

Queen Victoria Market Precinct Renewal Trader Connect Fund Claim Form

The City of Melbourne and Queen Victoria Market Pty Ltd (QVM Pty Ltd) have developed the Trader Connect Program to provide dedicated business and financial support for traders throughout the Queen Victoria Market Precinct Renewal (QVMPR) Program.

The Trader Connect program includes a fund to provide financial assistance to eligible traders where the impacts of the QVMPR Program works cannot be adequately mitigated and have resulted in a demonstrable negative impact on the trader's profit during the period of the works.

The fund is administered by the Trader Connect Advisory Committee (the Committee) which receives and assesses trader requests for financial assistance, in accordance with the Trader Connect Fund establishment rules.

Use this form to make an application for financial assistance. You will need to meet the eligibility criteria outlined below and be able to demonstrate how your business has been directly impacted by QVMPR Program works.

Interpreter services

We cater for people of all backgrounds. Please ask your English-speaking support person to call 03 9280 0726.

Criteria for Fund Allocation

For a trader's financial assistance claim on the Fund to be successful, all of the following criteria must be satisfied.

The trader must:

- have been a lawful:
 - tenant of QVM Pty Ltd; or
 - owner, lessee or licensee of the shops or stalls at QVM Pty Ltd
- be operating at the date the relevant QVMPR Program works commenced
- be registered for GST, have an ABN, and provide quarterly or monthly Business Activity Statements to the Australian Tax Office (if applicable)
- have no rental arrears or debt to QVM Pty Ltd or Council, prior to payment of any financial assistance from the Fund
- have taken all reasonable steps to maintain its profits and minimise losses during the claim period. This may include accessing other initiatives offered through the QVMPR Trader Connect program to proactively maintain profits or mitigate against any losses arising directly from relevant QVMPR Program works.

Application for claims can only be made:

- when QVMPR Program works have taken place during the period of the trader's claim
- on the basis of the retail trade of the business as operated at the market by the trader
- as a business group basis, rather than on a stall or shop basis.

Maximum claim amount:

An individual claim on the fund is limited to \$100,000 per claim (excluding GST). Any previously claimed amount or time period cannot be included in subsequent claims on the fund.

Claim reference: _____

Date: _____

CLAIM FORM

Applicant details

First name: _____ Surname: _____

Mailing address: _____

Suburb: _____ Postcode: _____ State: _____

Preferred day time contact number: _____

Preferred language (other than English): _____

Email: _____

I agree to be contacted regarding any additional information required with this claim by:
(please tick one or both)

Phone

Email

Claim information

Business name (and/or related business group): _____

Your role in the business ie owner, licensee of the shops or stalls at Queen Victoria Market:

ABN number: _____ Registered for GST (please circle) Yes No

QVMPR Program works impacting your business (please specify works): _____

Time period of claim: From (date): ____/____/____ To (date): ____/____/____

Total amount of this claim (to a maximum of \$100,000): _____ GST exclusive

If you have submitted a claim before, please provide details of claim reference: _____

Summary of claim

Please provide a brief summary of the reason/s for your claim for financial assistance, including a justification of the amount you are claiming and how you have arrived at this figure. *Attach additional page if more space is required.*

Supporting mandatory information and documentation

Please ensure that your claim is supported by:

- statement of losses, including quantum, the period during which the losses were experienced and relevant QVMPR Program works
- details of how those losses have been calculated
- details of reasonable steps taken by the trader to maintain its profits and minimise losses including initiatives offered through the QVMPR Trader Connect program.

The following information must also be provided:

- accountant prepared and certified trading accounts for the financial year relevant to the claim period, as well as the two (2) financial years prior to the claim period (or from the whole trading period where the business has been operating for less than 2 years), with evidence of Australian Tax Office lodgement for GST and Income Tax as relevant
- weekly sales figures for the two (2) financial years prior to the claim period (or for the whole period where the business has been operating for less than 2 years)
- weekly sales figures for the period during the relevant QVMPR Program works.

The Committee, exercising professional judgement, is able to exempt certain requirements where it is reasonable to do so and request additional relevant or substitute information in order to assist with assessing the claim.

DECLARATION

I declare and acknowledge that all information supplied in connection with this claim is true and correct. I consent to the handling of my personal information provided with this claim form.

Applicant signature: _____ Date: ____/____/____

The City of Melbourne is committed to protecting your privacy. The personal and financial information in the claim form and supporting documentation is being collected by City of Melbourne for the purpose of assessing your application for financial assistance to the Trader Connect Fund, or any other directly related purpose. The information will be disclosed to QVM Pty Ltd for the purposes of confirmation/verification of the information provided – please refer to QVM Pty Ltd role (refer page 5 of Claim Form) for more details regarding QVM Pty Ltd's role in the application process. The information provided will not be disclosed to any other external party without your consent, unless required or authorised by law. If this information is not collected, we will not be able to fully assess your application or contact you to discuss your application. If you wish to alter any information you have supplied to City of Melbourne, please contact Council via telephone 9658 9658 or email traderconnectclaim@melbourne.vic.gov.au

Please send completed claim form with mandatory information to:

Email: traderconnectclaim@melbourne.vic.gov.au

Post: Chief Financial Officer, City of Melbourne, GPO Box 1603 Melbourne 3001

CHECK LIST

Please ensure you have provided all the required information, attachments and authorisations, as failure to do so may delay a decision on your claim. Use this checklist to ensure you have supplied required information.

Please tick and submit this check list with application

- Attached and provided evidence of quarterly or monthly Business Activity Statements provided to the Australian Tax Office (if applicable).
- Statement of losses, including quantum of loss, relevant QVMPR Program works and time period.
- Claim is made on the basis of the retail trade of the business as operated at the market by the Trader, pursuant to the relevant lease or license.
- The claim is made on a business group basis, rather than on a stall or shop basis.
- Attached evidence of all reasonable steps to maintain the business profits and minimise losses during the claim period.
- All relevant documents are signed.

Please note that if your claim is assessed as eligible for payment, you will be asked to provide relevant identification documents and bank details.

GUIDE TO ASSESSMENT PROCESS

Application review

Once an application has been submitted, the Committee will assess the claim at the next available meeting provided all required information has been submitted in full and sufficient time (one week) has been provided for review of the information by the Committee members prior to the scheduled meeting. Otherwise, the claim will be considered at the subsequent meeting. The Committee will meet at least quarterly.

The Committee exercising professional judgement is able to exempt certain requirements where it is reasonable to do so and request additional relevant or substitute information in order to assist with assessing the claim.

QVM Pty Ltd role

All completed Trader claim forms, as determined by the Committee secretariat, and accompanying material will be provided to QVM Pty Ltd to allow QVM Pty Ltd to confirm/provide the following prior to each meeting:

- That the Trader was a lawful tenant of QVM Pty Ltd as at the date the relevant QVMPR Program works occurred.
- That the Trader was a lawful tenant of QVM Pty Ltd during the period of the Trader's claim.
- That the information in the Trader claim relates to all stalls or shops operated by the Trader at Queen Victoria Market.
- That the information in the Trader claim relates only to the retail business of the Trader conducted at Queen Victoria Market (ie does not relate to wholesale business, online business or other business interests outside of Queen Victoria Market).
- An opinion on whether the Trader had taken reasonable steps to maintain its profits and minimise losses during the claim period.
- An assessment of any rental arrears or debt to QVM Pty Ltd.
- Analysis of QVM Pty Ltd data during the period of the Trader's claim, including such things as car parking and pedestrian numbers, visitation rates, trader composition and turnover, and other information as required to assist in the assessment of the Trader claim.

Committee requests for additional information

If the Secretariat and/or the Committee are of the opinion that further information is required in order to assess a claim, either the Secretariat and/or the Committee may request that the relevant trader provide that further information (and until that further information is provided, the Committee will not further assess the claim unless it determines otherwise).

Successful claims

If the Committee agrees a claim be accepted (either in part or in full), the recommended payment will be made to the trader from the Fund or in lieu of the payment and at the request of the Trader this can be provided in the form of rent relief. Any tax implications associated with any payment or rent relief will be the responsibility of the claimant. If a claim is assessed as eligible for payment, the Trader will be asked to provide relevant identification documents and bank details.

Items not covered by the fund

No interest will be payable to traders in relation to payments from the Fund. The costs and expenses incurred by a trader in preparing, lodging and progressing a claim will also not be paid from the Fund.

Payment conditions

Payments out of the Fund will only be made to a trader on condition that:

- The trader releases and indemnifies Council and QVM Pty Ltd against, and pays Council and QVM Pty Ltd on demand the amount of all losses, liabilities costs and expenses incurred by the trader in connection with the QVMPR Program works for the period prior to, and for the duration of, the trader's claim period.

For the purposes of the indemnity and release, 'Loss' includes any loss, damage, liability or obligation, compensation, fine, penalty, charge, payment, cost or expense (including any legal cost and expense on a full indemnity basis) however it arises and whether it is present or future, fixed or unascertained, actual or contingent and including loss of profits, loss of revenue or loss of opportunity.

Please note that if your claim is assessed as eligible for payment, you will be asked to provide relevant identification documents and bank details.