



Additional Assistance Payment Scheme Frequently Asked Questions November 2018

I submitted my application late, will it be accepted?

Applications for the Additional Assistance Payment Scheme closed on Monday 1 October 2018. Due to the Labour Day public holiday on Monday 1 October Transport for NSW accepted applications submitted by post, email and the online portal on Tuesday 2 October 2018. No further applications will be accepted.

I didn't have enough time to submit my application, what can I do?

No further applications will be accepted. Acceptance of late applications would have a negative impact on the release of payments from December 2018. Applicants were given three months to submit an application. Letters were sent in early July to all potential applicants advising them the Additional Assistance Payment Scheme was open. A follow up letter was also sent in early September reminding people of the closing date. During the application period, applicants who had started an online application but had not completed it were also sent reminders to complete their application.

I submitted my application, what happens now?

Transport for NSW will collate applications and enter manual applications (received via email and post) into the online portal. As there were a large number of manual applications this will take some time. Once all applications have been entered into the online portal, the initial assessment of applications can be completed. Further updates will be provided on the website: www.transport.nsw.gov.au/industryassistance.

Why have you requested further information from me?

You will be asked to provide further information in two circumstances:

1. You submitted an application that provided some, but not all, of the necessary information and as such it was not possible to conduct the initial assessment of your application. In this instance, you have been requested to provide further information to complete the initial assessment. **You will be given two weeks to provide this information. If you fail to provide the necessary information within the time specified your application may be refused.**
2. Your application has been initially assessed and the information provided in your application needs to be further verified for final assessment. In this instance, you have been requested to provide further information to verify the information you included in your application. **You will be given three weeks to provide this further information. If you fail to provide the necessary information within the time specified your application may be refused.**

I submitted my application manually, can I upload the further information you requested on the online portal?

No. If you submitted your application via email or post, you must continue using this same method for the remainder of the application process.

Similarly, if you submitted your application via the online portal, you must continue using the online portal for the remainder of the application process.

This is to ensure that applications are assessed in a timely manner.

Why do you require so much personal information?

It is appreciated that the application process requires applicants to provide a significant amount of personal and financial information, with evidence to support any claims made. This is necessary to ensure an accurate assessment can be made on an applicant's financial position before and after the point to point transport reforms and if the reforms have directly detrimentally impacted the applicant and resulted in financial hardship.

Many applicants have already provided some of the additional information being requested since they lodged their original application. In these cases, applicants are asked to note this on their application. If applicants are unsure, they can forward the additional information again.

Why am I being asked to provide household information when I made an application as a company?

As part of the assessment process the impact of any decline in company performance will be considered, as well as the financial position of your household, before and after the reforms. This will allow Transport for NSW to understand the full context of your circumstances and determine if you have suffered financial hardship directly as a result of the reforms. While you may hold and operate your licence through a company the component of your overall financial position it represents may vary. This means you will be required to provide details of other sources of income, assets and liabilities to assist in assessing your application.

Are applicants going to be updated on the progress of their application?

Applicants will be kept updated at key stages of the process via the website:
www.transport.nsw.gov.au/industryassistance.

Why haven't I heard anything about my application yet?

There were a large number of applications for the Additional Assistance Payment Scheme. In particular there were a significant number of manual applications received (i.e. sent in via email or post) and these will take time to process and enter into the online portal.

In addition to the processing time, it is important there is a proper and thorough assessment of all applications before making any decisions. This process will take some time but will ensure payments are made to those who have been most directly detrimentally impacted by the reforms.

When will I be told the outcome of my application?

All applicants will be advised in writing of the outcome of their application - including payment amount. It is anticipated payments will commence in December 2018 and continue into early 2019.

How much money will I receive?

Making an application to the Additional Assistance Payment Scheme does not mean you will receive a payment. All applicants will be advised of the payment amount, including a zero payment.

Applicants that have demonstrated the need for additional assistance will receive a payment. Where a payment is made, payment amounts may vary as it will depend on the circumstances of each applicant as to how much they receive.

Who makes the determination for a payment?

The Minister for Transport and Infrastructure determines payment amounts, based on the recommendations of the Taxi and Hire Vehicle Industries Assistance Panel (the Panel). The total amount of additional assistance funds to be paid to applicants must not exceed \$142 million.

Who sits on the Panel and what role do they have?

The Panel was established to oversee the NSW Government's industry adjustment assistance package of up to \$250 million, designed to help the taxi and private hire vehicle industries adjust to the point to point transport reforms. The Panel includes representatives from Transport for NSW, NSW Department of Premier and Cabinet, NSW Treasury and the NSW Taxi Council. The Panel is required to determine processes for applications and make recommendations to the Minister for Transport and Infrastructure on criteria for payments of additional assistance funds.

Why are we not being compensated for any reduction in the value of our taxi licences?

The Additional Assistance Payment Scheme is not intended to provide compensation for any reduction in taxi licence values. It is designed to provide financial assistance to people like taxi and hire car licence holders who have been detrimentally impacted by the changes to the regulation of the point to point transport industry, and who can demonstrate they are in financial hardship.

Is there anyone who can help me with my business?

Industry participants can contact Business Connect, a NSW Government program with dedicated business advisors located across NSW to support the taxi and hire car industries. The business advisers are there to help you develop and grow your business within the new framework, and are independent of the NSW Government. Please call 1300 134 359 or visit their website at www.industry.nsw.gov.au/businessconnect.

If I get an Additional Assistance Payment, will it be taxed?

The Australian Taxation Office has informed Transport for NSW that an additional assistance payment will be assessed as taxable income. This is supported by Taxation Ruling TR 2006/3, which can be viewed online at www.ato.gov.au/law/view/document?DocID=TXR/TR20063/NAT/ATO/00001.

As an additional assistance payment will be assessed as ordinary income, you are encouraged to seek independent legal or professional tax advice in relation to the additional assistance payment scheme and your individual circumstances.

If you are concerned and wish to withdraw your application you can do so at any time by emailing industryassistance@transport.nsw.gov.au or sending a letter to the Team Leader, Additional Assistance Payment Scheme, Locked Bag 17, Dubbo, NSW, 2830.

Will I lose my pension / benefits if I get additional assistance?

The Department of Social Services has advised Transport for NSW that an additional assistance payment will **not** be considered as an exempt lump sum payment for the purposes of the social security income test.

An additional assistance payment has the potential to impact your pension. You are encouraged to seek independent legal or professional financial advice in relation to your individual circumstances.

If you are concerned and wish to withdraw your application you can do so at any time by emailing industryassistance@transport.nsw.gov.au or sending a letter to the Team Leader, Additional Assistance Payment Scheme, Locked Bag 17, Dubbo, NSW, 2830.

Can I withdraw my application for additional assistance?

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Is this the end of assistance payments?

The Additional Assistance Payment Scheme is the final component of the broader industry adjustment assistance package of up to \$250 million.

How much industry assistance has been paid out already?

Up to \$142 million is available under the Additional Assistance Payment Scheme, targeting those detrimentally impacted by the point to point transport reforms and in financial hardship. Applications are currently being assessed.

Over \$100 million has been paid out so far:

- almost \$8.3 million was distributed under the *Additional Assistance Hire Vehicles Payment Scheme* to 99 successful applications for 150 eligible hire car licences, in recognition that hire car licences are no longer required,
- more than \$92 million has been paid out under the original *Transitional Assistance Payment Scheme*, which helped help more than 4,000 taxi licence holders adjust to the industry changes,
- over \$1.4 million has been approved so far for payment under Phase 2 of the Transitional Assistance Payment Scheme to 57 applicants. This assessment process is continuing.

Where can I go for further information?

Further information and latest updates can be found on the website at www.transport.nsw.gov.au/industryassistance.

You can also contact the Information Line on 1300 639 074 or email industryassistance@transport.nsw.gov.au.