to confirm details or seek further information during this period.

### How long will it take for me to receive the funding once approved?

Once all requirements have been met, payment can be expected within 5 working days.

### Can I track the progress of my application?

You can access and log into the SmartyGrants platform through [business.sa.gov.au/floods](https://business.sa.gov.au/floods) to check on the progress of your application.

### Which email address will information be sent from and how will I know it is legitimate?

The email will come from [service@smartygrants.com.au](mailto:service@smartygrants.com.au).

### Where can I get information about other supports?

You can go to [sa.gov.au/floods](https://sa.gov.au/floods) or visit a [Relief Centre](#).

### I don't meet all of the criteria, can I still apply?

Yes, you can. All applications are assessed on a case by case basis and in some circumstances grants can still be issued if you don't meet all the criteria.

## Business Early Closure Grant

### If I own multiple businesses that will all be forced to close for the 14 day period, am I eligible for multiple grants?

Every business with an active ABN that meets the eligibility requirements can apply for a grant.

### I only use contractors in my business, do I qualify as an employing business?

No, an employing business is a business with staff that are under the control of the business who receive regular Pay As you Go (PAYG) salary or wages and PAYG Withholding amounts as well as superannuation paid by the employer. An owner, partner, or beneficiary of a trust is not considered to be an employee for the purpose of this grant.

### What happens when Federal Government support for the floods begin?

The assistance package for businesses will be reviewed and we will work closely with the Australian Government to transition from the supports available currently to the supports that may be available in the future. Information is available on <https://business.sa.gov.au/floods>.



### **My business hasn't closed yet but I expect it will need to close soon, can I still apply?**

Businesses can apply from when they need to close as long as they expect that they will need to remain closed for at least 14 days. For example, a houseboat owner who won't be able to take bookings for the next 14 days because the river is too dangerous for recreational users.

### **Only one of my businesses is impacted at this point, will I be eligible to access support for additional businesses that have a different ABN if they need to close?**

Every business with an active ABN that meets the eligibility requirements can apply for a grant. You will need to provide evidence to confirm that your business is eligible.

### **My business is based in the Riverland and needs to close but I live interstate, am I still eligible?**

Every business with an active ABN that meets the eligibility requirements can apply for a grant even if you're located interstate. You will need to provide evidence to confirm that your business is eligible.

### **My business is likely to be closed for an extended period of time, what other supports are available?**

Details of the grants currently available for businesses can be found at <https://business.sa.gov.au/floods> and you are encouraged to check back periodically as other support packages may be announced over time.

In addition, you may wish to consider registering in person at a [Relief Centre](#) that has been established to assist people to access all of the supports available to them.

For all other information and support, please check [sa.gov.au/floods](https://sa.gov.au/floods)

### **I'm starting a new business and I have ongoing costs associated with the business even though it is not yet operational, can I apply for the grant?**

As of 1 November 2022, a business (either employing or non-employing) must meet all the following criteria to receive a grant payment:

- Have a valid and active Australian Business Number (ABN) and be registered for GST;
- Carrying on the operation of a business located in the River Murray regions;
- Have an annual turnover of more than \$75,000 (excluding GST) in the 2021-22 financial year;
- Not engage in illegal activity;
- An employing business will need to demonstrate a total Australian grouped payroll of less than \$10 million in the 2021-22 financial year; and
- Such other criteria as approved by the Treasurer from time to time.

### **If a business has closed but pivoted into a different business model, is it still eligible?**

The business must have been forced to close or cease trading as a result of the high River Murray flows and associated restrictions for at least 14 days, with closure occurring prior to the date set by the Department for Industry, Innovation and Science.

### **When does the Business Early Closure Grant close?**



We will be working with other SA Government agencies to identify an appropriate date for this grant to close and we will publish this information on our website once this has been determined.

### **Can I still apply if I choose to close my business because it can't be profitable as a result of the rising waters?**

If you have not been forced to close or cease trading as a result of the high River Murray flows and associated restrictions for at least 14 days, then you may not be eligible for the Business Early Closure Grant.

## **Generator Grant**

### **Do I require written notification that my power will be turned off by SA Power Networks?**

You need to provide evidence that you have received a notification from SA Power Networks or the South Australian State Emergency Service (SES) stating that your power **will or may, or is expected to be disconnected or interrupted** at your principal place of residence/principal place of business or primary production activity within the River Murray regions related to the flood event.

### **What are my options if I can't afford to buy generator up front?**

This program is for the re-imbusement of costs incurred to purchase a generator. Details of the grants currently available for businesses can be found at <https://business.sa.gov.au/floods> and you are encouraged to check back periodically as other support packages may be announced over time.

You may wish to speak to someone at a [Relief Centre](#) to determine whether you are eligible for any other supports at this time – remember to bring any relevant evidence with you.

You can also register your interest in [Financial Counselling](#).

### **SA Power networks can't confirm if my power will be cut off.**

You need to have received notification from SA Power Networks that your power **will or may, or is expected to be disconnected or interrupted** at your principal place of residence/principal place of business or primary production activity within the River Murray regions related to the flood event and be able to provide that evidence to be able to submit a claim for this program.

### **Can I buy a second-hand generator?**

You need to provide a copy of a valid tax receipt clearly showing purchase date, purchase price and description of the generator when you apply for the grant.

### **What about funding to cover associated costs of connecting a generator, such as an electrician?**

The Generator Grant payment will only be based on the cost of acquiring the generator. Any extra associated costs to connect or install it will need to be covered by you.



You may wish to speak to someone at a [Relief Centre](#) to determine whether you are eligible for any other supports at this time – remember to bring any relevant evidence with you.

**Can the grant be used to reimburse the cost of leasing a generator?**

No, this grant is for the purchase of a generator only; leases or rentals are not included.

**I haven't had a notification yet, can I buy a generator and then apply for the grant later?**

Yes, you can buy a generator and then apply for the grant later.

**If I need to buy two generators for two different properties, can I apply for two grants?**

One grant is available for each eligible business. If you have multiple sites for one business under the same ABN you can only apply once.

**My shack/holiday house has been cut off, can I apply for a Generator Grant?**

The Generator Grant is only available if it is your principal place of residence/principal place of business or primary production activity.

You may wish to speak to someone at a [Relief Centre](#) to determine whether you are eligible for any other supports at this time – remember to bring any relevant evidence with you.

**When does the Generator Grant close?**

We will be working with other SA Government agencies to identify an appropriate date for this grant to close and we will publish this information on our website once this has been determined.